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WASH. UT. & TP. COMM

June 15, 2005

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

Attention: Kristen Russell
Robert Williamson

Reference: SERVICE QUALITY PERFORMANCE REPORT – May, 2005

Dear Ms. Russell:

Enclosed please find the combined performance results for CenturyTel of Washington for May, 2005. Hopefully this information meets 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 - Wentzville

Mark Johnston

Pat Malone - Columbia

Cal Simshaw - Vancouver

Ted Hankins – Monroe

Don Dennis

Ty Lemaster

Susan Brebner

Dan Roso

Steve Densley

Ross Skinner



Trouble Ticket Report

May 2005

EXCHANGE	May 2005												No. of Trouble Tickets	No. of Access Lines	% of Trouble Tickets	Trouble Tickets Moved Index Below 4%
	May 04	Jun 04	Jul 04	Aug 04	Sep 04	Oct 04	Nov 04	Dec 04	Jan 05	Feb 05	Mar 05	Apr 05				
ALMIRA	1.1%	1.3%	1.9%	1.5%	1.7%	1.5%	1.52%	1.94%	1.51%	1.52%	1.52%	0.44%	9	454	1.98%	
AMES LAKE	1.3%	2.1%	1.0%	1.8%	2.0%	2.5%	5.67%	2.00%	6.87%	1.62%	1.36%	3.69%	9	729	1.23%	
ARLETTA	0.7%	3.2%	0.9%	0.9%	1.3%	0.7%	0.47%	1.33%	1.37%	0.90%	0.59%	0.48%	36	3,515	1.02%	
ASHFORD	2.5%	2.9%	1.7%	2.4%	2.1%	0.7%	1.18%	2.55%	1.46%	2.10%	2.48%	1.28%	30	1,109	2.71%	
BASIN CITY	1.5%	0.9%	1.2%	1.6%	1.1%	1.1%	0.64%	1.67%	0.52%	0.65%	1.04%	0.65%	2	759	0.26%	
BEAVER	1.3%	0.6%	1.7%	1.5%	0.4%	0.6%	1.08%	1.08%	0.22%	0.88%	0.22%	0.22%	3	460	0.65%	
BLAKELY ISL	0.6%	0.5%	1.6%	0.3%	1.4%	0.6%	0.28%	0.00%	1.14%	0.57%	0.29%	0.57%	3	354	0.85%	
CARNATION	0.8%	2.5%	1.3%	1.8%	1.3%	1.5%	0.63%	1.06%	2.11%	1.00%	1.22%	3.47%	36	1,877	1.92%	
CATHLAMET	1.6%	1.7%	1.7%	3.1%	2.4%	1.6%	2.81%	1.80%	1.85%	2.57%	1.21%	0.78%	24	1,399	1.72%	
CHENEY / EWU	0.8%	1.3%	1.0%	1.2%	1.3%	1.1%	0.79%	0.60%	0.61%	0.40%	0.63%	0.55%	42	5,266	0.80%	
CHEWELAH / VALLEY	2.2%	1.9%	2.3%	2.4%	2.1%	1.3%	1.26%	1.78%	1.52%	1.08%	1.49%	1.67%	45	4,309	1.04%	
CHINOOK	0.9%	1.1%	1.4%	0.9%	1.2%	0.7%	0.95%	3.82%	0.95%	1.42%	0.47%	0.93%	7	429	1.63%	
CLALLAM BAY	2.4%	1.7%	1.1%	2.2%	1.3%	2.1%	2.10%	1.97%	1.26%	1.51%	0.25%	1.01%	9	783	1.15%	
CLEARWATER	0.0%	1.5%	2.2%	3.7%	0.8%	0.8%	0.79%	1.54%	1.53%	0.00%	0.74%	2.21%	0	135	0.00%	
CONNELL	0.6%	0.9%	1.4%	1.0%	0.7%	1.3%	0.75%	0.68%	0.56%	0.86%	0.99%	0.25%	9	1,609	0.56%	
COULLEE CITY	0.5%	1.9%	0.6%	0.9%	1.4%	1.9%	1.41%	0.59%	2.00%	1.17%	1.18%	1.17%	13	859	1.51%	
COWICHE	1.5%	1.4%	1.4%	1.7%	2.4%	9.2%	0.39%	1.26%	2.13%	0.68%	0.58%	0.58%	14	1,024	1.37%	
CRESTON	1.9%	0.0%	1.2%	1.8%	2.9%	1.7%	0.98%	1.21%	2.20%	1.24%	2.20%	0.49%	3	412	0.73%	
CURTIS	0.6%	1.5%	0.6%	2.4%	2.9%	1.6%	0.61%	1.64%	1.04%	0.21%	0.82%	2.26%	0	485	0.00%	
DAVENPORT	1.9%	1.9%	2.0%	1.2%	2.1%	1.6%	0.78%	1.30%	0.83%	0.79%	0.79%	0.88%	19	2,159	0.88%	
EASTSOUND	1.1%	1.1%	1.3%	1.1%	2.3%	1.0%	1.26%	0.83%	1.66%	0.90%	0.69%	0.87%	37	4,841	0.76%	
EDWALL-TYLER	2.9%	1.2%	2.4%	3.8%	3.6%	3.4%	2.95%	2.93%	0.00%	0.73%	3.14%	0.48%	19	412	4.61%	
ELMA	0.7%	1.4%	1.4%	1.3%	2.0%	1.6%	1.64%	1.41%	1.52%	1.33%	1.08%	1.01%	50	4,703	1.06%	
ELTOPIA <small>Trouble Report</small>	1.3%	1.0%	1.6%	0.3%	2.0%	0.0%	1.36%	1.03%	1.37%	0.34%	2.05%	1.68%	4	295	1.36%	



