



August 16, 2005

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STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

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

Attention: Kristen Russell
Robert Williamson

Reference: SERVICE QUALITY PERFORMANCE REPORT – July, 2005

Dear Ms. Russell:

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



Trouble Ticket Report

July 2005

	July 2005												No. of Trouble Tickets	No. of Access Lines	% of Trouble Tickets	Trouble Tickets Moved Index Below 4%			
	Jul 04	Aug 04	Sep 04	Oct 04	Nov 04	Dec 04	Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05							
EXCHANGE																			
ALMIRA	1.9%	1.5%	1.7%	1.5%	1.52%	1.94%	1.51%	1.52%	1.52%	0.44%	1.98%	1.34%	6	455	1.32%				
AMES LAKE	1.0%	1.8%	2.0%	2.5%	5.67%	2.00%	6.87%	1.62%	1.36%	3.69%	1.23%	1.26%	14	708	1.98%				
ARLETTA	0.9%	0.9%	1.3%	0.7%	0.47%	1.33%	1.37%	0.90%	0.59%	0.48%	1.02%	1.03%	19	3,464	0.55%				
ASHFORD	1.7%	2.4%	2.1%	0.7%	1.18%	2.55%	1.46%	2.10%	2.48%	1.28%	2.71%	1.51%	32	1,128	2.84%				
BASIN CITY	1.2%	1.6%	1.1%	1.1%	0.64%	1.67%	0.52%	0.65%	1.04%	0.65%	0.26%	1.18%	8	760	1.05%				
BEAVER	1.7%	1.5%	0.4%	0.6%	1.08%	1.08%	0.22%	0.88%	0.22%	0.22%	0.65%	0.22%	3	453	0.66%				
BLAKELY ISL	1.6%	0.3%	1.4%	0.6%	0.28%	0.00%	1.14%	0.57%	0.29%	0.57%	0.85%	0.56%	5	355	1.41%				
CARNATION	1.3%	1.8%	1.3%	1.5%	0.63%	1.06%	2.11%	1.00%	1.22%	3.47%	1.92%	1.24%	68	1,852	3.67%				
CATHLAMET	1.7%	3.1%	2.4%	1.6%	2.81%	1.80%	1.85%	2.57%	1.21%	0.78%	1.72%	1.71%	15	1,399	1.07%				
CHENEY / EWU	1.0%	1.2%	1.3%	1.1%	0.79%	0.60%	0.61%	0.40%	0.63%	0.55%	0.80%	0.91%	37	5,028	0.74%				
CHEWELAH / VALLEY	2.3%	2.4%	2.1%	1.3%	1.26%	1.78%	1.52%	1.08%	1.49%	1.67%	1.04%	1.67%	65	4,321	1.50%				
CHINOOK	1.4%	0.9%	1.2%	0.7%	0.95%	3.82%	0.95%	1.42%	0.47%	0.93%	1.63%	0.93%	9	427	2.11%				
CLALLAM BAY	1.1%	2.2%	1.3%	2.1%	2.10%	1.97%	1.26%	1.51%	0.25%	1.01%	1.15%	1.15%	6	784	0.77%				
CLEARWATER	2.2%	3.7%	0.8%	0.8%	0.79%	1.54%	1.53%	0.00%	0.74%	2.21%	0.00%	0.75%	0	136	0.00%				
CONNELL	1.4%	1.0%	0.7%	1.3%	0.75%	0.68%	0.56%	0.86%	0.99%	0.25%	0.56%	1.06%	9	1,590	0.57%				
COULÉE CITY	0.6%	0.9%	1.4%	1.9%	1.41%	0.59%	2.00%	1.17%	1.18%	1.17%	1.51%	0.58%	3	857	0.35%				
COWICHE	1.4%	1.7%	2.4%	9.2%	0.39%	1.26%	2.13%	0.68%	0.58%	0.58%	1.37%	1.00%	15	1,010	1.49%				
CRESTON	1.2%	1.8%	2.9%	1.7%	0.98%	1.21%	2.20%	1.24%	2.20%	0.49%	0.73%	1.95%	4	413	0.97%				
CURTIS	0.6%	2.4%	2.9%	1.6%	0.61%	1.64%	1.04%	0.21%	0.82%	2.26%	0.00%	1.85%	6	490	1.22%				
DAVENPORT	2.0%	1.2%	2.1%	1.6%	0.78%	1.30%	0.83%	0.79%	0.79%	0.88%	0.88%	1.71%	32	2,168	1.48%				
EASTSOUND	1.3%	1.1%	2.3%	1.0%	1.26%	0.83%	1.66%	0.90%	0.69%	0.87%	0.76%	1.07%	72	4,868	1.48%				
EDWALL-TYLER	2.4%	3.8%	3.6%	3.4%	2.95%	2.93%	0.00%	0.73%	3.14%	0.48%	4.61%	1.96%	7	413	1.69%				
ELMA	1.4%	1.3%	2.0%	1.6%	1.64%	1.41%	1.52%	1.33%	1.08%	1.01%	1.06%	1.20%	44	4,658	0.94%				
ELTORIA <small>Trouble Report</small>	1.6%	0.3%	2.0%	0.0%	1.36%	1.03%	1.37%	0.34%	2.05%	1.68%	1.36%	0.34%	3	296	1.01%				



