

RECEIVED
RECORDS MANAGEMENT

05 SEP 26 AM 8:52

STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION



September 23, 2005

Washington Utilities and Transportation Commission
P.O. Box 47250
Olympia, WA 98504-7250

Attention: Kristen Russell
Robert Williamson

Reference: SERVICE QUALITY PERFORMANCE REPORT – August, 2005

Dear Ms. Russell:

Enclosed please find the combined performance results for CenturyTel of Washington for August, 2005. We have added information regarding Over 72 Hours Out of Service information, as well as Network Performance regarding Switching. 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,

A handwritten signature in black ink, appearing to read "Tim Grigar". The signature is fluid and cursive, written over a white background.

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



Trouble Ticket Report

August 2005

EXCHANGE	August 2005												No. of Trouble Tickets	No. of Access Lines	% of Trouble Tickets	Trouble Tickets Moved Index Below 4%
	Aug 04	Sep 04	Oct 04	Nov 04	Dec 04	Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05	Jul 05				
ALMIRA	1.5%	1.7%	1.5%	1.52%	1.94%	1.51%	1.52%	1.52%	0.44%	1.98%	1.34%	1.32%	7	452	1.55%	
AMES LAKE	1.8%	2.0%	2.5%	5.67%	2.00%	6.87%	1.62%	1.36%	3.69%	1.23%	1.26%	1.98%	15	705	2.13%	
ARLETTA	0.9%	1.3%	0.7%	0.47%	1.33%	1.37%	0.90%	0.59%	0.48%	1.02%	1.03%	0.55%	38	3,479	1.09%	
ASHFORD	2.4%	2.1%	0.7%	1.18%	2.55%	1.46%	2.10%	2.48%	1.28%	2.71%	1.51%	2.84%	21	1,125	1.87%	
BASIN CITY	1.6%	1.1%	1.1%	0.64%	1.67%	0.52%	0.65%	1.04%	0.65%	0.26%	1.18%	1.05%	10	747	1.34%	
BEAVER	1.5%	0.4%	0.6%	1.08%	1.08%	0.22%	0.88%	0.22%	0.22%	0.65%	0.22%	0.66%	3	457	0.66%	
BLAKELY ISL	0.3%	1.4%	0.6%	0.28%	0.00%	1.14%	0.57%	0.29%	0.57%	0.85%	0.56%	1.41%	11	355	3.10%	
CARNATION	1.8%	1.3%	1.5%	0.63%	1.06%	2.11%	1.00%	1.22%	3.47%	1.92%	1.24%	3.67%	18	1,850	0.97%	
CATHLAMET	3.1%	2.4%	1.6%	2.81%	1.80%	1.85%	2.57%	1.21%	0.78%	1.72%	1.71%	1.07%	17	1,409	1.21%	
CHENEY / EWU	1.2%	1.3%	1.1%	0.79%	0.60%	0.61%	0.40%	0.63%	0.55%	0.80%	0.91%	0.74%	45	4,968	0.91%	
CHEWELAH / VALLEY	2.4%	2.1%	1.3%	1.26%	1.78%	1.52%	1.08%	1.49%	1.67%	1.04%	1.67%	1.50%	55	4,314	1.27%	
CHINOOK	0.9%	1.2%	0.7%	0.95%	3.82%	0.95%	1.42%	0.47%	0.93%	1.63%	0.93%	2.11%	5	427	1.17%	
CLALLAM BAY	2.2%	1.3%	2.1%	2.10%	1.97%	1.26%	1.51%	0.25%	1.01%	1.15%	1.15%	0.77%	9	779	1.16%	
CLEARWATER	3.7%	0.8%	0.8%	0.79%	1.54%	1.53%	0.00%	0.74%	2.21%	0.00%	0.75%	0.00%	1	137	0.73%	
CONNELL	1.0%	0.7%	1.3%	0.75%	0.68%	0.56%	0.86%	0.99%	0.25%	0.56%	1.06%	0.57%	9	1,586	0.57%	
COULTEE CITY	0.9%	1.4%	1.9%	1.41%	0.59%	2.00%	1.17%	1.18%	1.17%	1.51%	0.58%	0.35%	23	857	2.68%	
COWICHE	1.7%	2.4%	9.2%	0.39%	1.26%	2.13%	0.68%	0.58%	0.58%	1.37%	1.00%	1.49%	6	1,007	0.60%	
CRESTON	1.8%	2.9%	1.7%	0.98%	1.21%	2.20%	1.24%	2.20%	0.49%	0.73%	1.95%	0.97%	9	417	2.16%	
CURTIS	2.4%	2.9%	1.6%	0.61%	1.64%	1.04%	0.21%	0.82%	2.26%	0.00%	1.85%	1.22%	8	490	1.63%	
DAVENPORT	1.2%	2.1%	1.6%	0.78%	1.30%	0.83%	0.79%	0.79%	0.88%	0.88%	1.71%	1.48%	25	2,189	1.14%	
EASTSOUND	1.1%	2.3%	1.0%	1.26%	0.83%	1.66%	0.90%	0.69%	0.87%	0.76%	1.07%	1.48%	66	4,871	1.35%	
EDWALL-TYLER	3.8%	3.6%	3.4%	2.95%	2.93%	0.00%	0.73%	3.14%	0.48%	4.61%	1.96%	1.69%	6	412	1.46%	54
ELMA	1.3%	2.0%	1.6%	1.64%	1.41%	1.52%	1.33%	1.08%	1.01%	1.06%	1.20%	0.94%	39	4,639	0.84%	
ELTOPIA <small>Trouble Report</small>	0.3%	2.0%	0.0%	1.36%	1.03%	1.37%	0.34%	2.05%	1.68%	1.36%	0.34%	1.01%	4	293	1.37%	