Trouble Ticket Report

May 2005

	May 2005												No. of Trouble Tickets	No. of Access Lines	% of Trouble Tickets	Trouble Tickets Moved Index Below 4%
	May 04	Jun 04	Jul 04	Aug 04	Sep 04	Oct 04	Nov 04	Dec 04	Jan 05	Feb 05	Mar 05	Apr 05				
EXCHANGE	1.8%	1.8%	2.1%	1.6%	0.8%	0.6%	0.00%	1.39%	1.94%	0.27%	1.63%	0.54%	3	370	0.81%	16
EUREKA	1.0%	1.7%	1.4%	1.6%	1.9%	1.5%	1.68%	1.68%	1.68%	1.29%	1.16%	2.88%	41	3,521	1.16%	
FALL CITY	0.6%	0.6%	1.1%	2.0%	1.4%	0.9%	1.14%	1.33%	1.33%	0.99%	0.99%	0.54%	22	3,702	0.59%	
FOX ISLAND	0.6%	1.1%	0.6%	0.9%	0.8%	1.3%	0.74%	0.91%	0.91%	0.58%	0.52%	53	1,750	3.03%		
FRIDAY HARBOR	0.8%	1.1%	1.2%	1.5%	1.9%	1.3%	1.24%	1.59%	1.45%	1.03%	1.11%	0.84%	87	7,007	1.24%	
GIG HARBOR	0.5%	0.9%	1.5%	1.4%	1.2%	1.1%	1.16%	2.31%	1.07%	0.87%	0.95%	0.90%	197	27,267	0.72%	
GIENOMA	1.9%	3.0%	2.3%	4.5%	4.4%	1.3%	3.96%	3.32%	4.38%	3.28%	2.21%	2.67%	6	448	1.34%	
HANSVILLE	0.8%	1.0%	1.3%	1.5%	7.2%	2.0%	0.96%	1.74%	1.38%	0.98%	0.62%	1.30%	33	1,931	1.71%	
HARRINGTON	1.1%	1.0%	0.8%	3.3%	1.4%	2.3%	1.36%	1.35%	1.16%	0.97%	1.56%	0.39%	4	509	0.79%	
HUMPTULIPS	0.8%	2.1%	1.0%	0.8%	0.5%	0.8%	2.33%	0.77%	1.29%	1.29%	1.04%	1.82%	2	382	0.52%	
INCHELLIUM/HUNTERS	1.3%	1.1%	1.0%	2.0%	1.7%	1.6%	1.20%	1.95%	2.36%	0.74%	0.87%	0.92%	9	1,521	0.59%	
KAHLOTUS	3.1%	1.3%	0.0%	0.9%	2.7%	2.3%	0.00%	1.88%	0.93%	0.47%	0.93%	0.47%	3	214	1.40%	
KETTLE FALLS	1.8%	3.6%	2.0%	1.1%	2.0%	1.5%	1.00%	1.00%	1.29%	0.78%	0.78%	1.07%	19	2,693	0.71%	
KINGSTON	1.3%	1.2%	1.3%	1.3%	2.3%	1.6%	1.23%	1.78%	1.85%	1.42%	1.64%	1.08%	56	5,435	1.03%	
LAKE QUINAULT	1.1%	1.9%	1.4%	1.7%	2.3%	0.3%	0.80%	0.80%	1.13%	2.10%	1.63%	0.82%	15	619	2.42%	
LAKEBAY	0.8%	1.2%	1.3%	1.6%	2.6%	1.5%	1.32%	4.09%	1.30%	0.85%	1.18%	0.96%	59	5,896	1.00%	
LIND	0.2%	1.2%	1.0%	1.4%	1.6%	1.1%	1.23%	1.24%	0.36%	0.36%	2.15%	1.26%	8	552	1.45%	
LONG BEACH	1.1%	1.0%	2.4%	1.6%	1.4%	1.7%	1.34%	1.93%	1.43%	1.35%	1.05%	1.00%	76	4,204	1.81%	
LOPEZ	0.6%	1.3%	1.1%	2.7%	2.1%	2.0%	1.42%	1.83%	1.50%	1.34%	0.96%	0.79%	28	2,403	1.17%	
MATHEWS CORNER	1.3%	0.5%	1.1%	1.3%	1.1%	1.8%	2.00%	0.18%	0.56%	0.56%	1.11%	1.09%	4	540	0.74%	
MCCLEARY	0.8%	1.0%	1.3%	1.1%	1.4%	1.3%	1.42%	1.57%	1.07%	0.86%	0.50%	1.22%	9	1,389	0.65%	
MEDICAL LAKE	0.7%	1.0%	0.7%	0.8%	1.2%	2.1%	0.73%	0.71%	0.74%	0.71%	0.90%	0.81%	37	3,095	1.20%	
MESA	1.2%	1.6%	0.3%	0.2%	0.9%	0.0%	0.95%	0.63%	0.94%	0.63%	0.65%	4.19%	4	310	1.29%	
MINERAL <small>Trouble Report</small>	1.8%	2.1%	2.1%	1.8%	3.0%	1.5%	1.52%	0.91%	2.77%	1.84%	3.34%	1.82%	2	328	0.61%	



