



March 14, 2005

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STATE OF WASHINGTON
UTILITY REGULATORY BOARD
OFFICE OF THE CLERK

Washington Utilities and Transportation Commission
P.O. Box 47250
Olympia, WA 98504-47250

Attention: Carole Washburn, Secretary

Reference: SERVICE QUALITY PERFORMANCE REPORT – February, 2005

Dear Ms. Russell:

Enclosed please find the combined performance results for CenturyTel of Washington for February, 2005. I have included all the reports we usually do, as well as a set of most of the new reports you asked for in our January meeting. We are having difficulty with providing Number 4 – Installation/Activation of Basic Service Report, but hope to have it available in the near future. Don Dennis will discuss this issue with Bob.

Please review the new reports and let me know if they are what you needed.

These statistics are based on criteria approved in Docket No UT-921192: General Order No. R-384.

If you have any questions, please feel free to contact the undersigned at 253-851-1450.

Sincerely,

Tim Grigar
General Manager
CenturyTel

cc Distribution Listed Below:

Terry Beeler

Mark Johnston

Pat Malone

Cal Simshaw - Vancouver

Ted Hankins – Monroe

Don Dennis

Ty Lemaster

Susan Brebner

Dan Roso

Steve Densley

Ross Skinner



Trouble Ticket Report

February 2005

	February 2005												No. of Trouble Tickets	No. of Access Lines	% of Trouble Tickets	Trouble Tickets Moved Index Below 4%	
	Feb 04	Mar 04	Apr 04	May 04	Jun 04	Jul 04	Aug 04	Sep 04	Oct 04	Nov 04	Dec 04	Jan 05					
EXCHANGE																	
EUREKA	1.1%	1.3%	1.8%	1.8%	1.8%	2.1%	1.6%	0.8%	0.6%	0.00%	1.39%	1.94%	1	367	0.27%		
FALL CITY	1.0%	0.6%	1.2%	1.0%	1.7%	1.4%	1.6%	1.9%	1.5%	1.68%	1.68%	1.68%	46	3,566	1.29%		
FORKS	1.0%	0.7%	1.0%	0.6%	0.6%	1.1%	2.0%	1.4%	0.9%	1.14%	1.33%	1.33%	37	3,737	0.99%		
FOX ISLAND	0.5%	0.7%	0.7%	0.6%	1.1%	0.6%	0.9%	0.8%	1.3%	0.74%	0.91%	0.91%	16	1,749	0.91%		
FRIDAY HARBOR	0.8%	1.1%	0.7%	0.8%	1.1%	1.2%	1.5%	1.9%	1.3%	1.24%	1.59%	1.45%	72	7,013	1.03%		
GIG HARBOR	0.8%	0.8%	0.8%	0.5%	0.9%	1.5%	1.4%	1.2%	1.1%	1.16%	2.31%	1.07%	238	27,286	0.87%		
GLENOMA	2.7%	1.9%	4.0%	1.9%	3.0%	2.3%	4.5%	4.4%	1.3%	3.96%	3.32%	4.38%	15	458	3.28%		
HANSVILLE	1.5%	1.3%	0.7%	0.8%	1.0%	1.3%	1.5%	7.2%	2.0%	0.96%	1.74%	1.38%	19	1,944	0.98%		
HARRINGTON	1.3%	0.4%	1.7%	1.1%	1.0%	0.8%	3.3%	1.4%	2.3%	1.36%	1.35%	1.16%	5	513	0.97%		
HUMPTULIPS	0.5%	0.5%	0.0%	0.8%	2.1%	1.0%	0.8%	0.5%	0.8%	2.33%	0.77%	1.29%	5	389	1.29%		
INCHELIUM/HUNTERS	0.6%	1.2%	0.4%	1.3%	1.1%	1.0%	2.0%	1.7%	1.6%	1.20%	1.95%	2.36%	11	1,496	0.74%		
KAHLOTUS	0.4%	0.9%	1.8%	3.1%	1.3%	0.0%	0.9%	2.7%	2.3%	0.00%	1.88%	0.93%	1	215	0.47%		
KETTLE FALLS	0.8%	1.7%	1.6%	1.8%	3.6%	2.0%	1.1%	2.0%	1.5%	1.00%	1.00%	1.29%	21	2,676	0.78%		
KINGSTON	1.3%	1.5%	1.0%	1.3%	1.2%	1.3%	1.3%	2.3%	1.6%	1.23%	1.78%	1.85%	78	5,489	1.42%		
LAKE QUINault	1.1%	1.1%	0.8%	1.1%	1.9%	1.4%	1.7%	2.3%	0.3%	0.80%	0.80%	1.13%	13	620	2.10%		
LAKEBAY	1.4%	1.0%	0.9%	0.8%	1.2%	1.3%	1.6%	2.6%	1.5%	1.32%	4.09%	1.30%	50	5,911	0.85%		
LIND	1.2%	1.5%	1.7%	0.2%	1.2%	1.0%	1.4%	1.6%	1.1%	1.23%	1.24%	0.36%	2	561	0.36%		
LONG BEACH	1.0%	0.6%	0.6%	1.1%	1.0%	2.4%	1.6%	1.4%	1.7%	1.34%	1.93%	1.43%	57	4,216	1.35%		
LOPEZ	0.7%	0.7%	0.6%	0.6%	1.3%	1.1%	2.7%	2.1%	2.0%	1.42%	1.83%	1.50%	32	2,394	1.34%		
MATTHEWS CORNER	0.7%	3.0%	0.9%	1.3%	0.5%	1.1%	1.3%	1.1%	1.8%	2.00%	0.18%	0.56%	3	539	0.56%		
McCLEARY	1.1%	1.1%	0.9%	0.8%	1.0%	1.3%	1.1%	1.4%	1.3%	1.42%	1.57%	1.07%	12	1,399	0.86%		
MEDICAL LAKE	1.0%	0.7%	1.6%	0.7%	1.0%	0.7%	0.8%	1.2%	2.1%	0.73%	0.71%	0.74%	22	3,112	0.71%		
MESA	0.6%	3.3%	0.0%	1.2%	1.6%	0.3%	0.2%	0.9%	0.0%	0.95%	0.63%	0.94%	2	316	0.63%		
MINER	2.6%	1.2%	0.9%	1.8%	2.1%	2.1%	1.8%	3.0%	1.5%	1.52%	0.91%	2.77%	6	326	1.84%		



