



July 18, 2005

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

Attention: Kristen Russell
Robert Williamson

Reference: SERVICE QUALITY PERFORMANCE REPORT – June, 2005

Dear Ms. Russell:

Enclosed please find the combined performance results for CenturyTel of Washington for June, 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, WA OR
CenturyTel of Washington, Inc

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

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RECORDS DIV
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Trouble Ticket Report

June 2005

	June 2005												No. of Trouble Tickets	No. of Access Lines	% of Trouble Tickets	Trouble Tickets Moved Index Below 4%
	Jun 04	Jul 04	Aug 04	Sep 04	Oct 04	Nov 04	Dec 04	Jan 05	Feb 05	Mar 05	Apr 05	May 05				
EXCHANGE	1.8%	2.1%	1.6%	0.8%	0.6%	0.00%	1.39%	1.94%	0.27%	1.63%	0.54%	0.81%	2	366	0.55%	
EUREKA	1.7%	1.4%	1.6%	1.9%	1.5%	1.68%	1.68%	1.68%	1.29%	1.16%	2.88%	1.16%	40	3,517	1.14%	
FALL CITY	0.6%	1.1%	2.0%	1.4%	0.9%	1.14%	1.33%	1.33%	0.99%	0.99%	0.54%	0.59%	18	3,674	0.49%	
FORKS	1.1%	0.6%	0.9%	0.8%	1.3%	0.74%	0.91%	0.91%	0.91%	0.58%	0.52%	3.03%	13	1,746	0.74%	
FOX ISLAND	1.1%	1.2%	1.5%	1.9%	1.3%	1.24%	1.59%	1.45%	1.03%	1.11%	0.84%	1.24%	116	7,003	1.66%	
FRIDAY HARBOR	0.9%	1.5%	1.4%	1.2%	1.1%	1.16%	2.31%	1.07%	0.87%	0.95%	0.90%	0.72%	195	27,216	0.72%	
GIG HARBOR	3.0%	2.3%	4.5%	4.4%	1.3%	3.96%	3.32%	4.38%	3.28%	2.21%	2.67%	1.34%	14	442	3.17%	
GLENOMA	1.0%	1.3%	1.5%	7.2%	2.0%	0.96%	1.74%	1.38%	0.98%	0.62%	1.30%	1.71%	34	1,921	1.77%	
HANSVILLE	1.0%	0.8%	3.3%	1.4%	2.3%	1.36%	1.35%	1.16%	0.97%	1.56%	0.39%	0.79%	3	504	0.60%	
HARRINGTON	2.1%	1.0%	0.8%	0.5%	0.8%	2.33%	0.77%	1.29%	1.29%	1.04%	1.82%	0.52%	1	377	0.27%	
HUMPTULPS	1.1%	1.0%	2.0%	1.7%	1.6%	1.20%	1.95%	2.36%	0.74%	0.87%	0.92%	0.59%	17	1,518	1.12%	
INCHPELLUM/HUNTERS	1.3%	0.0%	0.9%	2.7%	2.3%	0.00%	1.88%	0.93%	0.47%	0.93%	0.47%	1.40%	3	213	1.41%	
KAHLOTUS	3.6%	2.0%	1.1%	2.0%	1.5%	1.00%	1.00%	1.29%	0.78%	0.78%	1.07%	0.71%	46	2,673	1.72%	
KETTLE FALLS	1.2%	1.3%	1.3%	2.3%	1.6%	1.23%	1.78%	1.85%	1.42%	1.64%	1.08%	1.03%	105	5,427	1.93%	
KINGSTON	1.9%	1.4%	1.7%	2.3%	0.3%	0.80%	0.80%	1.13%	2.10%	1.63%	0.82%	2.42%	9	617	1.46%	
LAKE QUINAULT	1.2%	1.3%	1.6%	2.6%	1.5%	1.32%	4.09%	1.30%	0.85%	1.18%	0.96%	1.00%	83	5,876	1.41%	
LAKEBAY	1.2%	1.0%	1.4%	1.6%	1.1%	1.23%	1.24%	0.36%	0.36%	2.15%	1.26%	1.45%	4	551	0.73%	
LIND	1.0%	2.4%	1.6%	1.4%	1.7%	1.34%	1.93%	1.43%	1.35%	1.05%	1.00%	1.81%	64	4,188	1.53%	
LONG BEACH	1.3%	1.1%	2.7%	2.1%	2.0%	1.42%	1.83%	1.50%	1.34%	0.96%	0.79%	1.17%	26	2,405	1.08%	
LOPEZ	0.5%	1.1%	1.3%	1.1%	1.8%	2.00%	0.18%	0.56%	0.56%	1.11%	1.09%	0.74%	4	531	0.75%	
MATHEWS CORNER	1.0%	1.3%	1.1%	1.4%	1.3%	1.42%	1.57%	1.07%	0.86%	0.50%	1.22%	0.65%	12	1,387	0.87%	
MCCLEARY	1.0%	0.7%	0.8%	1.2%	2.1%	0.73%	0.71%	0.74%	0.71%	0.90%	0.81%	1.20%	28	3,080	0.91%	
MEDICAL LAKE	1.6%	0.3%	0.2%	0.9%	0.0%	0.95%	0.63%	0.94%	0.63%	0.65%	4.19%	1.29%	1	309	0.32%	
MINERAL <small>Trouble Report</small>	2.1%	2.1%	1.8%	3.0%	1.5%	1.52%	0.91%	2.77%	1.84%	3.34%	1.82%	0.61%	7	323	2.17%	