Trouble Ticket Report

May 2005

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	May 04	Jun 04	Jul 04	Aug 04	Sep 04	Oct 04	Nov 04	Dec 04	Jan 05	Feb 05	Mar 05	Apr 05				
EXCHANGE	May 04	Jun 04	Jul 04	Aug 04	Sep 04	Oct 04	Nov 04	Dec 04	Jan 05	Feb 05	Mar 05	Apr 05				
MONTESANO	0.6%	1.0%	1.0%	1.4%	1.1%	1.0%	1.42%	1.02%	1.28%	0.87%	0.85%	0.66%	30	4,106	0.73%	
MORTON	0.9%	2.0%	1.5%	2.0%	2.0%	1.6%	2.31%	2.83%	2.45%	1.21%	1.80%	0.84%	23	1,541	1.49%	
NEAH BAY	0.6%	0.3%	1.4%	1.4%	1.0%	1.1%	1.15%	1.04%	0.94%	0.74%	0.63%	1.27%	4	946	0.42%	
NESPELEM	1.0%	1.3%	2.3%	3.2%	1.3%	2.2%	1.33%	2.91%	0.87%	2.01%	1.56%	1.41%	16	695	2.30%	
NORTH BEND 881/888	0.4%	0.7%	0.9%	1.2%	1.6%	1.1%	1.38%	1.62%	1.24%	0.69%	0.96%	1.85%	68	8,973	0.76%	
NORTH VASHON	0.6%	1.1%	1.3%	1.3%	0.5%	1.2%	1.21%	2.49%	1.43%	0.71%	1.21%	1.44%	14	1,380	1.01%	
OCEAN PARK	0.6%	1.2%	1.2%	1.4%	1.9%	1.3%	1.70%	0.95%	1.35%	0.80%	0.99%	0.72%	41	3,742	1.10%	
O COSTA	0.2%	0.6%	0.8%	2.1%	0.2%	0.9%	1.49%	1.28%	0.65%	1.08%	0.87%	1.09%	5	455	1.10%	
ODESSA	2.8%	2.0%	2.1%	1.8%	1.5%	1.6%	1.84%	2.16%	0.52%	0.62%	0.83%	0.62%	16	951	1.68%	
ORTING	0.9%	1.2%	1.7%	1.4%	2.6%	1.8%	1.29%	1.28%	2.14%	1.08%	1.15%	1.24%	94	7,266	1.29%	
PACIFIC BEACH	0.8%	0.8%	0.9%	1.3%	1.5%	1.0%	1.51%	0.81%	1.11%	1.32%	1.11%	1.01%	14	979	1.43%	
PACKWOOD	0.4%	0.7%	1.2%	0.9%	2.3%	1.1%	0.96%	1.64%	0.75%	1.43%	0.75%	0.60%	35	1,341	2.61%	
PE ELL	0.8%	1.6%	1.3%	2.7%	2.3%	1.3%	1.24%	1.80%	2.36%	1.93%	1.36%	1.84%	12	863	1.39%	
PUGET ISLAND	0.9%	1.7%	0.7%	1.8%	3.8%	3.3%	1.55%	2.41%	1.97%	2.43%	1.76%	0.66%	8	451	1.77%	
RANDLE	1.4%	2.0%	1.9%	1.5%	2.4%	1.6%	2.16%	2.80%	1.36%	1.44%	1.18%	1.54%	22	1,102	2.00%	
RAYMOND-LEBAM	0.6%	1.1%	0.7%	1.4%	1.2%	1.4%	1.76%	1.95%	1.27%	0.70%	1.02%	0.82%	60	3,390	1.77%	
REARDAN	2.2%	2.4%	1.2%	2.8%	2.0%	2.2%	4.37%	1.80%	1.64%	3.62%	0.99%	0.82%	20	1,219	1.64%	
RIMROCK/WHITEPASS	0.4%	0.4%	0.3%	0.3%	0.0%	0.0%	0.73%	0.37%	0.73%	0.00%	0.00%	0.36%	1	280	0.36%	
RITZVILLE-BENGE	0.5%	0.6%	0.7%	1.9%	1.0%	0.9%	0.51%	0.34%	0.68%	0.75%	1.04%	0.64%	11	1,725	0.64%	
ROYAL CITY	1.4%	0.8%	1.3%	1.4%	1.6%	1.5%	1.45%	1.02%	0.63%	0.72%	0.72%	1.15%	18	2,078	0.87%	
SNOQUALMIE RIDGE 396	0.0%	0.3%	0.3%	0.3%	1.5%	0.4%	5.11%	1.40%	1.68%	0.54%	0.77%	2.48%	8	2,168	0.37%	
SNOQUALMIE PASS 434	3.8%	2.2%	3.5%	4.8%	2.4%	5.1%	2.61%	1.68%	0.54%	0.43%	1.28%	1.08%	1	461	0.22%	
SOUTH BEND	0.6%	0.9%	1.5%	1.6%	1.5%	1.0%	1.89%	2.13%	1.38%	0.98%	0.93%	1.10%	14	1,708	0.82%	
^{Trouble Report} SOUTH PRAIRIE	1.0%	0.9%	1.1%	0.8%	2.8%	1.6%	1.50%	1.67%	2.09%	1.35%	1.69%	1.26%	28	2,992	0.94%	



