



May 18, 2005

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OFFICE OF THE
PUBLIC UTILITY
COMMISSION

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

Attention: Carole Washburn, Secretary

Reference: SERVICE QUALITY PERFORMANCE REPORT – April, 2005

Dear Ms. Russell:

Enclosed please find the combined performance results for CenturyTel of Washington for April, 2005. Please review these new reports and let us know if they 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

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

April 2005

	April 2005												No. of Trouble Tickets	No. of Access Lines	% of Trouble Tickets	Trouble Tickets Moved Index Below 4%
	Apr 04	May 04	Jun 04	Jul 04	Aug 04	Sep 04	Oct 04	Nov 04	Dec 04	Jan 05	Feb 05	Mar 05				
EXCHANGE	0.8%	1.1%	1.3%	1.9%	1.5%	1.7%	1.5%	1.52%	1.94%	1.51%	1.52%	1.52%	2	458	0.44%	
ALMIRA	0.6%	1.3%	2.1%	1.0%	1.8%	2.0%	2.5%	5.67%	2.00%	6.87%	1.62%	1.36%	27	731	3.69%	
AMES LAKE	0.7%	0.7%	3.2%	0.9%	0.9%	1.3%	0.7%	0.47%	1.33%	1.37%	0.90%	0.59%	17	3,526	0.48%	
ARLETTA	1.1%	2.5%	2.9%	1.7%	2.4%	2.1%	0.7%	1.18%	2.55%	1.46%	2.10%	2.48%	14	1,095	1.28%	
ASHFORD	2.0%	1.5%	0.9%	1.2%	1.6%	1.1%	1.1%	0.64%	1.67%	0.52%	0.65%	1.04%	5	767	0.65%	
BASIN CITY	0.8%	1.3%	0.6%	1.7%	1.5%	0.4%	0.6%	1.08%	1.08%	0.22%	0.88%	0.22%	1	461	0.22%	
BEAVER	0.8%	0.6%	0.5%	1.6%	0.3%	1.4%	0.6%	0.28%	0.00%	1.14%	0.57%	0.29%	2	353	0.57%	
BLAKELY ISL	1.2%	0.8%	2.5%	1.3%	1.8%	1.3%	1.5%	0.63%	1.06%	2.11%	1.00%	1.22%	65	1,873	3.47%	
CARNATION	1.6%	1.6%	1.7%	1.7%	3.1%	2.4%	1.6%	2.81%	1.80%	1.85%	2.57%	1.21%	11	1,405	0.78%	
CATHLAMET	1.2%	0.8%	1.3%	1.0%	1.2%	1.3%	1.1%	0.79%	0.60%	0.61%	0.40%	0.63%	29	5,302	0.55%	
CHENNEY / EWU	1.1%	2.2%	1.9%	2.3%	2.4%	2.1%	1.3%	1.26%	1.78%	1.52%	1.08%	1.49%	72	4,309	1.67%	
CHEWELAH / VALLEY	0.0%	0.9%	1.1%	1.4%	0.9%	1.2%	0.7%	0.95%	3.82%	0.95%	1.42%	0.47%	4	431	0.93%	
CHINOOK	1.0%	2.4%	1.7%	1.1%	2.2%	1.3%	2.1%	2.10%	1.97%	1.26%	1.51%	0.25%	8	792	1.01%	
CLALLAM BAY	0.0%	0.0%	1.5%	2.2%	3.7%	0.8%	0.8%	0.79%	1.54%	1.53%	0.00%	0.74%	3	136	2.21%	
CLEARWATER	0.5%	0.6%	0.9%	1.4%	1.0%	0.7%	1.3%	0.75%	0.68%	0.56%	0.86%	0.99%	4	1,618	0.25%	
CONNELL	0.8%	0.5%	1.9%	0.6%	0.9%	1.4%	1.9%	1.41%	0.59%	2.00%	1.17%	1.18%	10	858	1.17%	
COULBE CITY	1.8%	1.5%	1.4%	1.4%	1.7%	2.4%	9.2%	0.39%	1.26%	2.13%	0.68%	0.58%	6	1,028	0.58%	
COWICHE	1.4%	1.9%	0.0%	1.2%	1.8%	2.9%	1.7%	0.98%	1.21%	2.20%	1.24%	2.20%	2	409	0.49%	
CRESTON	1.7%	0.6%	1.5%	0.6%	2.4%	2.9%	1.6%	0.61%	1.64%	1.04%	0.21%	0.82%	11	486	2.26%	
CURTIS	1.8%	1.9%	1.9%	2.0%	1.2%	2.1%	1.6%	0.78%	1.30%	0.83%	0.79%	0.79%	19	2,156	0.88%	
DAVENPORT	0.6%	1.1%	1.1%	1.3%	1.1%	2.3%	1.0%	1.26%	0.83%	1.66%	0.90%	0.69%	42	4,809	0.87%	
EASTSOUND	3.6%	2.9%	1.2%	2.4%	3.8%	3.6%	3.4%	2.95%	2.93%	0.00%	0.73%	3.14%	2	414	0.48%	
EDWALL-TYLER	1.0%	0.7%	1.4%	1.4%	1.3%	2.0%	1.6%	1.64%	1.41%	1.52%	1.33%	1.08%	48	4,734	1.01%	
ELMA	1.6%	1.3%	1.0%	1.6%	0.3%	2.0%	0.0%	1.36%	1.03%	1.37%	0.34%	2.05%	5	297	1.68%	
ELTOPPLE																