Trouble Ticket Report

August 2005

EXCHANGE	August 2005												No. of Trouble Tickets	No. of Access Lines	% of Trouble Tickets	Trouble Tickets Moved Index Below 4%
	Aug 04	Sep 04	Oct 04	Nov 04	Dec 04	Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05	Jul 05				
EXCHANGE	Aug 04	Sep 04	Oct 04	Nov 04	Dec 04	Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05	Jul 05				
EUREKA	1.6%	0.8%	0.6%	0.00%	1.39%	1.94%	0.27%	1.63%	0.54%	0.81%	0.55%	1.37%	5	361	1.39%	
FALL CITY	1.6%	1.9%	1.5%	1.68%	1.68%	1.68%	1.29%	1.16%	2.88%	1.16%	1.14%	0.95%	44	3,490	1.26%	
FORKS	2.0%	1.4%	0.9%	1.14%	1.33%	1.33%	0.99%	0.99%	0.54%	0.59%	0.49%	0.36%	31	3,640	0.85%	
FOX ISLAND	0.9%	0.8%	1.3%	0.74%	0.91%	0.91%	0.91%	0.58%	0.52%	3.03%	0.74%	0.34%	15	1,758	0.85%	
FRIDAY HARBOR	1.5%	1.9%	1.3%	1.24%	1.59%	1.45%	1.03%	1.11%	0.84%	1.24%	1.66%	1.23%	106	7,023	1.51%	
GIG HARBOR	1.4%	1.2%	1.1%	1.16%	2.31%	1.07%	0.87%	0.95%	0.90%	0.72%	0.72%	0.81%	267	27,141	0.98%	
GLENOMA	4.5%	4.4%	1.3%	3.96%	3.32%	4.38%	3.28%	2.21%	2.67%	1.34%	3.17%	3.19%	12	440	2.73%	6
HANSVILLE	1.5%	7.2%	2.0%	0.96%	1.74%	1.38%	0.98%	0.62%	1.30%	1.71%	1.77%	1.25%	35	1,924	1.82%	
HARRINGTON	3.3%	1.4%	2.3%	1.36%	1.35%	1.16%	0.97%	1.56%	0.39%	0.79%	0.60%	0.60%	9	505	1.78%	
HUMPTULIPS	0.8%	0.5%	0.8%	2.33%	0.77%	1.29%	1.29%	1.04%	1.82%	0.52%	0.27%	0.26%	3	378	0.79%	
INCHELLIUM/HUNTERS	2.0%	1.7%	1.6%	1.20%	1.95%	2.36%	0.74%	0.87%	0.92%	0.59%	1.12%	0.73%	17	1,514	1.12%	
KAHLOTUS	0.9%	2.7%	2.3%	0.00%	1.88%	0.93%	0.47%	0.93%	0.47%	1.40%	1.41%	0.48%	1	207	0.48%	
KETTLE FALLS	1.1%	2.0%	1.5%	1.00%	1.00%	1.29%	0.78%	0.78%	1.07%	0.71%	1.72%	1.64%	45	2,677	1.68%	
KINGSTON	1.3%	2.3%	1.6%	1.23%	1.78%	1.85%	1.42%	1.64%	1.08%	1.03%	1.93%	0.93%	107	5,373	1.99%	
LAKE QUINAULT	1.7%	2.3%	0.3%	0.80%	0.80%	1.13%	2.10%	1.63%	0.82%	2.42%	1.46%	2.10%	8	624	1.28%	
LAKEBAY	1.6%	2.6%	1.5%	1.32%	4.09%	1.30%	0.85%	1.18%	0.96%	1.00%	1.41%	1.04%	65	5,825	1.12%	
LIND	1.4%	1.6%	1.1%	1.23%	1.24%	0.36%	0.36%	2.15%	1.26%	1.45%	0.73%	0.91%	5	545	0.92%	
LONG BEACH	1.6%	1.4%	1.7%	1.34%	1.93%	1.43%	1.35%	1.05%	1.00%	1.81%	1.53%	1.20%	49	4,170	1.18%	
LOPEZ	2.7%	2.1%	2.0%	1.42%	1.83%	1.50%	1.34%	0.96%	0.79%	1.17%	1.08%	1.20%	33	2,418	1.36%	
MATHEWS CORNER	1.3%	1.1%	1.8%	2.00%	0.18%	0.56%	0.56%	1.11%	1.09%	0.74%	0.75%	0.38%	9	518	1.74%	
MCCLEARY	1.1%	1.4%	1.3%	1.42%	1.57%	1.07%	0.86%	0.50%	1.22%	0.65%	0.87%	0.94%	15	1,379	1.09%	
MEDICAL LAKE	0.8%	1.2%	2.1%	0.73%	0.71%	0.74%	0.71%	0.90%	0.81%	1.20%	0.91%	0.72%	51	3,053	1.67%	
MESA	0.2%	0.9%	0.0%	0.95%	0.63%	0.94%	0.63%	0.65%	4.19%	1.29%	0.32%	0.00%	3	307	0.98%	
MINERAL <small>Trouble Report</small>	1.8%	3.0%	1.5%	1.52%	0.91%	2.77%	1.84%	3.34%	1.82%	0.61%	2.17%	2.50%	10	320	3.13%	6