Trouble Ticket Report

May 2005

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	May 04	Jun 04	Jul 04	Aug 04	Sep 04	Oct 04	Nov 04	Dec 04	Jan 05	Feb 05	Mar 05	Apr 05				
EXCHANGE	1.6%	1.3%	0.7%	0.9%	1.3%	0.7%	1.81%	1.45%	2.00%	1.27%	0.72%	1.27%	5	564	0.90%	
SPANGLER	0.9%	0.9%	0.5%	2.1%	1.8%	2.5%	0.71%	1.78%	1.23%	2.66%	1.24%	0.53%	5	559	0.89%	
STARBUCK	0.6%	0.6%	0.0%	1.3%	0.6%	0.0%	0.66%	0.00%	0.66%	0.65%	0.00%	0.00%	3	157	1.91%	
TRITON	1.0%	1.0%	1.4%	2.0%	2.9%	3.6%	1.00%	0.51%	1.40%	0.89%	1.15%	0.77%	6	775	0.77%	
TWISP	0.7%	1.3%	0.7%	0.6%	1.4%	1.2%	0.75%	0.65%	0.65%	0.75%	0.50%	0.75%	18	1,994	0.90%	
VADER	1.2%	7.9%	1.2%	2.6%	2.8%	1.2%	1.34%	1.06%	1.44%	1.44%	1.25%	1.91%	3	1,042	0.29%	
VASHON	0.9%	1.6%	1.2%	2.5%	1.4%	1.2%	1.35%	3.84%	1.80%	1.15%	1.06%	0.99%	60	5,562	1.08%	
WASHTUCNA	2.4%	2.4%	0.7%	0.3%	2.4%	0.3%	0.70%	0.71%	1.77%	0.70%	1.06%	0.35%	1	278	0.36%	
WILBUR	0.7%	0.8%	1.1%	1.2%	1.2%	2.2%	1.02%	0.94%	0.94%	0.56%	1.79%	0.66%	23	1063	2.16%	
WILSON CREEK	1.3%	2.9%	1.3%	1.3%	2.1%	3.2%	1.06%	3.18%	3.21%	0.00%	0.00%	1.10%	7	365	1.92%	
WINTHROP	0.6%	0.8%	0.6%	1.2%	1.5%	1.4%	0.82%	1.04%	3.45%	0.48%	0.39%	0.95%	48	2,307	2.08%	
YACOLT	2.5%	2.3%	2.6%	1.7%	3.2%	1.5%	2.01%	1.83%	1.17%	2.72%	1.66%	3.03%	19	1,818	1.05%	
GRAND TOTAL	0.9%	1.3%	1.3%	1.5%	1.8%	1.4%	1.35%	1.72%	1.39%	1.02%	1.04%	1.10%	1,961	181,749	1.08%	

Trouble Tickets Over 48 Hours 480-420-440	February 2005			March 2005			April 2005			May 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	2	0	100.00%	1	0	100.00%	2	0	100.00%	4	0	100.00%
Ames Lake	9	0	100.00%	6	0	100.00%	24	0	100.00%	7	0	100.00%
Arletta	14	0	100.00%	11	0	100.00%	7	0	100.00%	14	0	100.00%
Ashford	13	1	92.30%	22	0	100.00%	7	0	100.00%	12	0	100.00%
Basin City	2	0	100.00%	5	0	100.00%	3	0	100.00%	2	0	100.00%
Beaver	1	0	100.00%	0	0	100.00%	0	0	100.00%	1	0	100.00%
Blakely Island	1	0	100.00%	1	0	100.00%	0	0	100.00%	1	0	100.00%
Carnation	12	0	100.00%	14	0	100.00%	57	0	100.00%	23	0	100.00%
Cathlamet	17	0	100.00%	11	0	100.00%	4	0	100.00%	10	0	100.00%
