



April 13, 2005

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

Attention: Carole Washburn, Secretary

Reference: SERVICE QUALITY PERFORMANCE REPORT – March, 2005

Dear Ms. Russell:

Enclosed please find the combined performance results for CenturyTel of Washington for March, 2005. We are still not able to obtain Total Number of Appt Excluded for WAC 480-120-439. Hopefully these new reports meet with your approval.

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

Cal Simshaw - Vancouver

Don Dennis

Susan Brebner

Steve Densley

Mark Johnston

Ted Hankins – Monroe

Ty Lemaster

Dan Roso

Ross Skinner

Pat Malone

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Trouble Ticket Report

March 2005

	March 2005												No. of Trouble Tickets	No. of Access Lines	% of Trouble Tickets	Trouble Tickets Moved Index Below 4%		
	Mar 04	Apr 04	May 04	Jun 04	Jul 04	Aug 04	Sep 04	Oct 04	Nov 04	Dec 04	Jan 05	Feb 05						
EXCHANGE																		
SPANGLE	1.1%	1.6%	1.6%	1.3%	0.7%	0.9%	1.3%	0.7%	1.81%	1.45%	2.00%	1.27%	4	553	0.72%			
SPRAGUE	0.7%	1.8%	0.9%	0.9%	0.5%	2.1%	1.8%	2.5%	0.71%	1.78%	1.23%	2.66%	7	563	1.24%			
STARBUCK	0.6%	1.3%	0.6%	0.6%	0.0%	1.3%	0.6%	0.0%	0.66%	0.00%	0.66%	0.65%	0	156	0.00%			
TIE/TON	0.7%	1.7%	1.0%	1.0%	1.4%	2.0%	2.9%	3.6%	1.00%	0.51%	1.40%	0.89%	9	783	1.15%			
TWISP	0.7%	0.8%	0.7%	1.3%	0.7%	0.6%	1.4%	1.2%	0.75%	0.65%	0.65%	0.75%	10	1,994	0.50%			
VADER	4.0%	1.0%	1.2%	7.9%	1.2%	2.6%	2.8%	1.2%	1.34%	1.06%	1.44%	1.44%	13	1,039	1.25%			
VASHON	1.0%	0.9%	0.9%	1.6%	1.2%	2.5%	1.4%	1.2%	1.35%	3.84%	1.80%	1.15%	59	5,578	1.06%			
WASHTUONA	1.0%	0.7%	2.4%	2.4%	0.7%	0.3%	2.4%	0.3%	0.70%	0.71%	1.77%	0.70%	3	282	1.06%			
WILBUR	0.9%	0.9%	0.7%	0.8%	1.1%	1.2%	1.2%	2.2%	1.02%	0.94%	0.94%	0.56%	19	1060	1.79%			
WILSON CREEK	2.9%	1.0%	1.3%	2.9%	1.3%	1.3%	2.1%	3.2%	1.06%	3.18%	3.21%	0.00%	0	372	0.00%			
WINTHROP	0.6%	1.1%	0.6%	0.8%	0.6%	1.2%	1.5%	1.4%	0.82%	1.04%	3.45%	0.48%	9	2,303	0.39%			
YACOLT	7.3%	1.5%	2.5%	2.3%	2.6%	1.7%	3.2%	1.5%	2.01%	1.83%	1.17%	2.72%	30	1,808	1.66%			
GRAND TOTAL	1.3%	1.0%	0.9%	1.3%	1.3%	1.5%	1.8%	1.4%	1.35%	1.72%	1.39%	1.02%	1,889	182,099	1.04%			