Trouble Ticket Report

August 2005

EXCHANGE	August 2005												No. of Trouble Tickets	No. of Access Lines	% of Trouble Tickets	Trouble Tickets Moved Index Below 4%
	Aug 04	Sep 04	Oct 04	Nov 04	Dec 04	Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05	Jul 05				
EXCHANGE	Aug 04	Sep 04	Oct 04	Nov 04	Dec 04	Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05	Jul 05				
MONTESANO	1.4%	1.1%	1.0%	1.42%	1.02%	1.28%	0.87%	0.85%	0.66%	0.73%	0.98%	0.78%	34	4,080	0.83%	
MORTON	2.0%	2.0%	1.6%	2.31%	2.83%	2.45%	1.21%	1.80%	0.84%	1.49%	2.15%	1.03%	16	1,543	1.04%	
NEAH BAY	1.4%	1.0%	1.1%	1.15%	1.04%	0.94%	0.74%	0.63%	1.27%	0.42%	0.74%	0.53%	6	940	0.64%	
NESPELEM	3.2%	1.3%	2.2%	1.33%	2.91%	0.87%	2.01%	1.56%	1.41%	2.30%	1.16%	1.75%	12	689	1.74%	
NORTH BEND 831/888	1.2%	1.6%	1.1%	1.38%	1.62%	1.24%	0.69%	0.96%	1.85%	0.76%	0.66%	0.63%	99	8,877	1.12%	
NORTH VASHON	1.3%	0.5%	1.2%	1.21%	2.49%	1.43%	0.71%	1.21%	1.44%	1.01%	1.24%	1.02%	16	1,365	1.17%	
OCEAN PARK	1.4%	1.9%	1.3%	1.70%	0.95%	1.35%	0.80%	0.99%	0.72%	1.10%	1.21%	1.18%	60	3,690	1.63%	
OOSTA	2.1%	0.2%	0.9%	1.49%	1.28%	0.65%	1.08%	0.87%	1.09%	1.10%	0.44%	1.11%	3	445	0.67%	
ODESSA	1.8%	1.5%	1.6%	1.84%	2.16%	0.52%	0.62%	0.83%	0.62%	1.68%	0.53%	1.17%	11	944	1.17%	
ORTING	1.4%	2.6%	1.8%	1.29%	1.28%	2.14%	1.08%	1.15%	1.24%	1.29%	1.18%	1.02%	109	7,291	1.49%	
PACIFIC BEACH	1.3%	1.5%	1.0%	1.51%	0.81%	1.11%	1.32%	1.11%	1.01%	1.43%	1.33%	1.03%	9	966	0.93%	
PACKWOOD	0.9%	2.3%	1.1%	0.96%	1.64%	0.75%	1.43%	0.75%	0.60%	2.61%	2.45%	3.06%	23	1,346	1.71%	
PE ELL	2.7%	2.3%	1.3%	1.24%	1.80%	2.36%	1.93%	1.36%	1.84%	1.39%	0.82%	0.93%	24	848	2.83%	
PUGET ISLAND	1.8%	3.8%	3.3%	1.55%	2.41%	1.97%	2.43%	1.76%	0.66%	1.77%	2.66%	2.25%	8	440	1.82%	
RANDLE	1.5%	2.4%	1.6%	2.16%	2.80%	1.36%	1.44%	1.18%	1.54%	2.00%	3.38%	1.56%	13	1,085	1.20%	
RAYMOND-LEBAM	1.4%	1.2%	1.4%	1.76%	1.95%	1.27%	0.70%	1.02%	0.82%	1.77%	1.27%	0.98%	48	3,357	1.43%	
REARDAN	2.8%	2.0%	2.2%	4.37%	1.80%	1.64%	3.62%	0.99%	0.82%	1.64%	1.64%	0.66%	20	1,223	1.64%	
RIMROCK/WHITEPASS	0.3%	0.0%	0.0%	0.73%	0.37%	0.73%	0.00%	0.00%	0.36%	0.36%	0.71%	0.00%	0	286	0.00%	