Cheney / EWU	12	0	100.00%	20	0	100.00%	14	0	100.00%	25	2	92.00%
Chewelah	16	0	100.00%	28	0	100.00%	27	0	100.00%	18	0	100.00%
Chinook	2	0	100.00%	2	0	100.00%	3	0	100.00%	2	0	100.00%
Clallam Bay	8	0	100.00%	0	0	100.00%	3	0	100.00%	5	0	100.00%
Clearwater	0	0	100.00%	1	0	100.00%	3	0	100.00%	0	0	100.00%
Connell	12	0	100.00%	10	0	100.00%	1	0	100.00%	4	0	100.00%
Coulee City	7	0	100.00%	5	0	100.00%	3	0	100.00%	8	0	100.00%
Cowiche	6	0	100.00%	3	0	100.00%	4	0	100.00%	6	0	100.00%
Creston	2	0	100.00%	1	0	100.00%	1	0	100.00%	1	0	100.00%
Curtis	1	0	100.00%	3	0	100.00%	7	0	100.00%	0	0	100.00%
Davenport	9	0	100.00%	8	0	100.00%	12	0	100.00%	11	0	100.00%
East Sound	18	0	100.00%	12	0	100.00%	22	0	100.00%	13	0	100.00%
Edwall-Tyler	1	0	100.00%	11	0	100.00%	0	0	100.00%	12	0	100.00%
Elma	31	1	96.70%	23	0	100.00%	22	0	100.00%	28	0	100.00%
Eltopia	1	0	100.00%	5	0	100.00%	4	0	100.00%	3	0	100.00%
Eureka	1	0	100.00%	5	0	100.00%	1	0	100.00%	17	8	52.90%
Fall City	26	0	100.00%	21	0	100.00%	80	0	100.00%	22	0	100.00%
Forks	19	0	100.00%	21	0	100.00%	9	0	100.00%	12	0	100.00%
Fox Island	7	0	100.00%	7	0	100.00%	5	2	60.00%	41	0	100.00%
Friday Harbor	33	0	100.00%	44	0	100.00%	35	0	100.00%	44	0	100.00%
Gig Harbor	125	2	98.40%	148	0	100.00%	143	0	100.00%	114	0	100.00%
Glenoma	10	1	90.00%	5	1	80.00%	4	0	100.00%	4	1	75.00%
Hansville	6	0	100.00%	4	0	100.00%	12	0	100.00%	26	1	96.10%
Harrington	0	0	100.00%	2	0	100.00%	2	0	100.00%	2	0	100.00%
Humptulips	5	0	100.00%	4	0	100.00%	6	0	100.00%	1	0	100.00%
Hunters	5	0	100.00%	8	1	87.50%	5	0	100.00%	6	0	100.00%
Kahlotus	1	0	100.00%	1	0	100.00%	0	0	100.00%	1	0	100.00%
Kettle Falls	8	0	100.00%	7	0	100.00%	19	0	100.00%	9	0	100.00%
Kingston	45	0	100.00%	71	0	100.00%	33	0	100.00%	30	0	100.00%
Lake Quinault	7	0	100.00%	7	0	100.00%	4	0	100.00%	11	0	100.00%
Lakebay	28	2	92.80%	41	0	100.00%	36	1	97.20%	34	4	88.20%
Lind	2	0	100.00%	8	0	100.00%	4	0	100.00%	6	0	100.00%
Long Beach	35	2	94.40%	18	0	100.00%	22	0	100.00%	44	0	100.00%