Trouble Ticket Report

April 2005

	April 2005												No. of Trouble Tickets	No. of Access Lines	% of Trouble Tickets	Trouble Tickets Moved Index Below 4%
	Apr 04	May 04	Jun 04	Jul 04	Aug 04	Sep 04	Oct 04	Nov 04	Dec 04	Jan 05	Feb 05	Mar 05				
EXCHANGE	1.6%	1.6%	1.3%	0.7%	0.9%	1.3%	0.7%	1.81%	1.45%	2.00%	1.27%	0.72%	7	552	1.27%	
SPRAGUE	1.8%	0.9%	0.9%	0.5%	2.1%	1.8%	2.5%	0.71%	1.78%	1.23%	2.66%	1.24%	3	561	0.53%	
STARBUCK	1.3%	0.6%	0.6%	0.0%	1.3%	0.6%	0.0%	0.66%	0.00%	0.66%	0.65%	0.00%	0	158	0.00%	
TIETON	1.7%	1.0%	1.0%	1.4%	2.0%	2.9%	3.6%	1.00%	0.51%	1.40%	0.89%	1.15%	6	783	0.77%	
TWISP	0.8%	0.7%	1.3%	0.7%	0.6%	1.4%	1.2%	0.75%	0.65%	0.65%	0.75%	0.50%	15	2,001	0.75%	
VADER	1.0%	1.2%	7.9%	1.2%	2.6%	2.8%	1.2%	1.34%	1.06%	1.44%	1.44%	1.25%	20	1,046	1.91%	
VASHON	0.9%	0.9%	1.6%	1.2%	2.5%	1.4%	1.2%	1.35%	3.84%	1.80%	1.15%	1.06%	55	5,560	0.99%	
WASHTUCNA	0.7%	2.4%	2.4%	0.7%	0.3%	2.4%	0.3%	0.70%	0.71%	1.77%	0.70%	1.06%	1	283	0.35%	
WILBUR	0.9%	0.7%	0.8%	1.1%	1.2%	1.2%	2.2%	1.02%	0.94%	0.94%	0.56%	1.79%	7	1061	0.66%	
WILSON CREEK	1.0%	1.3%	2.9%	1.3%	1.3%	2.1%	3.2%	1.06%	3.18%	3.21%	0.00%	0.00%	4	365	1.10%	
WINTHROP	1.1%	0.6%	0.8%	0.6%	1.2%	1.5%	1.4%	0.82%	1.04%	3.45%	0.48%	0.39%	22	2,305	0.95%	
YACOLT	1.5%	2.5%	2.3%	2.6%	1.7%	3.2%	1.5%	2.01%	1.83%	1.17%	2.72%	1.66%	55	1,818	3.03%	
GRAND TOTAL	1.0%	0.9%	1.3%	1.3%	1.5%	1.8%	1.4%	1.35%	1.72%	1.39%	1.02%	1.04%	2,008	182,068	1.10%	