RITZVILLE-BENGE	1.9%	1.0%	0.9%	0.51%	0.34%	0.68%	0.75%	1.04%	0.64%	0.64%	1.34%	1.12%	15	1,684	0.89%	
ROYAL CITY	1.4%	1.6%	1.5%	1.45%	1.02%	0.63%	0.72%	0.72%	1.15%	0.87%	1.06%	1.15%	32	2,088	1.53%	
SNOQUALMIE RIDGE 396	0.3%	1.5%	0.4%	5.11%	1.40%	1.68%	0.54%	0.77%	2.48%	0.37%	0.56%	0.65%	17	2,209	0.77%	
SNOQUALMIE PASS 434	4.8%	2.4%	5.1%	2.61%	1.68%	0.54%	0.43%	1.28%	1.08%	0.22%	0.87%	1.54%	4	460	0.87%	
SOUTH BEND	1.6%	1.5%	1.0%	1.89%	2.13%	1.38%	0.98%	0.93%	1.10%	0.82%	1.18%	0.95%	13	1,685	0.77%	
SOUTH PKAIRIE <small>Trouble Report</small>	0.8%	2.8%	1.6%	1.50%	1.67%	2.09%	1.35%	1.69%	1.26%	0.94%	1.55%	0.98%	59	2,946	2.00%	



Trouble Ticket Report

August 2005

EXCHANGE	August 2005												August 2005		% of Trouble Tickets	Trouble Tickets Moved Index Below 4%
	Aug 04	Sep 04	Oct 04	Nov 04	Dec 04	Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05	Jul 05	No. of Trouble Tickets	No. of Access Lines		
SPANGLE	0.9%	1.3%	0.7%	1.81%	1.45%	2.00%	1.27%	0.72%	1.27%	0.90%	1.09%	0.92%	9	545	1.65%	
SPRAGUE	2.1%	1.8%	2.5%	0.71%	1.78%	1.23%	2.66%	1.24%	0.53%	0.89%	1.44%	1.08%	5	553	0.90%	
STARBUCK	1.3%	0.6%	0.0%	0.66%	0.00%	0.66%	0.65%	0.00%	0.00%	1.91%	0.64%	0.63%	4	156	2.56%	
TJETON	2.0%	2.9%	3.6%	1.00%	0.51%	1.40%	0.89%	1.15%	0.77%	0.77%	1.04%	0.39%	4	762	0.52%	
TWISP	0.6%	1.4%	1.2%	0.75%	0.65%	0.65%	0.75%	0.50%	0.75%	0.90%	1.50%	0.94%	22	2,015	1.09%	
VADER	2.6%	2.8%	1.2%	1.34%	1.06%	1.44%	1.44%	1.25%	1.91%	0.29%	1.24%	1.15%	9	1,032	0.87%	
VASHON	2.5%	1.4%	1.2%	1.35%	3.84%	1.80%	1.15%	1.06%	0.99%	1.08%	1.06%	0.88%	65	5,530	1.18%	
WASHTUONA	0.3%	2.4%	0.3%	0.70%	0.71%	1.77%	0.70%	1.06%	0.35%	0.36%	0.71%	1.08%	3	276	1.09%	
WILBUR	1.2%	1.2%	2.2%	1.02%	0.94%	0.94%	0.56%	1.79%	0.66%	2.16%	1.22%	0.85%	13	1063	1.22%	
WILSON CREEK	1.3%	2.1%	3.2%	1.06%	3.18%	3.21%	0.00%	0.00%	1.10%	1.92%	1.10%	0.82%	4	364	1.10%	
WINTHROP	1.2%	1.5%	1.4%	0.82%	1.04%	3.45%	0.48%	0.39%	0.95%	2.08%	1.48%	0.92%	28	2,278	1.23%	
YACOLT	1.7%	3.2%	1.5%	2.01%	1.83%	1.17%	2.72%	1.66%	3.03%	1.05%	1.49%	1.11%	31	1,811	1.71%	
GRAND TOTAL	1.5%	1.8%	1.4%	1.35%	1.72%	1.39%	1.02%	1.04%	1.10%	1.08%	1.16%	1.02%	2,243	180,427	1.24%	