Location	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%	1	0	100.00%
Ames Lake	39	0	100.00%	9	0	100.00%	6	0	100.00%
Arlotta	28	1	96.40%	14	0	100.00%	11	0	100.00%
Ashford	6	0	100.00%	13	1	92.30%	22	0	100.00%
Basin City	4	0	100.00%	2	0	100.00%	5	0	100.00%
Beaver	0	0	100.00%	1	0	100.00%	0	0	100.00%
Blakely Island	2	1	50.00%	1	0	100.00%	1	0	100.00%
Carnation	24	0	100.00%	12	0	100.00%	14	0	100.00%
Cathlamet	13	1	92.30%	17	0	100.00%	11	0	100.00%
Cheney / EWU	27	0	100.00%	12	0	100.00%	20	0	100.00%
Chewelah	35	1	97.10%	16	0	100.00%	28	0	100.00%
Chinook	3	0	100.00%	2	0	100.00%	2	0	100.00%
Clallam Bay	6	0	100.00%	8	0	100.00%	0	0	100.00%
Clearwater	2	0	100.00%	0	0	100.00%	1	0	100.00%
Connell	5	0	100.00%	12	0	100.00%	10	0	100.00%
Coulee City	15	0	100.00%	7	0	100.00%	5	0	100.00%
Cowiche	12	0	100.00%	6	0	100.00%	3	0	100.00%
Creston	2	0	100.00%	2	0	100.00%	1	0	100.00%
Curtis	3	0	100.00%	1	0	100.00%	3	0	100.00%
Davenport	10	0	100.00%	9	0	100.00%	8	0	100.00%
East Sound	34	1	97.00%	18	0	100.00%	12	0	100.00%
Edwall-Tyler	0	0	100.00%	1	0	100.00%	11	0	100.00%
Elma	36	0	100.00%	31	1	96.70%	23	0	100.00%
Eltopia	2	0	100.00%	1	0	100.00%	5	0	100.00%
Eureka	2	0	100.00%	1	0	100.00%	5	0	100.00%
Fall City	33	1	96.90%	26	0	100.00%	21	0	100.00%
Forks	30	0	100.00%	19	0	100.00%	21	0	100.00%
Fox Island	4	0	100.00%	7	0	100.00%	7	0	100.00%
Friday Harbor	54	3	94.40%	33	0	100.00%	44	0	100.00%
Gig Harbor	146	0	100.00%	125	2	98.40%	148	0	100.00%
Glenoma	11	0	100.00%	10	1	90.00%	5	1	80.00%
Hansville	8	0	100.00%	6	0	100.00%	4	0	100.00%
Harrington	1	0	100.00%	0	0	100.00%	2	0	100.00%
Humptulips	4	0	100.00%	5	0	100.00%	4	0	100.00%
Hunters	27	0	100.00%	5	0	100.00%	8	1	87.50%
Kahlotus	0	0	100.00%	1	0	100.00%	1	0	100.00%
Kettle Falls	13	0	100.00%	8	0	100.00%	7	0	100.00%
Kingston	59	0	100.00%	45	0	100.00%	71	0	100.00%
Lake Quinault	5	0	100.00%	7	0	100.00%	7	0	100.00%
Lakebay	38	0	100.00%	28	2	92.80%	41	0	100.00%
Lind	1	0	100.00%	2	0	100.00%	8	0	100.00%
Long Beach	36	2	94.40%	35	2	94.40%	18	0	100.00%