Trouble Ticket Report

June 2005

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	Jun 04	Jul 04	Aug 04	Sep 04	Oct 04	Nov 04	Dec 04	Jan 05	Feb 05	Mar 05	Apr 05	May 05				
EXCHANGE	1.3%	0.7%	0.9%	1.3%	0.7%	1.81%	1.45%	2.00%	1.27%	0.72%	1.27%	0.90%	6	550	1.09%	
SPANGLE	0.9%	0.5%	2.1%	1.8%	2.5%	0.71%	1.78%	1.23%	2.66%	1.24%	0.53%	0.89%	8	554	1.44%	
SPRAGUE	0.6%	0.0%	1.3%	0.6%	0.0%	0.66%	0.00%	0.66%	0.65%	0.00%	0.00%	1.91%	1	156	0.64%	
STARBUCK	1.0%	1.4%	2.0%	2.9%	3.6%	1.00%	0.51%	1.40%	0.89%	1.15%	0.77%	0.77%	8	766	1.04%	
TIETON	1.3%	0.7%	0.6%	1.4%	1.2%	0.75%	0.65%	0.65%	0.75%	0.50%	0.75%	0.90%	30	2,000	1.50%	
TWISP	7.9%	1.2%	2.6%	2.8%	1.2%	1.34%	1.06%	1.44%	1.44%	1.25%	1.91%	0.29%	13	1,051	1.24%	
VADER	1.6%	1.2%	2.5%	1.4%	1.2%	1.35%	3.84%	1.80%	1.15%	1.06%	0.99%	1.08%	59	5,546	1.06%	
VASHON	2.4%	0.7%	0.3%	2.4%	0.3%	0.70%	0.71%	1.77%	0.70%	1.06%	0.35%	0.36%	2	281	0.71%	
WASHTUCNA	0.8%	1.1%	1.2%	1.2%	2.2%	1.02%	0.94%	0.94%	0.56%	1.79%	0.66%	2.16%	13	1062	1.22%	
WILBUR	2.9%	1.3%	1.3%	2.1%	3.2%	1.06%	3.18%	3.21%	0.00%	0.00%	1.10%	1.92%	4	362	1.10%	
WILSON CREEK	0.8%	0.6%	1.2%	1.5%	1.4%	0.82%	1.04%	3.45%	0.48%	0.39%	0.95%	2.08%	34	2,303	1.48%	
WINTHROP	2.3%	2.6%	1.7%	3.2%	1.5%	2.01%	1.83%	1.17%	2.72%	1.66%	3.03%	1.05%	27	1,818	1.49%	
YACOLT	1.3%	1.3%	1.5%	1.8%	1.4%	1.35%	1.72%	1.39%	1.02%	1.04%	1.10%	1.08%	2,108	181,044	1.16%	
GRAND TOTAL																