	May 2005			June 2005			July 2005			August 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	4	0	100.00%	6	0	100.00%	3	0	100.00%	5	0	100.00%
Ames Lake	7	0	100.00%	9	0	100.00%	9	0	100.00%	10	0	100.00%
Arletta	14	0	100.00%	36	0	100.00%	11	0	100.00%	23	0	100.00%
Ashford	12	0	100.00%	17	6	63.60%	20	1	95.00%	14	0	100.00%
Basin City	2	0	100.00%	9	0	100.00%	4	0	100.00%	5	0	100.00%
Beaver	1	0	100.00%	1	0	100.00%	2	0	100.00%	2	0	100.00%
Blakely Island	1	0	100.00%	2	0	100.00%	1	0	100.00%	4	1	85.70%
Carnation	23	0	100.00%	23	0	100.00%	20	0	100.00%	12	0	100.00%
Cathlamet	10	0	100.00%	24	0	100.00%	7	0	100.00%	11	0	100.00%
Cheney / EWU	25	2	92.00%	46	0	100.00%	22	1	95.40%	23	1	95.60%
Chewelah	18	0	100.00%	62	0	100.00%	22	0	100.00%	18	0	100.00%
Chinook	2	0	100.00%	4	0	100.00%	3	0	100.00%	5	0	100.00%
Clallam Bay	5	0	100.00%	9	0	100.00%	3	0	100.00%	5	0	100.00%
Clearwater	0	0	100.00%	1	0	100.00%	0	0	100.00%	1	0	100.00%
Connell	4	0	100.00%	17	0	100.00%	6	0	100.00%	3	0	100.00%
Coulee City	8	0	100.00%	5	0	100.00%	2	0	100.00%	16	0	100.00%
Cowiche	6	0	100.00%	10	0	100.00%	11	0	100.00%	5	0	100.00%
Creston	1	0	100.00%	8	0	100.00%	3	0	100.00%	6	0	100.00%
Curtis	0	0	100.00%	9	0	100.00%	2	0	100.00%	4	0	100.00%
Davenport	11	0	100.00%	37	0	100.00%	19	0	100.00%	13	1	92.30%
East Sound	13	0	100.00%	52	2	96.80%	45	0	100.00%	23	1	95.60%
Edwall-Tyler	12	0	100.00%	8	0	100.00%	7	0	100.00%	56	0	100.00%
Elma	28	0	100.00%	56	0	100.00%	21	2	90.40%	15	0	100.00%
Eltopia	3	0	100.00%	1	0	100.00%	2	0	100.00%	2	0	100.00%
Eureka	17	8	52.90%	2	0	100.00%	3	0	100.00%	3	0	100.00%
Fall City	22	0	100.00%	40	0	100.00%	19	0	100.00%	20	0	100.00%
Forks	12	0	100.00%	18	0	100.00%	6	0	100.00%	21	0	100.00%
Fox Island	41	0	100.00%	13	0	100.00%	3	0	100.00%	8	0	100.00%
Friday Harbor	44	0	100.00%	116	4	96.80%	47	0	100.00%	43	0	100.00%
Gig Harbor	114	0	100.00%	195	0	100.00%	121	0	100.00%	164	0	100.00%
Glenoma	4	1	75.00%	14	4	71.40%	8	3	62.50%	11	1	90.90%
Hansville	26	1	96.10%	34	0	100.00%	13	0	100.00%	8	0	100.00%
Harrington	2	0	100.00%	3	0	100.00%	2	0	100.00%	5	0	100.00%
Humptulips	1	0	100.00%	1	0	100.00%	0	0	100.00%	2	0	100.00%
Hunters	6	0	100.00%	17	0	100.00%	7	0	100.00%	7	0	100.00%
Kahlotus	1	0	100.00%	3	0	100.00%	0	0	100.00%	0	0	100.00%
Kettle Falls	9	0	100.00%	46	0	100.00%	19	0	100.00%	18	0	100.00%
Kingston	30	0	100.00%	105	0	100.00%	22	0	100.00%	73	1	98.60%
Lake Quinault	11	0	100.00%	9	0	100.00%	10	0	100.00%	6	0	100.00%
Lakebay	34	4	88.20%	83	0	100.00%	30	2	93.30%	34	0	100.00%
Lind	6	0	100.00%	4	0	100.00%	1	0	100.00%	2	0	100.00%
Long Beach	44	0	100.00%	64	2	97.60%	33	1	96.90%	22	0	100.00%