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
Lopez	21	1	95.20%	20	0	100.00%	7	0	100.00%
Mathews Corner	1	0	100.00%	2	0	100.00%	4	0	100.00%
McCleary	2	0	100.00%	4	0	100.00%	4	0	100.00%
Medical Lake	9	0	100.00%	13	0	100.00%	14	0	100.00%
Mesa	1	0	100.00%	2	0	100.00%	1	0	100.00%
Mineral	9	1	88.80%	1	0	100.00%	13	0	100.00%
Montesano	27	0	100.00%	14	0	100.00%	19	0	100.00%
Morton	30	1	96.60%	12	2	83.30%	19	0	100.00%
Neah Bay	4	1	75.00%	3	0	100.00%	5	0	100.00%
Nespelem	4	0	100.00%	8	0	100.00%	3	0	100.00%
North Bend	63	1	98.40%	44	0	100.00%	43	2	95.30%
North Vashon	9	0	100.00%	8	0	100.00%	7	0	100.00%
Ocean Park	34	0	100.00%	18	0	100.00%	27	0	100.00%
Ocosta	2	0	100.00%	2	0	100.00%	2	0	100.00%
Odessa	3	0	100.00%	2	0	100.00%	3	0	100.00%
Orting	103	1	99.00%	39	1	97.40%	35	1	97.10%
Pacific Beach	8	0	100.00%	10	0	100.00%	4	0	100.00%
Packwood	9	0	100.00%	15	0	100.00%	5	1	80.00%
Pe Ell	13	0	100.00%	12	0	100.00%	6	0	100.00%
Puget Island	2	0	100.00%	3	0	100.00%	4	0	100.00%
Randle	8	1	87.50%	9	0	100.00%	10	0	100.00%
Raymond	19	1	94.70%	12	0	100.00%	15	0	100.00%
Reardan	13	0	100.00%	33	0	100.00%	5	0	100.00%
Rimrock	0	0	100.00%	0	0	100.00%	0	0	100.00%
Ritzville-Benge	6	0	100.00%	7	0	100.00%	8	0	100.00%
Royal City	9	0	100.00%	9	0	100.00%	10	0	100.00%
Snoqualmie Pass	6	0	100.00%	2	0	100.00%	5	0	100.00%
Snoqualmie Ridge	5	0	100.00%	10	0	100.00%	9	0	100.00%
South Bend	9	0	100.00%	10	0	100.00%	9	0	100.00%
South Prairie	62	3	95.10%	24	0	100.00%	21	0	100.00%
Spangle	6	0	100.00%	5	0	100.00%	3	0	100.00%
Sprague	5	0	100.00%	14	0	100.00%	5	0	100.00%
Starbuck	0	0	100.00%	1	0	100.00%	0	0	100.00%
Tieton	8	0	100.00%	2	0	100.00%	2	0	100.00%
Twisp	5	0	100.00%	7	0	100.00%	5	0	100.00%
Vader	9	0	100.00%	9	0	100.00%	5	0	100.00%
Valley	4	0	100.00%	5	0	100.00%	4	0	100.00%
Vashon	45	0	100.00%	27	3	88.80%	32	1	96.80%
Washtucna	5	0	100.00%	1	0	100.00%	1	0	100.00%
Wilbur	4	0	100.00%	3	0	100.00%	9	0	100.00%
Wilson Creek	5	0	100.00%	0	0	100.00%	0	0	100.00%
Winthrop	35	0	100.00%	8	0	100.00%	6	0	100.00%
Yacolt	19	0	100.00%	33	1	96.90%	15	0	100.00%
Total Washington	1427	22	98.44%	1023	16	98.43%	157	2.021	98.71%

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
March 2005**

WAC 480-120-439

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

Total # Appointments: Total # Appt Missed: Total # Appt Excluded:	Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05	Jul 05	Aug 05	Sep 05	Oct 05	Nov 05	Dec 05
			5,320									
			269									
			not available									

WAC 480-120-412

Major Outages 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	None									

WAC 480-120-401

Trunk Blocking Report

Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05	Jul 05	Aug 05	Sep 05	Oct 05	Nov 05	Dec 05
No	Yes	Yes									

On Track for Month?
 January 2005 Exception: Overflow from Oring DMS100 to Seattle LAT A tandem. Resolution: We added 72 trunks and will be adding 24 more.

WAC 480-120-440

Repair Report

Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05	Jul 05	Aug 05	Sep 05	Oct 05	Nov 05	Dec 05
96	96	107									
22.92%	18.75%	21.50%									
6.25%	14.58%	5.61%									

# Held - 90 Days	22	18	23								
# Held - 180 Days	6	14	6								

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	5,351									
Handled:		6,131	4,615	5,227									
Service Level:		84%	92%	90%									

		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	36,308									
Handled:		28,176	26,003	33,251									
Service Level:		59%	70%	60%									



WASHINGTON STATE
DETAIL OF TICKETS EXCLUDED
FROM TROUBLE INDEX REPORT

March 2005

EXCHANGE	TOTAL EXCLUDED	REASON
Mineral	8	1 @ Road work in area - damaged drop
		4 @ Road work in area - damaged cable
		1 @ Service Order issue handled on repair
		1 @ Unknown party cut drop
		1 @ Electric Company cut drop



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
March 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
	August 2004	5 - Three = Meade Hill pair gain trouble and two = No trouble found - Meade hill pair gain area.
Glenoma	January 2005	6 - Cut end section off abandoned cable to clear
	September 2004	115 - Data corruption in DMS 10 AMS
Hansville	December 2004	127 - 400 AMP Main Office battery fuse blew
Lakebay	November 2004	20 - TSPN 604 carrier outage
Reardon	August 2004	5 - Corrupted database on the spans
Snoqualmie Pass	November 2004	94 - Bad card in Central Office
Snoqualmie Ridge	June 2004	70 - Central office isolated. NSC did translations and made error