Trouble Tickets Over 48 Hours 430 (20-22)	January 2005			February 2005			March 2005			April 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	TOT OOS	Trouble Over 48 Hours	% Trouble Index Per 100
Almira	6	0	100.00%	2	0	100.00%	1	0	100.00%	2	0	100.00%
Ames Lake	39	0	100.00%	9	0	100.00%	6	0	100.00%	24	0	100.00%
Arlotta	28	1	96.40%	14	0	100.00%	11	0	100.00%	7	0	100.00%
Ashford	6	0	100.00%	13	1	92.30%	22	0	100.00%	7	0	100.00%
Basin City	4	0	100.00%	2	0	100.00%	5	0	100.00%	3	0	100.00%
Beaver	0	0	100.00%	1	0	100.00%	0	0	100.00%	0	0	100.00%
Blakely Island	2	1	50.00%	1	0	100.00%	1	0	100.00%	0	0	100.00%
Carnation	24	0	100.00%	12	0	100.00%	14	0	100.00%	57	0	100.00%
Cathlamet	13	1	92.30%	17	0	100.00%	11	0	100.00%	4	0	100.00%
Cheney / EWU	27	0	100.00%	12	0	100.00%	20	0	100.00%	14	0	100.00%
Chewelah	35	1	97.10%	16	0	100.00%	28	0	100.00%	27	0	100.00%
Chinook	3	0	100.00%	2	0	100.00%	2	0	100.00%	3	0	100.00%
Clallam Bay	6	0	100.00%	8	0	100.00%	0	0	100.00%	3	0	100.00%
Clearwater	2	0	100.00%	0	0	100.00%	1	0	100.00%	3	0	100.00%
Connell	5	0	100.00%	12	0	100.00%	10	0	100.00%	1	0	100.00%
Coulee City	15	0	100.00%	7	0	100.00%	5	0	100.00%	3	0	100.00%
Cowiche	12	0	100.00%	6	0	100.00%	3	0	100.00%	4	0	100.00%
Creston	2	0	100.00%	2	0	100.00%	1	0	100.00%	1	0	100.00%
Curtis	3	0	100.00%	1	0	100.00%	3	0	100.00%	7	0	100.00%
Davenport	10	0	100.00%	9	0	100.00%	8	0	100.00%	12	0	100.00%
East Sound	34	1	97.00%	18	0	100.00%	12	0	100.00%	22	0	100.00%
Edwall-Tyler	0	0	100.00%	1	0	100.00%	11	0	100.00%	0	0	100.00%
Elma	36	0	100.00%	31	1	96.70%	23	0	100.00%	22	0	100.00%
Eltopia	2	0	100.00%	1	0	100.00%	5	0	100.00%	4	0	100.00%
Eureka	2	0	100.00%	1	0	100.00%	5	0	100.00%	1	0	100.00%
Fall City	33	1	96.90%	26	0	100.00%	21	0	100.00%	80	0	100.00%
Forks	30	0	100.00%	19	0	100.00%	21	0	100.00%	9	0	100.00%
Fox Island	4	0	100.00%	7	0	100.00%	7	0	100.00%	5	2	60.00%
Friday Harbor	54	3	94.40%	33	0	100.00%	44	0	100.00%	35	0	100.00%
Gig Harbor	146	0	100.00%	125	2	98.40%	148	0	100.00%	143	0	100.00%
Glenoma	11	0	100.00%	10	1	90.00%	5	1	80.00%	4	0	100.00%
Hansville	8	0	100.00%	6	0	100.00%	4	0	100.00%	12	0	100.00%
Harrington	1	0	100.00%	0	0	100.00%	2	0	100.00%	2	0	100.00%
Humptulips	4	0	100.00%	5	0	100.00%	4	0	100.00%	6	0	100.00%
Hunters	27	0	100.00%	5	0	100.00%	8	1	87.50%	5	0	100.00%
Kahlotus	0	0	100.00%	1	0	100.00%	1	0	100.00%	0	0	100.00%
Kettle Falls	13	0	100.00%	8	0	100.00%	7	0	100.00%	19	0	100.00%
Kingston	59	0	100.00%	45	0	100.00%	71	0	100.00%	33	0	100.00%
Lake Quinault	5	0	100.00%	7	0	100.00%	7	0	100.00%	4	0	100.00%
Lakebay	38	0	100.00%	28	2	92.80%	41	0	100.00%	36	1	97.20%
Lind	1	0	100.00%	2	0	100.00%	8	0	100.00%	4	0	100.00%
Long Beach	36	2	94.40%	35	2	94.40%	18	0	100.00%	22	0	100.00%