Trouble Tickets Over 48 Hours 480-141-740	February 2005			March 2005			April 2005			May 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	20	0	100.00%	7	0	100.00%	13	0	100.00%	17	0	100.00%
Mathews Corner	2	0	100.00%	4	0	100.00%	3	0	100.00%	2	0	100.00%
McCleary	4	0	100.00%	4	0	100.00%	7	0	100.00%	4	0	100.00%
Medical Lake	13	0	100.00%	14	0	100.00%	19	0	100.00%	22	0	100.00%
Mesa	2	0	100.00%	1	0	100.00%	12	0	100.00%	2	0	100.00%
Mineral	1	0	100.00%	13	0	100.00%	4	0	100.00%	2	0	100.00%
Montesano	14	0	100.00%	19	0	100.00%	14	0	100.00%	12	0	100.00%
Morton	12	2	83.30%	19	0	100.00%	6	0	100.00%	10	1	90.00%
Neah Bay	3	0	100.00%	5	0	100.00%	3	0	100.00%	3	0	100.00%
Nespelem	8	0	100.00%	3	0	100.00%	5	0	100.00%	7	0	100.00%
North Bend	44	0	100.00%	43	2	95.30%	134	0	100.00%	33	0	100.00%
North Vashon	8	0	100.00%	7	0	100.00%	6	0	100.00%	10	0	100.00%
Ocean Park	18	0	100.00%	27	0	100.00%	13	0	100.00%	25	0	100.00%
Ocosta	2	0	100.00%	2	0	100.00%	1	0	100.00%	3	0	100.00%
Odessa	2	0	100.00%	3	0	100.00%	4	0	100.00%	8	0	100.00%
Orting	39	1	97.40%	35	1	97.10%	51	1	98.00%	48	3	93.70%
Pacific Beach	10	0	100.00%	4	0	100.00%	4	0	100.00%	7	0	100.00%
Packwood	15	0	100.00%	5	1	80.00%	6	0	100.00%	27	0	100.00%
Pe Ell	12	0	100.00%	6	0	100.00%	6	0	100.00%	7	0	100.00%
Puget Island	3	0	100.00%	4	0	100.00%	0	0	100.00%	2	0	100.00%
Randle	9	0	100.00%	10	0	100.00%	9	0	100.00%	14	0	100.00%
Raymond	12	0	100.00%	15	0	100.00%	16	0	100.00%	32	0	100.00%
Reardan	33	0	100.00%	5	0	100.00%	8	0	100.00%	19	0	100.00%
Rimrock	0	0	100.00%	0	0	100.00%	0	0	100.00%	1	0	100.00%
Ritzville-Benge	7	0	100.00%	8	0	100.00%	6	0	100.00%	5	0	100.00%
Royal City	9	0	100.00%	10	0	100.00%	15	0	100.00%	10	0	100.00%
Snoqualmie Pass	2	0	100.00%	5	0	100.00%	3	0	100.00%	1	0	100.00%
Snoqualmie Ridge	10	0	100.00%	9	0	100.00%	46	0	100.00%	1	0	100.00%
South Bend	10	0	100.00%	9	0	100.00%	10	0	100.00%	12	0	100.00%
South Prairie	24	0	100.00%	21	0	100.00%	15	1	93.30%	12	0	100.00%
Spangle	5	0	100.00%	3	0	100.00%	2	0	100.00%	4	0	100.00%
Sprague	14	0	100.00%	5	0	100.00%	1	0	100.00%	2	0	100.00%
Starbuck	1	0	100.00%	0	0	100.00%	0	0	100.00%	1	0	100.00%
Tieton	2	0	100.00%	2	0	100.00%	3	0	100.00%	2	0	100.00%
Twisp	7	0	100.00%	5	0	100.00%	9	0	100.00%	13	0	100.00%
Vader	9	0	100.00%	5	0	100.00%	8	0	100.00%	1	0	100.00%
Valley	5	0	100.00%	4	0	100.00%	3	0	100.00%	4	0	100.00%
Vashon	27	3	88.80%	32	1	96.80%	24	0	100.00%	27	0	100.00%
Washtucna	1	0	100.00%	1	0	100.00%	1	0	100.00%	1	0	100.00%
Wilbur	3	0	100.00%	9	0	100.00%	4	0	100.00%	10	0	100.00%
Wilson Creek	0	0	100.00%	0	0	100.00%	3	0	100.00%	3	0	100.00%
Winthrop	8	0	100.00%	6	0	100.00%	14	0	100.00%	37	0	100.00%
Yacolt	33	1	96.90%	15	0	100.00%	26	2	92.30%	9	1	88.80%
Total Washington	1023	16	98.43%	1029	7	99.31%	1187	7	99.41%	1106	21	98.10%