Training Hours 0000-24 Hours 480-1200 Hours	May 2005			June 2005			July 2005			August 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	17	0	100.00%	26	0	100.00%	15	0	100.00%	15	0	100.00%
Mathews Corner	2	0	100.00%	4	0	100.00%	1	0	100.00%	4	0	100.00%
McCleary	4	0	100.00%	12	0	100.00%	9	0	100.00%	5	0	100.00%
Medical Lake	22	0	100.00%	28	0	100.00%	11	0	100.00%	34	1	97.00%
Mesa	2	0	100.00%	1	0	100.00%	0	0	100.00%	3	0	100.00%
Mineral	2	0	100.00%	7	5	25.00%	3	0	100.00%	11	0	100.00%
Montesano	12	0	100.00%	40	0	100.00%	21	1	95.20%	11	0	100.00%
Morton	10	1	90.00%	33	5	84.00%	9	0	100.00%	7	0	100.00%
Neah Bay	3	0	100.00%	7	0	100.00%	2	0	100.00%	4	0	100.00%
Nespelem	7	0	100.00%	8	0	100.00%	7	0	100.00%	7	0	100.00%
North Bend	33	0	100.00%	59	0	100.00%	31	0	100.00%	59	0	100.00%
North Vashon	10	0	100.00%	17	0	100.00%	11	0	100.00%	9	0	100.00%
Ocean Park	25	0	100.00%	45	0	100.00%	28	0	100.00%	34	0	100.00%
Ocosta	3	0	100.00%	2	0	100.00%	2	0	100.00%	1	0	100.00%
Odessa	8	0	100.00%	5	0	100.00%	9	0	100.00%	8	0	100.00%
Orting	48	3	93.70%	86	0	100.00%	42	1	97.60%	72	0	100.00%
Pacific Beach	7	0	100.00%	13	0	100.00%	7	0	100.00%	7	0	100.00%
Packwood	27	0	100.00%	33	1	96.20%	34	1	97.00%	21	2	90.40%
Pe Ell	7	0	100.00%	7	0	100.00%	5	0	100.00%	16	0	100.00%
Puget Island	2	0	100.00%	12	2	87.50%	4	0	100.00%	7	0	100.00%
Randle	14	0	100.00%	37	0	100.00%	11	1	90.90%	8	0	100.00%
Raymond	32	0	100.00%	43	0	100.00%	14	0	100.00%	19	0	100.00%
Reardan	19	0	100.00%	20	0	100.00%	4	0	100.00%	10	0	100.00%
Rimrock	1	0	100.00%	2	0	100.00%	0	0	100.00%	0	0	100.00%
Ritzville-Benge	5	0	100.00%	23	0	100.00%	14	0	100.00%	10	0	100.00%
Royal City	10	0	100.00%	22	0	100.00%	11	0	100.00%	23	0	100.00%
Snoqualmie Pass	1	0	100.00%	4	0	100.00%	4	0	100.00%	3	1	66.60%
Snoqualmie Ridge	1	0	100.00%	12	0	100.00%	8	0	100.00%	8	0	100.00%
South Bend	12	0	100.00%	20	0	100.00%	12	0	100.00%	4	0	100.00%
South Prairie	12	0	100.00%	46	0	100.00%	18	2	88.80%	33	1	96.90%
Spangle	4	0	100.00%	6	0	100.00%	2	0	100.00%	5	0	100.00%
Sprague	2	0	100.00%	8	0	100.00%	5	0	100.00%	1	0	100.00%
Starbuck	1	0	100.00%	1	0	100.00%	1	0	100.00%	3	0	100.00%
Tieton	2	0	100.00%	8	0	100.00%	0	0	100.00%	2	0	100.00%
Twisp	13	0	100.00%	30	0	100.00%	16	0	100.00%	16	0	100.00%
Vader	1	0	100.00%	13	0	100.00%	7	0	100.00%	5	0	100.00%
Valley	4	0	100.00%	10	0	100.00%	24	0	100.00%	3	0	100.00%
Vashon	27	0	100.00%	59	0	100.00%	25	0	100.00%	29	0	100.00%
Washtucna	1	0	100.00%	2	0	100.00%	2	0	100.00%	1	0	100.00%
Wilbur	10	0	100.00%	13	0	100.00%	6	0	100.00%	10	0	100.00%
Wilson Creek	3	0	100.00%	4	0	100.00%	3	0	100.00%	2	0	100.00%
Winthrop	37	0	100.00%	34	0	100.00%	15	0	100.00%	22	0	100.00%
Yacolt	9	1	88.80%	27	0	100.00%	5	1	80.00%	14	0	100.00%
Total Washington	1106	21	98.10%	2108	30	98.56%	1047	17	98.37%	1294	11	99.17%