Trouble Ticket Report

July 2005

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	Jul 04	Aug 04	Sep 04	Oct 04	Nov 04	Dec 04	Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05						
EXCHANGE																		
EUREKA	2.1%	1.6%	0.8%	0.6%	0.00%	1.39%	1.94%	0.27%	1.63%	0.54%	0.81%	0.55%	5	364	1.37%			
FALL CITY	1.4%	1.6%	1.9%	1.5%	1.68%	1.68%	1.29%	1.16%	2.88%	1.16%	1.14%	1.14%	33	3,485	0.95%			
FORKS	1.1%	2.0%	1.4%	0.9%	1.14%	1.33%	0.99%	0.99%	0.54%	0.59%	0.49%	0.49%	13	3,659	0.36%			
FOX ISLAND	0.6%	0.9%	0.8%	1.3%	0.74%	0.91%	0.91%	0.58%	0.52%	3.03%	0.74%	0.74%	6	1,752	0.34%			
FRIDAY HARBOR	1.2%	1.5%	1.9%	1.3%	1.24%	1.59%	1.45%	1.03%	1.11%	0.84%	1.24%	1.66%	86	7,016	1.23%			
GIG HARBOR	1.5%	1.4%	1.2%	1.1%	1.16%	2.31%	1.07%	0.87%	0.95%	0.90%	0.72%	0.72%	220	27,223	0.81%			
GLENOMA	2.3%	4.5%	4.4%	1.3%	3.96%	3.32%	4.38%	3.28%	2.21%	2.67%	1.34%	3.17%	14	439	3.19%			
HANSVILLE	1.3%	1.5%	7.2%	2.0%	0.96%	1.74%	1.38%	0.98%	0.62%	1.30%	1.71%	1.77%	24	1,927	1.25%			
HARRINGTON	0.8%	3.3%	1.4%	2.3%	1.36%	1.35%	1.16%	0.97%	1.56%	0.39%	0.79%	0.60%	3	500	0.60%			
HUMPTULIPS	1.0%	0.8%	0.5%	0.8%	2.33%	0.77%	1.29%	1.29%	1.04%	1.82%	0.52%	0.27%	1	378	0.26%			
INCHELIUM/HUNTERS	1.0%	2.0%	1.7%	1.6%	1.20%	1.95%	2.36%	0.74%	0.87%	0.92%	0.59%	1.12%	11	1,506	0.73%			
KAHLOTUS	0.0%	0.9%	2.7%	2.3%	0.00%	1.88%	0.93%	0.47%	0.93%	0.47%	1.40%	1.41%	1	209	0.48%			
KETTLE FALLS	2.0%	1.1%	2.0%	1.5%	1.00%	1.00%	1.29%	0.78%	0.78%	1.07%	0.71%	1.72%	44	2,682	1.64%			
KINGSTON	1.3%	1.3%	2.3%	1.6%	1.23%	1.78%	1.85%	1.42%	1.64%	1.08%	1.03%	1.93%	50	5,375	0.93%			
LAKE QUINAULT	1.4%	1.7%	2.3%	0.3%	0.80%	0.80%	1.13%	2.10%	1.63%	0.82%	2.42%	1.46%	13	619	2.10%			
LAKEBAY	1.3%	1.6%	2.6%	1.5%	1.32%	4.09%	1.30%	0.85%	1.18%	0.96%	1.00%	1.41%	61	5,859	1.04%			
LIND	1.0%	1.4%	1.6%	1.1%	1.23%	1.24%	0.36%	0.36%	2.15%	1.26%	1.45%	0.73%	5	547	0.91%			
LONG BEACH	2.4%	1.6%	1.4%	1.7%	1.34%	1.93%	1.43%	1.35%	1.05%	1.00%	1.81%	1.53%	50	4,184	1.20%			
LOPEZ	1.1%	2.7%	2.1%	2.0%	1.42%	1.83%	1.50%	1.34%	0.96%	0.79%	1.17%	1.08%	29	2,411	1.20%			
MATHEWS CORNER	1.1%	1.3%	1.1%	1.8%	2.00%	0.18%	0.56%	0.56%	1.11%	1.09%	0.74%	0.75%	2	528	0.38%			
MCCLEARY	1.3%	1.1%	1.4%	1.3%	1.42%	1.57%	1.07%	0.86%	0.50%	1.22%	0.65%	0.87%	13	1,382	0.94%			
MEDICAL LAKE	0.7%	0.8%	1.2%	2.1%	0.73%	0.71%	0.74%	0.71%	0.90%	0.81%	1.20%	0.91%	22	3,061	0.72%			
MESA	0.3%	0.2%	0.9%	0.0%	0.95%	0.63%	0.94%	0.63%	0.65%	4.19%	1.29%	0.32%	0	309	0.00%			
MINERAL <small>Trouble Report</small>	2.1%	1.8%	3.0%	1.5%	1.52%	0.91%	2.77%	1.84%	3.34%	1.82%	0.61%	2.17%	8	320	2.50%			