Trouble Index Over 48 Hours 780-120-240	March 2005			April 2005			May 2005			June 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	1	0	100.00%	2	0	100.00%	4	0	100.00%	6	0	100.00%
Ames Lake	6	0	100.00%	24	0	100.00%	7	0	100.00%	9	0	100.00%
Arlotta	11	0	100.00%	7	0	100.00%	14	0	100.00%	36	0	100.00%
Ashford	22	0	100.00%	7	0	100.00%	12	0	100.00%	17	6	63.60%
Basin City	5	0	100.00%	3	0	100.00%	2	0	100.00%	9	0	100.00%
Beaver	0	0	100.00%	0	0	100.00%	1	0	100.00%	1	0	100.00%
Blakely Island.	1	0	100.00%	0	0	100.00%	1	0	100.00%	2	0	100.00%
Carnation	14	0	100.00%	57	0	100.00%	23	0	100.00%	23	0	100.00%
Cathlamet	11	0	100.00%	4	0	100.00%	10	0	100.00%	24	0	100.00%
Cheney / EWU	20	0	100.00%	14	0	100.00%	25	2	92.00%	46	0	100.00%
Chewelah	28	0	100.00%	27	0	100.00%	18	0	100.00%	62	0	100.00%
Chinook	2	0	100.00%	3	0	100.00%	2	0	100.00%	4	0	100.00%
Clallam Bay	0	0	100.00%	3	0	100.00%	5	0	100.00%	9	0	100.00%
Clearwater	1	0	100.00%	3	0	100.00%	0	0	100.00%	1	0	100.00%
Connell	10	0	100.00%	1	0	100.00%	4	0	100.00%	17	0	100.00%
Coulee City	5	0	100.00%	3	0	100.00%	8	0	100.00%	5	0	100.00%
Cowiche	3	0	100.00%	4	0	100.00%	6	0	100.00%	10	0	100.00%
Creston	1	0	100.00%	1	0	100.00%	1	0	100.00%	8	0	100.00%
Curtis	3	0	100.00%	7	0	100.00%	0	0	100.00%	9	0	100.00%
Davenport	8	0	100.00%	12	0	100.00%	11	0	100.00%	37	0	100.00%
East Sound	12	0	100.00%	22	0	100.00%	13	0	100.00%	52	2	96.80%
Edwall-Tyler	11	0	100.00%	0	0	100.00%	12	0	100.00%	8	0	100.00%
Elma	23	0	100.00%	22	0	100.00%	28	0	100.00%	56	0	100.00%
Eltopia	5	0	100.00%	4	0	100.00%	3	0	100.00%	1	0	100.00%
Eureka	5	0	100.00%	1	0	100.00%	17	8	52.90%	2	0	100.00%
Fall City	21	0	100.00%	80	0	100.00%	22	0	100.00%	40	0	100.00%
Forks	21	0	100.00%	9	0	100.00%	12	0	100.00%	18	0	100.00%
Fox Island	7	0	100.00%	5	2	60.00%	41	0	100.00%	13	0	100.00%
Friday Harbor	44	0	100.00%	35	0	100.00%	44	0	100.00%	116	4	96.80%
Gig Harbor	148	0	100.00%	143	0	100.00%	114	0	100.00%	195	0	100.00%
Glenoma	5	1	80.00%	4	0	100.00%	4	1	75.00%	14	4	71.40%
Hansville	4	0	100.00%	12	0	100.00%	26	1	96.10%	34	0	100.00%
Harrington	2	0	100.00%	2	0	100.00%	2	0	100.00%	3	0	100.00%
Humptulips	4	0	100.00%	6	0	100.00%	1	0	100.00%	1	0	100.00%
Hunters	8	1	87.50%	5	0	100.00%	6	0	100.00%	17	0	100.00%
Kahlotus	1	0	100.00%	0	0	100.00%	1	0	100.00%	3	0	100.00%
Kettle Falls	7	0	100.00%	19	0	100.00%	9	0	100.00%	46	0	100.00%
Kingston	71	0	100.00%	33	0	100.00%	30	0	100.00%	105	0	100.00%
Lake Quinault	7	0	100.00%	4	0	100.00%	11	0	100.00%	9	0	100.00%
Lakebay	41	0	100.00%	36	1	97.20%	34	4	88.20%	83	0	100.00%
Lind	8	0	100.00%	4	0	100.00%	6	0	100.00%	4	0	100.00%
Long Beach	18	0	100.00%	22	0	100.00%	44	0	100.00%	64	2	97.60%