Standard is 95%

Use TRPR8141

and TRPR 8147

Trouble Tickets Over 72 Hours 480-120-440	January 2005			February 2005			March 2005			April 2005			May 2005			June 2005			July 2005			August 2005		
	TOT OOS	Trouble Over 72 Hours	% Trouble Index Per 100	TOT OOS	Trouble Over 72 Hours	% Trouble Index Per 100	TOT OOS	Trouble Over 72 Hours	% Trouble Index Per 100	TOT OOS	Trouble Over 72 Hours	% Trouble Index Per 100	TOT OOS	Trouble Over 72 Hours	% Trouble Index Per 100	TOT OOS	Trouble Over 72 Hours	% Trouble Index Per 100	TOT OOS	Trouble Over 72 Hours	% Trouble Index Per 100	TOT OOS	Trouble Over 72 Hours	% Trouble Index Per 100
Almira	6	0	100.00%	2	0	100.00%	1	0	100.00%	2	0	100.00%	4	0	100.00%	6	0	100.00%	3	0	100.00%	5	0	100.00%
Ames Lake	39	0	100.00%	9	0	100.00%	6	0	100.00%	24	0	100.00%	7	0	100.00%	9	0	100.00%	9	0	100.00%	10	0	100.00%
Arlotta	28	1	96.40%	14	0	100.00%	11	0	100.00%	7	0	100.00%	14	0	100.00%	36	0	100.00%	11	0	100.00%	23	0	100.00%
Ashford	6	0	100.00%	13	0	100.00%	22	0	100.00%	7	0	100.00%	12	0	100.00%	17	2	90.90%	20	1	95.00%	14	0	100.00%
Basin City	4	0	100.00%	2	0	100.00%	5	0	100.00%	3	0	100.00%	2	0	100.00%	9	0	100.00%	4	0	100.00%	5	0	100.00%
Beaver	0	0	100.00%	1	0	100.00%	0	0	100.00%	0	0	100.00%	1	0	100.00%	1	0	100.00%	2	0	100.00%	2	0	100.00%
Blakely Island	2	1	50.00%	1	0	100.00%	1	0	100.00%	0	0	100.00%	1	0	100.00%	2	0	100.00%	1	0	100.00%	4	1	85.70%
Carnation	24	0	100.00%	12	0	100.00%	14	0	100.00%	57	0	100.00%	23	0	100.00%	23	0	100.00%	20	0	100.00%	12	0	100.00%
Cathlamet	13	0	100.00%	17	0	100.00%	11	0	100.00%	4	0	100.00%	10	0	100.00%	24	0	100.00%	7	0	100.00%	11	0	100.00%
Cheney / EWU	27	0	100.00%	12	0	100.00%	20	0	100.00%	14	0	100.00%	25	1	96.00%	46	0	100.00%	22	1	95.40%	23	0	100.00%
Chewelah	35	0	100.00%	16	0	100.00%	28	0	100.00%	27	0	100.00%	18	0	100.00%	62	0	100.00%	22	0	100.00%	18	0	100.00%
Chinook	3	0	100.00%	2	0	100.00%	2	0	100.00%	3	0	100.00%	2	0	100.00%	4	0	100.00%	3	0	100.00%	5	0	100.00%
Clallam Bay	6	0	100.00%	8	0	100.00%	0	0	100.00%	3	0	100.00%	5	0	100.00%	9	0	100.00%	3	0	100.00%	5	0	100.00%
Clearwater	2	0	100.00%	0	0	100.00%	1	0	100.00%	3	0	100.00%	0	0	100.00%	1	0	100.00%	0	0	100.00%	1	0	100.00%
Cornell	5	0	100.00%	12	0	100.00%	10	0	100.00%	1	0	100.00%	4	0	100.00%	17	0	100.00%	6	0	100.00%	3	0	100.00%
Coulee City	15	0	100.00%	7	0	100.00%	5	0	100.00%	3	0	100.00%	8	0	100.00%	5	0	100.00%	2	0	100.00%	16	0	100.00%