Standard is 95%
Use TRPR8141
and TRPR 8147



**Quality of Service
Washington State
May 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	2,583							
Total Number S.O. Missed:			172	142	142							
Total Number Trouble Reports:			1,980	2,069	1,982							
Total Number T.R. Missed:			46	62	96							
Total # Appt Excluded/(Detail Report Attached):			8	0	16							

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	89							
% Held Over 90 Days (Goal 1%)	22.92%	18.75%	21.50%	20.43%	17.98%							
% Held Over 180 Days (Goal 0%)	6.25%	14.58%	5.61%	3.23%	4.49%							

# Held - 90 Days	22	18	23	19	16							
# Held - 180 Days	6	14	6	3	4							

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	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	Yes							
January 2005 Exception	Overflow from Orfing DMS100 to Seattle LAT A 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	5,282							
Handled:	6,131	4,615	5,227	5,354	5,037							
Service Level:	84%	92%	90%	80%	71%							

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	25,801							
Handled:	28,176	26,003	33,251	26,059	23,203							
Service Level:	59%	70%	60%	69%	60%							



WASHINGTON STATE
DETAIL OF TICKETS EXCLUDED
FROM TROUBLE INDEX REPORT

May 2005

EXCHANGE	TOTAL EXCLUDED	REASON
Eureka	16	Burnt fiber cable in Qwest area



**WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
May 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 CPU
Cowiche	October 2004	11 - Reload Processor: 45 - Bad Line Card.
Edwall-Tyler	May 2005	9 - Reseated AFC Card
Elenoma	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