Trouble Ticket Report

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EXCHANGE																			
MONTESANO	1.0%	1.4%	1.1%	1.0%	1.42%	1.02%	1.28%	0.87%	0.85%	0.66%	0.73%	0.98%	32	4,091	0.78%				
MORTON	1.5%	2.0%	2.0%	1.6%	2.31%	2.83%	2.45%	1.21%	1.80%	0.84%	1.49%	2.15%	16	1,554	1.03%				
NEAH BAY	1.4%	1.4%	1.0%	1.1%	1.15%	1.04%	0.94%	0.74%	0.63%	1.27%	0.42%	0.74%	5	945	0.53%				
NESPELEM	2.3%	3.2%	1.3%	2.2%	1.33%	2.91%	0.87%	2.01%	1.56%	1.41%	2.30%	1.16%	12	687	1.75%				
NORTH BEND 831/888	0.9%	1.2%	1.6%	1.1%	1.38%	1.62%	1.24%	0.69%	0.96%	1.85%	0.76%	0.66%	56	8,895	0.63%				
NORTH VASHON	1.3%	1.3%	0.5%	1.2%	1.21%	2.49%	1.43%	0.71%	1.21%	1.44%	1.01%	1.24%	14	1,366	1.02%				
OCEAN PARK	1.2%	1.4%	1.9%	1.3%	1.70%	0.95%	1.35%	0.80%	0.99%	0.72%	1.10%	1.21%	44	3,715	1.18%				
OCCOSTA	0.8%	2.1%	0.2%	0.9%	1.49%	1.28%	0.65%	1.08%	0.87%	1.09%	1.10%	0.44%	5	449	1.11%				
ODESSA	2.1%	1.8%	1.5%	1.6%	1.84%	2.16%	0.52%	0.62%	0.83%	0.62%	1.68%	0.53%	11	940	1.17%				
ORTING	1.7%	1.4%	2.6%	1.8%	1.29%	1.28%	2.14%	1.08%	1.15%	1.24%	1.29%	1.18%	74	7,274	1.02%				
PACIFIC BEACH	0.9%	1.3%	1.5%	1.0%	1.51%	0.81%	1.11%	1.32%	1.11%	1.01%	1.43%	1.33%	10	973	1.03%				
PACKWOOD	1.2%	0.9%	2.3%	1.1%	0.96%	1.64%	0.75%	1.43%	0.75%	0.60%	2.61%	2.45%	41	1,341	3.06%				
PE ELL	1.3%	2.7%	2.3%	1.3%	1.24%	1.80%	2.36%	1.93%	1.36%	1.84%	1.39%	0.82%	8	856	0.93%				
PUGET ISLAND	0.7%	1.8%	3.8%	3.3%	1.55%	2.41%	1.97%	2.43%	1.76%	0.66%	1.77%	2.66%	10	445	2.25%				
RANDLE	1.9%	1.5%	2.4%	1.6%	2.16%	2.80%	1.36%	1.44%	1.18%	1.54%	2.00%	3.38%	17	1,089	1.56%				
RAYMOND-LBBAM	0.7%	1.4%	1.2%	1.4%	1.76%	1.95%	1.27%	0.70%	1.02%	0.82%	1.77%	1.27%	33	3,366	0.98%				
REARDAN	1.2%	2.8%	2.0%	2.2%	4.37%	1.80%	1.64%	3.62%	0.99%	0.82%	1.64%	1.64%	8	1,219	0.66%				
RIMROCK/WHITEPASS	0.3%	0.3%	0.0%	0.0%	0.73%	0.37%	0.73%	0.00%	0.00%	0.36%	0.36%	0.71%	0	284	0.00%				
RITZVILLE-BENGE	0.7%	1.9%	1.0%	0.9%	0.51%	0.34%	0.68%	0.75%	1.04%	0.64%	0.64%	1.34%	19	1,701	1.12%				
ROYAL CITY	1.3%	1.4%	1.6%	1.5%	1.45%	1.02%	0.63%	0.72%	0.72%	1.15%	0.87%	1.06%	24	2,081	1.15%				
SNOQUALMIE RIDGE 396	0.3%	0.3%	1.5%	0.4%	5.11%	1.40%	1.68%	0.54%	0.77%	2.48%	0.37%	0.56%	14	2,149	0.65%				
SNOQUALMIE PASS 434	3.5%	4.8%	2.4%	5.1%	2.61%	1.68%	0.54%	0.43%	1.28%	1.08%	0.22%	0.87%	7	455	1.54%				
SOUTH BEND	1.5%	1.6%	1.5%	1.0%	1.89%	2.13%	1.38%	0.98%	0.93%	1.10%	0.82%	1.18%	16	1,692	0.95%				
SOUTH PRAIRIE ^{Trouble Report}	1.1%	0.8%	2.8%	1.6%	1.50%	1.67%	2.09%	1.35%	1.69%	1.26%	0.94%	1.55%	29	2,948	0.98%				