Trouble Index Over 48 Hours 480-20-220	January 2005			February 2005			March 2005			April 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	TOT OOS	Trouble Over 48 Hours	% Trouble Index Per 100
Lopez	21	1	95.20%	20	0	100.00%	7	0	100.00%	13	0	100.00%
Mathews Corner	1	0	100.00%	2	0	100.00%	4	0	100.00%	3	0	100.00%
McCleary	2	0	100.00%	4	0	100.00%	4	0	100.00%	7	0	100.00%
Medical Lake	9	0	100.00%	13	0	100.00%	14	0	100.00%	19	0	100.00%
Mesa	1	0	100.00%	2	0	100.00%	1	0	100.00%	12	0	100.00%
Mineral	9	1	88.80%	1	0	100.00%	13	0	100.00%	4	0	100.00%
Montesano	27	0	100.00%	14	0	100.00%	19	0	100.00%	14	0	100.00%
Morton	30	1	96.60%	12	2	83.30%	19	0	100.00%	6	0	100.00%
Neah Bay	4	1	75.00%	3	0	100.00%	5	0	100.00%	3	0	100.00%
Nespelem	4	0	100.00%	8	0	100.00%	3	0	100.00%	5	0	100.00%
North Bend	63	1	98.40%	44	0	100.00%	43	2	95.30%	134	0	100.00%
North Vashon	9	0	100.00%	8	0	100.00%	7	0	100.00%	6	0	100.00%
Ocean Park	34	0	100.00%	18	0	100.00%	27	0	100.00%	13	0	100.00%
Ocosta	2	0	100.00%	2	0	100.00%	2	0	100.00%	1	0	100.00%
Odessa	3	0	100.00%	2	0	100.00%	3	0	100.00%	4	0	100.00%
Orting	103	1	99.00%	39	1	97.40%	35	1	97.10%	51	1	98.00%
Pacific Beach	8	0	100.00%	10	0	100.00%	4	0	100.00%	4	0	100.00%
Packwood	9	0	100.00%	15	0	100.00%	5	1	80.00%	6	0	100.00%
Pe Ell	13	0	100.00%	12	0	100.00%	6	0	100.00%	6	0	100.00%
Puget Island	2	0	100.00%	3	0	100.00%	4	0	100.00%	0	0	100.00%
Randle	8	1	87.50%	9	0	100.00%	10	0	100.00%	9	0	100.00%
Raymond	19	1	94.70%	12	0	100.00%	15	0	100.00%	16	0	100.00%
Reardan	13	0	100.00%	33	0	100.00%	5	0	100.00%	8	0	100.00%
Rimrock	0	0	100.00%	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%	6	0	100.00%
Royal City	9	0	100.00%	9	0	100.00%	10	0	100.00%	15	0	100.00%
Snoqualmie Pass	6	0	100.00%	2	0	100.00%	5	0	100.00%	3	0	100.00%
Snoqualmie Ridge	5	0	100.00%	10	0	100.00%	9	0	100.00%	46	0	100.00%
South Bend	9	0	100.00%	10	0	100.00%	9	0	100.00%	10	0	100.00%
South Prairie	62	3	95.10%	24	0	100.00%	21	0	100.00%	15	1	93.30%
Spangle	6	0	100.00%	5	0	100.00%	3	0	100.00%	2	0	100.00%
Sprague	5	0	100.00%	14	0	100.00%	5	0	100.00%	1	0	100.00%
Starbuck	0	0	100.00%	1	0	100.00%	0	0	100.00%	0	0	100.00%
Tieton	8	0	100.00%	2	0	100.00%	2	0	100.00%	3	0	100.00%
Twisp	5	0	100.00%	7	0	100.00%	5	0	100.00%	9	0	100.00%
Vader	9	0	100.00%	9	0	100.00%	5	0	100.00%	8	0	100.00%
Valley	4	0	100.00%	5	0	100.00%	4	0	100.00%	3	0	100.00%
Vashon	45	0	100.00%	27	3	88.80%	32	1	96.80%	24	0	100.00%
Washtucna	5	0	100.00%	1	0	100.00%	1	0	100.00%	1	0	100.00%
Wilbur	4	0	100.00%	3	0	100.00%	9	0	100.00%	4	0	100.00%
Wilson Creek	5	0	100.00%	0	0	100.00%	0	0	100.00%	3	0	100.00%
Winthrop	35	0	100.00%	8	0	100.00%	6	0	100.00%	14	0	100.00%
Yacolt	19	0	100.00%	33	1	96.90%	15	0	100.00%	26	2	92.30%
Total Washington	1427	22	98.44%	1023	16	98.43%	157	7	95.50%	224	7	96.86%