Trouble Ticket Report

February 2005

EXCHANGE	February 2005												No. of Trouble Tickets	No. of Access Lines	% of Trouble Tickets	Trouble Tickets Moved Index Below 4%
	Feb 04	Mar 04	Apr 04	May 04	Jun 04	Jul 04	Aug 04	Sep 04	Oct 04	Nov 04	Dec 04	Jan 05				
EXCHANGE	Feb 04	Mar 04	Apr 04	May 04	Jun 04	Jul 04	Aug 04	Sep 04	Oct 04	Nov 04	Dec 04	Jan 05				
MONTESANO	1.0%	0.7%	0.6%	0.6%	1.0%	1.0%	1.4%	1.1%	1.0%	1.42%	1.02%	1.28%	36	4,115	0.87%	
MORTON	1.9%	1.2%	1.1%	0.9%	2.0%	1.5%	2.0%	2.0%	1.6%	2.31%	2.83%	2.45%	19	1,564	1.21%	
NEAH BAY	0.9%	1.0%	0.4%	0.6%	0.3%	1.4%	1.4%	1.0%	1.1%	1.15%	1.04%	0.94%	7	945	0.74%	
NEspeLEM	1.3%	2.0%	2.3%	1.0%	1.3%	2.3%	3.2%	1.3%	2.2%	1.33%	2.91%	0.87%	14	696	2.01%	
NORTH BEND <small>831/888</small>	0.9%	0.7%	0.8%	0.4%	0.7%	0.9%	1.2%	1.6%	1.1%	1.38%	1.62%	1.24%	62	9,019	0.69%	
NORTH VASHON	0.6%	1.1%	0.7%	0.6%	1.1%	1.3%	1.3%	0.5%	1.2%	1.21%	2.49%	1.43%	10	1,400	0.71%	
OCEAN PARK	0.6%	0.7%	0.8%	0.6%	1.2%	1.2%	1.4%	1.9%	1.3%	1.70%	0.95%	1.35%	30	3,760	0.80%	
OCOSTA	0.2%	0.2%	0.2%	0.2%	0.6%	0.8%	2.1%	0.2%	0.9%	1.49%	1.28%	0.65%	5	462	1.08%	
ODESSA	3.2%	1.7%	1.2%	2.8%	2.0%	2.1%	1.8%	1.5%	1.6%	1.84%	2.16%	0.52%	6	968	0.62%	
ORTING	2.9%	1.2%	1.4%	0.9%	1.2%	1.7%	1.4%	2.6%	1.8%	1.29%	1.28%	2.14%	78	7,202	1.08%	
PACIFIC BEACH	0.9%	0.6%	1.1%	0.8%	0.8%	0.9%	1.3%	1.5%	1.0%	1.51%	0.81%	1.11%	13	987	1.32%	
PACKWOOD	0.9%	0.1%	0.9%	0.4%	0.7%	1.2%	0.9%	2.3%	1.1%	0.96%	1.64%	0.75%	19	1,331	1.43%	
PE ELL	2.4%	1.8%	1.1%	0.8%	1.6%	1.3%	2.7%	2.3%	1.3%	1.24%	1.80%	2.36%	17	882	1.93%	
PUGET ISLAND	1.3%	2.6%	2.6%	0.9%	1.7%	0.7%	1.8%	3.8%	3.3%	1.55%	2.41%	1.97%	11	453	2.43%	
RANDLE	0.8%	1.9%	1.6%	1.4%	2.0%	1.9%	1.5%	2.4%	1.6%	2.16%	2.80%	1.36%	16	1,108	1.44%	
RAYMOND-LEBAM	1.0%	0.8%	1.1%	0.6%	1.1%	0.7%	1.4%	1.2%	1.4%	1.76%	1.95%	1.27%	24	3,434	0.70%	
REARDAN	3.5%	1.0%	2.0%	2.2%	2.4%	1.2%	2.8%	2.0%	2.2%	4.37%	1.80%	1.64%	44	1,215	3.62%	
RIMROCK/WHITEPASS	0.4%	0.0%	0.2%	0.4%	0.4%	0.3%	0.3%	0.0%	0.0%	0.73%	0.37%	0.73%	0	275	0.00%	