Trouble Ticket Report

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EXCHANGE																		
SPANGLE	0.7%	0.9%	1.3%	0.7%	1.81%	1.45%	2.00%	1.27%	0.72%	1.27%	0.90%	1.09%	5	545	0.92%			
SPRAGUE	0.5%	2.1%	1.8%	2.5%	0.71%	1.78%	1.23%	2.66%	1.24%	0.53%	0.89%	1.44%	6	554	1.08%			
STARBUCK	0.0%	1.3%	0.6%	0.0%	0.66%	0.00%	0.66%	0.65%	0.00%	0.00%	1.91%	0.64%	1	158	0.63%			
TIETON	1.4%	2.0%	2.9%	3.6%	1.00%	0.51%	1.40%	0.89%	1.15%	0.77%	0.77%	1.04%	3	767	0.39%			
TWISP	0.7%	0.6%	1.4%	1.2%	0.75%	0.65%	0.65%	0.75%	0.50%	0.75%	0.90%	1.50%	19	2,016	0.94%			
VADER	1.2%	2.6%	2.8%	1.2%	1.34%	1.06%	1.44%	1.44%	1.25%	1.91%	0.29%	1.24%	12	1,045	1.15%			
VASHON	1.2%	2.5%	1.4%	1.2%	1.35%	3.84%	1.80%	1.15%	1.06%	0.99%	1.08%	1.06%	49	5,550	0.88%			
WASHTUCNA	0.7%	0.3%	2.4%	0.3%	0.70%	0.71%	1.77%	0.70%	1.06%	0.35%	0.36%	0.71%	3	279	1.08%			
WILBUR	1.1%	1.2%	1.2%	2.2%	1.02%	0.94%	0.94%	0.56%	1.79%	0.66%	2.16%	1.22%	9	1,065	0.85%			
WILSON CREEK	1.3%	1.3%	2.1%	3.2%	1.06%	3.18%	3.21%	0.00%	0.00%	1.10%	1.92%	1.10%	3	365	0.82%			
WINTHROP	0.6%	1.2%	1.5%	1.4%	0.82%	1.04%	3.45%	0.48%	0.39%	0.95%	2.08%	1.48%	21	2,276	0.92%			
YACOLT	2.6%	1.7%	3.2%	1.5%	2.01%	1.83%	1.17%	2.72%	1.66%	3.03%	1.05%	1.49%	20	1,809	1.11%			
GRAND TOTAL	1.3%	1.5%	1.8%	1.4%	1.35%	1.72%	1.39%	1.02%	1.04%	1.10%	1.08%	1.16%	1,852	180,712	1.02%			

Trouble Tickets Over 48 Hours 480-120-220	April 2005			May 2005			June 2005			July 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%	4	0	100.00%	6	0	100.00%	3	0	100.00%
Ames Lake	24	0	100.00%	7	0	100.00%	9	0	100.00%	9	0	100.00%
Arletta	7	0	100.00%	14	0	100.00%	36	0	100.00%	11	0	100.00%
Ashford	7	0	100.00%	12	0	100.00%	17	6	63.60%	20	1	95.00%
Basin City	3	0	100.00%	2	0	100.00%	9	0	100.00%	4	0	100.00%
Beaver	0	0	100.00%	1	0	100.00%	1	0	100.00%	2	0	100.00%
Blakely Island	0	0	100.00%	1	0	100.00%	2	0	100.00%	1	0	100.00%
Carnation	57	0	100.00%	23	0	100.00%	23	0	100.00%	20	0	100.00%
Cathlamet	4	0	100.00%	10	0	100.00%	24	0	100.00%	7	0	100.00%