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
April 2005**

WAC 480-120-439

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

	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 Number Service Orders:			2,735	2,709								
Total Number S.O. Missed:			172	142								
Total Number Trouble Reports:			1,980	2,069								
Total Number T.R. Missed:			46	62								
Total # Appt Excluded:			8	0								

WAC 480-120-439

Installation/Activation of Basic Service (Held Orders)

	Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05	Jul 05	Aug 05	Sep 05	Oct 05	Nov 05	Dec 05
(Includes 90 and 180 Held Orders below)	96	96	107	93								
% Held Over 90 Days (Goal 1%)	22.92%	18.75%	21.50%	20.43%								
% Held Over 180 Days (Goal 0%)	6.25%	14.58%	5.61%	3.23%								

	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 - 90 Days	22	18	23	19								
# Held - 180 Days	6	14	6	3								

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
# Over 48 Hours:	None	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
On Track for Month?	No	Yes	Yes	Yes								
January 2005 Exception!	Overflow from Orting DMS100 to Seattle LATA tandem. Resolution: We added 72 trunks and will be adding 24 more.											

WAC 480-120-133

Business Office / Repair Answering Reports

	Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05	Jul 05	Aug 05	Sep 05	Oct 05	Nov 05	Dec 05
Repair Center												
Offered:	6,293	4,667	5,351	5,522								
Handled:	6,131	4,615	5,227	5,354								
Service Level:	84%	92%	90%	80%								

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	28,051								
Handled:	28,176	26,003	33,251	26,059								
Service Level:	59%	70%	60%	69%								



WASHINGTON STATE
DETAIL OF TICKETS EXCLUDED
FROM TROUBLE INDEX REPORT

April 2005

EXCHANGE	TOTAL EXCLUDED	REASON
		Nothing to Exclude in April 2005



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
April 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.
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
Mesa	April 2005	6 - No Dial tone reports - trouble came clear while testing
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	June 2004	70 - Central office isolated. NSC did translations and made error