RITZVILLE-BENGE	0.6%	0.8%	0.5%	0.5%	0.6%	0.7%	1.9%	1.0%	0.9%	0.51%	0.34%	0.68%	13	1,740	0.75%	
ROYAL CITY	0.7%	1.0%	1.1%	1.4%	0.8%	1.3%	1.4%	1.6%	1.5%	1.45%	1.02%	0.63%	15	2,075	0.72%	
SNOQUALMIE RIDGE <small>396</small>	0.6%	0.1%	0.1%	0.0%	0.3%	0.3%	0.3%	1.5%	0.4%	5.11%	1.40%	1.68%	12	2,204	0.54%	
SNOQUALMIE PASS <small>434</small>	0.8%	1.4%	1.9%	3.8%	2.2%	3.5%	4.8%	2.4%	5.1%	2.61%	1.68%	0.54%	2	470	0.43%	
SOUTH BEND	2.1%	0.9%	0.6%	0.6%	0.9%	1.5%	1.6%	1.5%	1.0%	1.89%	2.13%	1.38%	17	1,733	0.98%	
SOUTH <small>People Reports</small>	0.7%	1.7%	1.5%	1.0%	0.9%	1.1%	0.8%	2.8%	1.6%	1.50%	1.67%	2.09%	41	3,037	1.35%	



Trouble Ticket Report

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EXCHANGE	0.7%	1.1%	1.6%	1.6%	1.3%	0.7%	0.9%	1.3%	0.7%	1.81%	1.45%	2.00%	7	550	1.27%	
SPANGLE	0.7%	1.1%	1.6%	1.6%	1.3%	0.7%	0.9%	1.3%	0.7%	1.81%	1.45%	2.00%	7	550	1.27%	
SPRAGUE	1.4%	0.7%	1.8%	0.9%	0.9%	0.5%	2.1%	1.8%	2.5%	0.71%	1.78%	1.23%	15	563	2.66%	
STARBUCK	0.0%	0.6%	1.3%	0.6%	0.6%	0.0%	1.3%	0.6%	0.0%	0.66%	0.00%	0.66%	1	153	0.65%	
TIETON	0.5%	0.7%	1.7%	1.0%	1.0%	1.4%	2.0%	2.9%	3.6%	1.00%	0.51%	1.40%	7	785	0.89%	
TWISP	1.0%	0.7%	0.8%	0.7%	1.3%	0.7%	0.6%	1.4%	1.2%	0.75%	0.65%	0.65%	15	1,992	0.75%	
VADER	0.7%	4.0%	1.0%	1.2%	7.9%	1.2%	2.6%	2.8%	1.2%	1.34%	1.06%	1.44%	15	1,040	1.44%	
VASHON	0.7%	1.0%	0.9%	0.9%	1.6%	1.2%	2.5%	1.4%	1.2%	1.35%	3.84%	1.80%	64	5,585	1.15%	
WASHTUONA	0.3%	1.0%	0.7%	2.4%	2.4%	0.7%	0.3%	2.4%	0.3%	0.70%	0.71%	1.77%	2	285	0.70%	
WILBUR	0.9%	0.9%	0.9%	0.7%	0.8%	1.1%	1.2%	1.2%	2.2%	1.02%	0.94%	0.94%	6	1066	0.56%	
WILSON CREEK	1.0%	2.9%	1.0%	1.3%	2.9%	1.3%	1.3%	2.1%	3.2%	1.06%	3.18%	3.21%	0	373	0.00%	
WINTHROP	0.7%	0.6%	1.1%	0.6%	0.8%	0.6%	1.2%	1.5%	1.4%	0.82%	1.04%	3.45%	11	2,306	0.48%	
YACOLT	1.9%	7.3%	1.5%	2.5%	2.3%	2.6%	1.7%	3.2%	1.5%	2.01%	1.83%	1.17%	49	1,800	2.72%	
GRAND TOTAL	1.3%	1.3%	1.0%	0.9%	1.3%	1.3%	1.5%	1.8%	1.4%	1.35%	1.72%	1.39%	1,856	182,322	1.02%	