Cheney / EWU	14	0	100.00%	25	2	92.00%	46	0	100.00%	22	1	95.40%
Chewelah	27	0	100.00%	18	0	100.00%	62	0	100.00%	22	0	100.00%
Chinook	3	0	100.00%	2	0	100.00%	4	0	100.00%	3	0	100.00%
Clallam Bay	3	0	100.00%	5	0	100.00%	9	0	100.00%	3	0	100.00%
Clearwater	3	0	100.00%	0	0	100.00%	1	0	100.00%	0	0	100.00%
Connell	1	0	100.00%	4	0	100.00%	17	0	100.00%	6	0	100.00%
Coulee City	3	0	100.00%	8	0	100.00%	5	0	100.00%	2	0	100.00%
Cowiche	4	0	100.00%	6	0	100.00%	10	0	100.00%	11	0	100.00%
Creston	1	0	100.00%	1	0	100.00%	8	0	100.00%	3	0	100.00%
Curtis	7	0	100.00%	0	0	100.00%	9	0	100.00%	2	0	100.00%
Davenport	12	0	100.00%	11	0	100.00%	37	0	100.00%	19	0	100.00%
East Sound	22	0	100.00%	13	0	100.00%	52	2	96.80%	45	0	100.00%
Edwall-Tyler	0	0	100.00%	12	0	100.00%	8	0	100.00%	7	0	100.00%
Elma	22	0	100.00%	28	0	100.00%	56	0	100.00%	21	2	90.40%
Eltopia	4	0	100.00%	3	0	100.00%	1	0	100.00%	2	0	100.00%
Eureka	1	0	100.00%	17	8	52.90%	2	0	100.00%	3	0	100.00%
Fall City	80	0	100.00%	22	0	100.00%	40	0	100.00%	19	0	100.00%
Forks	9	0	100.00%	12	0	100.00%	18	0	100.00%	6	0	100.00%
Fox Island	5	2	60.00%	41	0	100.00%	13	0	100.00%	3	0	100.00%
Friday Harbor	35	0	100.00%	44	0	100.00%	116	4	96.80%	47	0	100.00%
Gig Harbor	143	0	100.00%	114	0	100.00%	195	0	100.00%	121	0	100.00%
Glenoma	4	0	100.00%	4	1	75.00%	14	4	71.40%	8	3	62.50%
Hansville	12	0	100.00%	26	1	96.10%	34	0	100.00%	13	0	100.00%
Harrington	2	0	100.00%	2	0	100.00%	3	0	100.00%	2	0	100.00%
Humtulpis	6	0	100.00%	1	0	100.00%	1	0	100.00%	0	0	100.00%
Hunters	5	0	100.00%	6	0	100.00%	17	0	100.00%	7	0	100.00%
Kahlotus	0	0	100.00%	1	0	100.00%	3	0	100.00%	0	0	100.00%
Kettle Falls	19	0	100.00%	9	0	100.00%	46	0	100.00%	19	0	100.00%
Kingston	33	0	100.00%	30	0	100.00%	105	0	100.00%	22	0	100.00%
Lake Quinault	4	0	100.00%	11	0	100.00%	9	0	100.00%	10	0	100.00%
Lakebay	36	1	97.20%	34	4	88.20%	83	0	100.00%	30	2	93.30%
Lind	4	0	100.00%	6	0	100.00%	4	0	100.00%	1	0	100.00%
Long Beach	22	0	100.00%	44	0	100.00%	64	2	97.60%	33	1	96.90%