Trouble Tickets Over 48 Hours 480-120-240	March 2005			April 2005			May 2005			June 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	7	0	100.00%	13	0	100.00%	17	0	100.00%	26	0	100.00%
Mathews Corner	4	0	100.00%	3	0	100.00%	2	0	100.00%	4	0	100.00%
McCleary	4	0	100.00%	7	0	100.00%	4	0	100.00%	12	0	100.00%
Medical Lake	14	0	100.00%	19	0	100.00%	22	0	100.00%	28	0	100.00%
Mesa	1	0	100.00%	12	0	100.00%	2	0	100.00%	1	0	100.00%
Mineral	13	0	100.00%	4	0	100.00%	2	0	100.00%	7	5	25.00%
Montesano	19	0	100.00%	14	0	100.00%	12	0	100.00%	40	0	100.00%
Morton	19	0	100.00%	6	0	100.00%	10	1	90.00%	33	5	84.00%
Neah Bay	5	0	100.00%	3	0	100.00%	3	0	100.00%	7	0	100.00%
Nespelem	3	0	100.00%	5	0	100.00%	7	0	100.00%	8	0	100.00%
North Bend	43	2	95.30%	134	0	100.00%	33	0	100.00%	59	0	100.00%
North Vashon	7	0	100.00%	6	0	100.00%	10	0	100.00%	17	0	100.00%
Ocean Park	27	0	100.00%	13	0	100.00%	25	0	100.00%	45	0	100.00%
Ocosta	2	0	100.00%	1	0	100.00%	3	0	100.00%	2	0	100.00%
Odessa	3	0	100.00%	4	0	100.00%	8	0	100.00%	5	0	100.00%
Orting	35	1	97.10%	51	1	98.00%	48	3	93.70%	86	0	100.00%
Pacific Beach	4	0	100.00%	4	0	100.00%	7	0	100.00%	13	0	100.00%
Packwood	5	1	80.00%	6	0	100.00%	27	0	100.00%	33	1	96.20%
Pe Ell	6	0	100.00%	6	0	100.00%	7	0	100.00%	7	0	100.00%
Puget Island	4	0	100.00%	0	0	100.00%	2	0	100.00%	12	2	87.50%
Randle	10	0	100.00%	9	0	100.00%	14	0	100.00%	37	0	100.00%
Raymond	15	0	100.00%	16	0	100.00%	32	0	100.00%	43	0	100.00%
Reardan	5	0	100.00%	8	0	100.00%	19	0	100.00%	20	0	100.00%
Rimrock	0	0	100.00%	0	0	100.00%	1	0	100.00%	2	0	100.00%
Ritzville-Benge	8	0	100.00%	6	0	100.00%	5	0	100.00%	23	0	100.00%
Royal City	10	0	100.00%	15	0	100.00%	10	0	100.00%	22	0	100.00%
Snoqualmie Pass	5	0	100.00%	3	0	100.00%	1	0	100.00%	4	0	100.00%
Snoqualmie Ridge	9	0	100.00%	46	0	100.00%	1	0	100.00%	12	0	100.00%
South Bend	9	0	100.00%	10	0	100.00%	12	0	100.00%	20	0	100.00%
South Prairie	21	0	100.00%	15	1	93.30%	12	0	100.00%	46	0	100.00%
Spangle	3	0	100.00%	2	0	100.00%	4	0	100.00%	6	0	100.00%
Sprague	5	0	100.00%	1	0	100.00%	2	0	100.00%	8	0	100.00%
Starbuck	0	0	100.00%	0	0	100.00%	1	0	100.00%	1	0	100.00%
Tieton	2	0	100.00%	3	0	100.00%	2	0	100.00%	8	0	100.00%
Twisp	5	0	100.00%	9	0	100.00%	13	0	100.00%	30	0	100.00%
Vader	5	0	100.00%	8	0	100.00%	1	0	100.00%	13	0	100.00%
Valley	4	0	100.00%	3	0	100.00%	4	0	100.00%	10	0	100.00%
Vashon	32	1	96.80%	24	0	100.00%	27	0	100.00%	59	0	100.00%
Washtucna	1	0	100.00%	1	0	100.00%	1	0	100.00%	2	0	100.00%
Wilbur	9	0	100.00%	4	0	100.00%	10	0	100.00%	13	0	100.00%
Wilson Creek	0	0	100.00%	3	0	100.00%	3	0	100.00%	4	0	100.00%
Winthrop	6	0	100.00%	14	0	100.00%	37	0	100.00%	34	0	100.00%
Yacolt	15	0	100.00%	26	2	92.30%	9	1	88.80%	27	0	100.00%
Total Washington	1029	7	99.31%	1187	7	99.41%	1106	21	98.10%	2108	30	98.56%

Standard is 95%

Use TRPR8141

and TRPR 8147



**Quality of Service
Washington State
June 2005**

WAC 480-120-439

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

Total Number Service 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
	2361	2266	2,735	2,709	2,583	2,908						
Total Number S.O. Missed:	126	159	172	142	142	179						
Total Number Trouble Reports:	2584	1857	1,980	2,069	1,982	2,069						
Total Number T.R. Missed:	150	90	46	62	96	119						
Total # Appt Excluded/(Detail Report Attached):	0	0	8	0	16	0						
Commitments Met	95%	93%	94%	95%	94%							

WAC 480-120-439

Installation/Activation of Basic Service (Held Orders)												
(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%)	22.92%	18.75%	21.50%	20.43%	17.98%	15.84%						
% Held Over 180 Days (Goal 0%)	6.25%	14.58%	5.61%	3.23%	4.49%	2.97%						

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

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	None	None	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	Yes	Yes	Yes	Yes						
Overflow from Orting 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

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	5,522	5,282	5,027						
Handled:	6,131	4,615	5,227	5,354	5,037	4,675						
Service Level:	84%	92%	90%	80%	71%	61%						

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	29,601						
Handled:	28,176	26,003	33,251	26,059	23,203	26,220						
Service Level:	59%	70%	60%	69%	60%	60%						



WASHINGTON STATE
DETAIL OF TICKETS EXCLUDED
FROM TROUBLE INDEX REPORT

June 2005

EXCHANGE	TOTAL EXCLUDED	REASON
		Nothing to exclude in June



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
June 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
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 AMP Main 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