TROUBLE INDEX OVER 48 HOURS	January 2005			February 2005			March 2005		
	TOT OOS	Trouble Over 48 Hours	% Trouble Index Per 100	TOT OOS	Trouble Over 48 Hours	% Trouble Index Per 100	TOT OOS	Trouble Over 48 Hours	% Trouble Index Per 100
Almira	6	0	100.00%	2	0	100.00%		0	100.00%
Ames Lake	39	0	100.00%	9	0	100.00%		0	100.00%
Aretta	28	1	96.40%	14	0	100.00%		0	100.00%
Ashford	6	0	100.00%	13	1	92.30%		0	100.00%
Basin City	4	0	100.00%	2	0	100.00%		0	100.00%
Beaver	0	0	100.00%	1	0	100.00%		0	100.00%
Blakely Island	2	1	50.00%	1	0	100.00%		0	100.00%
Carnation	24	0	100.00%	12	0	100.00%		0	100.00%
Cathlamet	13	1	92.30%	17	0	100.00%		0	100.00%
Cheney / EWU	27	0	100.00%	12	0	100.00%		0	100.00%
Chewelah	35	1	97.10%	16	0	100.00%		0	100.00%
Chinook	3	0	100.00%	2	0	100.00%		0	100.00%
Clallam Bay	6	0	100.00%	8	0	100.00%		0	100.00%
Clearwater	2	0	100.00%	0	0	100.00%		0	100.00%
Connell	5	0	100.00%	12	0	100.00%		0	100.00%
Coulee City	15	0	100.00%	7	0	100.00%		0	100.00%
Cowiche	12	0	100.00%	6	0	100.00%		0	100.00%
Creston	2	0	100.00%	2	0	100.00%		0	100.00%
Curtis	3	0	100.00%	1	0	100.00%		0	100.00%
Davenport	10	0	100.00%	9	0	100.00%		0	100.00%
East Sound	34	1	97.00%	18	0	100.00%		0	100.00%
Edwall-Tyler	0	0	100.00%	1	0	100.00%		0	100.00%
Elma	36	0	100.00%	31	1	96.70%		0	100.00%
Eltopia	2	0	100.00%	1	0	100.00%		0	100.00%
Eureka	2	0	100.00%	1	0	100.00%		0	100.00%
Fall City	33	1	96.90%	26	0	100.00%		0	100.00%
Forks	30	0	100.00%	19	0	100.00%		0	100.00%
Fox Island	4	0	100.00%	7	0	100.00%		0	100.00%
Friday Harbor	54	3	94.40%	33	0	100.00%		0	100.00%
Gig Harbor	146	0	100.00%	125	2	98.40%		0	100.00%
Glenoma	11	0	100.00%	10	1	90.00%		0	100.00%
Hansville	8	0	100.00%	6	0	100.00%		0	100.00%
Harrington	1	0	100.00%	0	0	100.00%		0	100.00%
Humptulips	4	0	100.00%	5	0	100.00%		0	100.00%
Hunters	27	0	100.00%	5	0	100.00%		0	100.00%
Kahlotus	0	0	100.00%	1	0	100.00%		0	100.00%
Kettle Falls	13	0	100.00%	8	0	100.00%		0	100.00%
Kingston	59	0	100.00%	45	0	100.00%		0	100.00%
Lake Quinault	5	0	100.00%	7	0	100.00%		0	100.00%
Lakebay	38	0	100.00%	28	2	92.80%		0	100.00%
Lind	1	0	100.00%	2	0	100.00%		0	100.00%
Long Beach	36	2	94.40%	35	2	94.40%		0	100.00%