Trouble Tickets Over 48 Hours 280-20-240	April 2005			May 2005			June 2005			July 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	13	0	100.00%	17	0	100.00%	26	0	100.00%	15	0	100.00%
Mathews Corner	3	0	100.00%	2	0	100.00%	4	0	100.00%	1	0	100.00%
McCleary	7	0	100.00%	4	0	100.00%	12	0	100.00%	9	0	100.00%
Medical Lake	19	0	100.00%	22	0	100.00%	28	0	100.00%	11	0	100.00%
Mesa	12	0	100.00%	2	0	100.00%	1	0	100.00%	0	0	100.00%
Mineral	4	0	100.00%	2	0	100.00%	7	5	25.00%	3	0	100.00%
Montesano	14	0	100.00%	12	0	100.00%	40	0	100.00%	21	1	95.20%
Morton	6	0	100.00%	10	1	90.00%	33	5	84.00%	9	0	100.00%
Neah Bay	3	0	100.00%	3	0	100.00%	7	0	100.00%	2	0	100.00%
Nespelem	5	0	100.00%	7	0	100.00%	8	0	100.00%	7	0	100.00%
North Bend	134	0	100.00%	33	0	100.00%	59	0	100.00%	31	0	100.00%
North Vashon	6	0	100.00%	10	0	100.00%	17	0	100.00%	11	0	100.00%
Ocean Park	13	0	100.00%	25	0	100.00%	45	0	100.00%	28	0	100.00%
Ocosta	1	0	100.00%	3	0	100.00%	2	0	100.00%	2	0	100.00%
Odessa	4	0	100.00%	8	0	100.00%	5	0	100.00%	9	0	100.00%
Orting	51	1	98.00%	48	3	93.70%	86	0	100.00%	42	1	97.60%
Pacific Beach	4	0	100.00%	7	0	100.00%	13	0	100.00%	7	0	100.00%
Packwood	6	0	100.00%	27	0	100.00%	33	1	96.20%	34	1	97.00%
Pe Ell	6	0	100.00%	7	0	100.00%	7	0	100.00%	5	0	100.00%
Puget Island	0	0	100.00%	2	0	100.00%	12	2	87.50%	4	0	100.00%
Randle	9	0	100.00%	14	0	100.00%	37	0	100.00%	11	1	90.90%
Raymond	16	0	100.00%	32	0	100.00%	43	0	100.00%	14	0	100.00%
Reardan	8	0	100.00%	19	0	100.00%	20	0	100.00%	4	0	100.00%
Rimrock	0	0	100.00%	1	0	100.00%	2	0	100.00%	0	0	100.00%
Ritzville-Benge	6	0	100.00%	5	0	100.00%	23	0	100.00%	14	0	100.00%
Royal City	15	0	100.00%	10	0	100.00%	22	0	100.00%	11	0	100.00%
Snoqualmie Pass	3	0	100.00%	1	0	100.00%	4	0	100.00%	4	0	100.00%
Snoqualmie Ridge	46	0	100.00%	1	0	100.00%	12	0	100.00%	8	0	100.00%
South Bend	10	0	100.00%	12	0	100.00%	20	0	100.00%	12	0	100.00%
South Prairie	15	1	93.30%	12	0	100.00%	46	0	100.00%	18	2	88.80%
Spangle	2	0	100.00%	4	0	100.00%	6	0	100.00%	2	0	100.00%
Sprague	1	0	100.00%	2	0	100.00%	8	0	100.00%	5	0	100.00%
Starbuck	0	0	100.00%	1	0	100.00%	1	0	100.00%	1	0	100.00%
Tieton	3	0	100.00%	2	0	100.00%	8	0	100.00%	0	0	100.00%
Twisp	9	0	100.00%	13	0	100.00%	30	0	100.00%	16	0	100.00%
Vader	8	0	100.00%	1	0	100.00%	13	0	100.00%	7	0	100.00%
Valley	3	0	100.00%	4	0	100.00%	10	0	100.00%	24	0	100.00%
Vashon	24	0	100.00%	27	0	100.00%	59	0	100.00%	25	0	100.00%
Washtucna	1	0	100.00%	1	0	100.00%	2	0	100.00%	2	0	100.00%
Wilbur	4	0	100.00%	10	0	100.00%	13	0	100.00%	6	0	100.00%
Wilson Creek	3	0	100.00%	3	0	100.00%	4	0	100.00%	3	0	100.00%
Winthrop	14	0	100.00%	37	0	100.00%	34	0	100.00%	15	0	100.00%
Yacolt	26	2	92.30%	9	1	88.80%	27	0	100.00%	5	1	80.00%
Total Washington	1187	7	99.41%	1106	21	98.10%	2108	30	98.56%	1047	17	98.37%