Trouble Tickets Over 48 Hours	January 2005			February 2005			March 2005		
	TOT OOS	Trouble Over 48 Hours	% Trouble Index Per 100	TOT OOS	Trouble Over 48 Hours	% Trouble Index Per 100	TOT OOS	Trouble Over 48 Hours	% Trouble Index Per 100
Lopez	21	1	95.20%	20	0	100.00%		0	100.00%
Mathews Corner	1	0	100.00%	2	0	100.00%		0	100.00%
McCleary	2	0	100.00%	4	0	100.00%		0	100.00%
Medical Lake	9	0	100.00%	13	0	100.00%		0	100.00%
Mesa	1	0	100.00%	2	0	100.00%		0	100.00%
Mineral	9	1	88.80%	1	0	100.00%		0	100.00%
Montesano	27	0	100.00%	14	0	100.00%		0	100.00%
Morton	30	1	96.60%	12	2	83.30%		0	100.00%
Neah Bay	4	1	75.00%	3	0	100.00%		0	100.00%
Nespelem	4	0	100.00%	8	0	100.00%		0	100.00%
North Bend	63	1	98.40%	44	0	100.00%		0	100.00%
North Vashon	9	0	100.00%	8	0	100.00%		0	100.00%
Ocean Park	34	0	100.00%	18	0	100.00%		0	100.00%
Ocosta	2	0	100.00%	2	0	100.00%		0	100.00%
Odessa	3	0	100.00%	2	0	100.00%		0	100.00%
Orting	103	1	99.00%	39	1	97.40%		0	100.00%
Pacific Beach	8	0	100.00%	10	0	100.00%		0	100.00%
Packwood	9	0	100.00%	15	0	100.00%		0	100.00%
Pe Ell	13	0	100.00%	12	0	100.00%		0	100.00%
Puget Island	2	0	100.00%	3	0	100.00%		0	100.00%
Randle	8	1	87.50%	9	0	100.00%		0	100.00%
Raymond	19	1	94.70%	12	0	100.00%		0	100.00%
Reardan	13	0	100.00%	33	0	100.00%		0	100.00%
Rimrock	0	0	100.00%	0	0	100.00%		0	100.00%
Ritzville-Benge	6	0	100.00%	7	0	100.00%		0	100.00%
Royal City	9	0	100.00%	9	0	100.00%		0	100.00%
Snoqualmie Pass	6	0	100.00%	2	0	100.00%		0	100.00%
Snoqualmie Ridge	5	0	100.00%	10	0	100.00%		0	100.00%
South Bend	9	0	100.00%	10	0	100.00%		0	100.00%
South Prairie	62	3	95.10%	24	0	100.00%		0	100.00%
Spangle	6	0	100.00%	5	0	100.00%		0	100.00%
Sprague	5	0	100.00%	14	0	100.00%		0	100.00%
Starbuck	0	0	100.00%	1	0	100.00%		0	100.00%
Tieton	8	0	100.00%	2	0	100.00%		0	100.00%
Twisp	5	0	100.00%	7	0	100.00%		0	100.00%
Vader	9	0	100.00%	9	0	100.00%		0	100.00%
Valley	4	0	100.00%	5	0	100.00%		0	100.00%
Vashon	45	0	100.00%	27	3	88.80%		0	100.00%
Washtucna	5	0	100.00%	1	0	100.00%		0	100.00%
Wilbur	4	0	100.00%	3	0	100.00%		0	100.00%
Wilson Creek	5	0	100.00%	0	0	100.00%		0	100.00%
Winthrop	35	0	100.00%	8	0	100.00%		0	100.00%
Yacolt	19	0	100.00%	33	1	96.90%		0	100.00%
Total Washington	1427	22	98.44%	1023	16	98.43%	0	0	#DIV/0!

Standard is 95%

Used Total OOS column TRPR8141

Use TRPR8141

Used TRPR8147 Trouble Index Summary OOS w/ 48 Hours column

and TRPR 8147



**Quality of Service
Washington State
February 2005**

WAC 480-120-439

**Missed Appointment Report
Includes Trouble Tickets, Installs and Repairs**

Total # Appointments:	Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05	Jul 05	Aug 05	Sep 05	Oct 05	Nov 05	Dec 05
Total # Appt Missed:												
Total # Appt Excluded:												

WAC 480-120-412

Major Outages Over 48 Hours

# Over 48 Hours:	Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05	Jul 05	Aug 05	Sep 05	Oct 05	Nov 05	Dec 05
	None	None										

WAC 480-120-401

Trunk Blocking Report

On Track for Month?	Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05	Jul 05	Aug 05	Sep 05	Oct 05	Nov 05	Dec 05
January 2005 Exception:	No	Yes										

Overflow from Orting DMS100 to Seattle LATA tandem. Resolution: We added 72 trunks and will be adding 24 more.

WAC 480-120-440

Repair Report

(includes 90 and 180 Held Orders below)	Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05	Jul 05	Aug 05	Sep 05	Oct 05	Nov 05	Dec 05
% Held Over 90 Days (Goal 1%)	96	96										
% Held Over 180 Days (Goal 0%)	6.25%	18.75%										

# Held - 90 Days	22	18										
# Held - 180 Days	6	14										

WAC 480-120-133

Business Office / Repair Answering Reports

Repair Center

	Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05	Jul 05	Aug 05	Sep 05	Oct 05	Nov 05	Dec 05
Offered:	6,293	4,667										
Handled:	6,131	4,615										
Service Level:	84%	92%										

Call Center

	Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05	Jul 05	Aug 05	Sep 05	Oct 05	Nov 05	Dec 05
Offered:	31,156	28,123										
Handled:	28,176	26,003										
Service Level:	59%	70%										



Quality of Service Washington State February 2005

Installation Appointments Met

Total Primary Orders		Appointments Met		% Met																					
Feb-04	1886	Mar-04	2408	Apr-04	2443	May-04	2292	Jun-04	2674	Jul-04	2689	Aug-04	3581	Sep-04	3655	Oct-04	3580	Nov-04	3394	Dec-04	2472	Jan-05	2361	Feb-05	2266
1838	2350	2351	2059	2572	2575	3229	3198	3198	3063	2152	2054	2126	94%												
97%	98%	96%	90%	96%	96%	90%	87%	89%	90%	87%	87%	87%	87%												

Held Primary Requests

Total Primary Orders		Service Requests Held		% Held this Period (Goal 90%)																					
Feb-04	1886	Mar-04	2408	Apr-04	2443	May-04	2292	Jun-04	2674	Jul-04	2689	Aug-04	3581	Sep-04	3655	Oct-04	2922	Nov-04	3394	Dec-04	2472	Jan-05	2361	Feb-05	2266
39	50	44	77	75	53	82	60	38	44	37	31	41	98.2%												
97.9%	97.9%	98.2%	96.6%	97.2%	98.0%	97.7%	98.4%	98.7%	98.7%	98.5%	98.7%	98.2%	98.2%												

Total Held Primary Requests (includes 90 and 180 Held Orders below)

Feb-04	141	Mar-04	160	Apr-04	143	May-04	134	Jun-04	173	Jul-04	143	Aug-04	158	Sep-04	173	Oct-04	75	Nov-04	80	Dec-04	89	Jan-05	96	Feb-05	96
(Began tracking this Oct 2004):												26.67%	28.75%	26.97%	22.92%	30.21%									
(Began tracking this Oct 2004):												0.00%	0.00%	7.87%	6.25%	3.13%									



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
February 2005

EXCHANGE	Month/Year	REASON TROUBLE INDEX IS OVER 4 %
Ames Lake	November 2004	33 - Bad card in Central Office
	January 2005	24 - Reset locked up CPUs
Cowiche	October 2004	11 - Reload Processor; 45 - Bad Line Card.
	April 2004	6 - Lost shelf in central office. Restored
Glenoma	August 2004	5 - Three = Meade Hill pair gain trouble and two = No trouble found - Meade hill pair gain area.
	January 2005	6 - Cut end section off abandoned cable to clear
Hansville	September 2004	115 - Data corruption in DMS 10 AMS
Lakebay	December 2004	127 - 400 AMPMain Office battery fuse blew
Reardon	November 2004	20 - TSPN 604 carrier outage
Snoqualmie Pass	August 2004	5 - Corrupted database on the spans
Snoqualmie Ridge	November 2004	94 - Bad card in Central Office
Vader	March 2004	13 - Corrected translations in Hardy
	June 2004	70 - Central office isolated. NSC did translations and made error