Standard is 95%

Use TRPR8141

and TRPR 8147



Quality of Service Washington State July 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	2361	2266	2,735	2,709	2,583	2,908	3,130					
Total Number S.O. Missed	126	159	172	142	142	179	213					
Total Number Trouble Reports	2584	1857	1,980	2,069	1,982	2,069	1,923					
Total Number T.R. Missed	150	90	46	62	96	119	118					
Total # Appt Excluded:	0	0	8	0	16	0	0					
Commitments Met	95%	93%	94%	95%	94%	95%	93%					

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
% Held this Period (Goal 90%)	95.93%	95.76%	96.09%	96.57%	96.55%	96.53%	97.96%					
% Held Over 90 Days (Goal 1%)	17.74%	14.06%	16.91%	16.52%	14.68%	13.33%	30.43%					
% Held Over 180 Days (Goal 0%)	4.84%	10.94%	4.41%	2.61%	3.67%	2.50%	13.91%					
Total Held Orders:	124	128	136	115	109	120	115					
# Held - 0 - 29 Days:	96	96	107	93	89	101	64					
# Held - 90 Days:	22	18	23	19	16	16	35					
# Held - 180 Days:	6	14	6	3	4	3	16					

← Jan 05 through Jun 05 revised 8-5-05 →

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	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	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

		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	3,363					
Handled:		6,131	4,615	5,227	5,354	5,037	4,675	3,174					
Service Level:		84%	92%	90%	80%	71%	61%	63%					

		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	24,810					
Handled:		28,176	26,003	33,251	26,059	23,203	26,220	21,265					
Service Level:		59%	70%	60%	69%	60%	60%	55%					



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
July 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 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



WASHINGTON STATE
DETAIL OF TICKETS EXCLUDED
FROM TROUBLE INDEX REPORT

July 2005

EXCHANGE	TOTAL EXCLUDED	REASON
		Nothing to exclude in July