Cowiche	12	0	100.00%	6	0	100.00%	3	0	100.00%	4	0	100.00%	6	0	100.00%	10	0	100.00%	11	0	100.00%	5	0	100.00%
Creston	2	0	100.00%	2	0	100.00%	1	0	100.00%	1	0	100.00%	1	0	100.00%	8	0	100.00%	3	0	100.00%	6	0	100.00%
Curtis	3	0	100.00%	1	0	100.00%	3	0	100.00%	7	0	100.00%	0	0	100.00%	9	0	100.00%	2	0	100.00%	4	0	100.00%
Davenport	10	0	100.00%	9	0	100.00%	8	0	100.00%	12	0	100.00%	11	0	100.00%	37	0	100.00%	19	0	100.00%	13	1	92.30%
East Sound	34	1	97.00%	18	0	100.00%	12	0	100.00%	0	0	100.00%	13	0	100.00%	52	0	100.00%	45	0	100.00%	23	1	95.60%
Edwall-Tyler	0	0	100.00%	1	0	100.00%	11	0	100.00%	0	0	100.00%	12	0	100.00%	8	0	100.00%	7	0	100.00%	56	0	100.00%
Elma	36	0	100.00%	31	1	96.70%	23	0	100.00%	22	0	100.00%	28	0	100.00%	56	0	100.00%	21	2	90.40%	15	0	100.00%
Elliptopia	2	0	100.00%	1	0	100.00%	5	0	100.00%	4	0	100.00%	3	0	100.00%	1	0	100.00%	2	0	100.00%	2	0	100.00%
Eureka	2	0	100.00%	1	0	100.00%	5	0	100.00%	1	0	100.00%	17	0	100.00%	2	0	100.00%	3	0	100.00%	3	0	100.00%
Fall City	33	1	96.90%	26	0	100.00%	21	0	100.00%	80	0	100.00%	22	0	100.00%	40	0	100.00%	19	0	100.00%	20	0	100.00%
Forks	30	0	100.00%	19	0	100.00%	21	0	100.00%	9	0	100.00%	12	0	100.00%	18	0	100.00%	6	0	100.00%	21	0	100.00%
Fox Island	4	0	100.00%	7	0	100.00%	7	0	100.00%	5	0	100.00%	41	0	100.00%	13	0	100.00%	3	0	100.00%	8	0	100.00%
Friday Harbor	54	1	98.10%	33	0	100.00%	44	0	100.00%	35	0	100.00%	44	0	100.00%	116	2	98.40%	47	0	100.00%	43	0	100.00%
Gig Harbor	146	0	100.00%	125	0	100.00%	148	0	100.00%	143	0	100.00%	114	0	100.00%	195	0	100.00%	121	0	100.00%	164	0	100.00%
Glenoma	11	0	100.00%	10	0	100.00%	5	1	80.00%	4	0	100.00%	4	0	100.00%	14	2	85.70%	8	1	87.50%	11	1	90.90%
Hansville	8	0	100.00%	6	0	100.00%	4	0	100.00%	12	0	100.00%	26	1	96.10%	34	0	100.00%	13	0	100.00%	8	0	100.00%
Harrington	1	0	100.00%	0	0	100.00%	2	0	100.00%	2	0	100.00%	2	0	100.00%	3	0	100.00%	2	0	100.00%	5	0	100.00%
Humpulps	4	0	100.00%	5	0	100.00%	4	0	100.00%	6	0	100.00%	1	0	100.00%	1	0	100.00%	0	0	100.00%	2	0	100.00%
Hunters	27	0	100.00%	5	0	100.00%	8	1	87.50%	5	0	100.00%	6	0	100.00%	17	0	100.00%	7	0	100.00%	7	0	100.00%
Kahlotus	0	0	100.00%	1	0	100.00%	1	0	100.00%	0	0	100.00%	1	0	100.00%	3	0	100.00%	0	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%	9	0	100.00%	46	0	100.00%	19	0	100.00%	18	0	100.00%
Kingston	59	0	100.00%	45	0	100.00%	71	0	100.00%	33	0	100.00%	30	0	100.00%	105	0	100.00%	22	0	100.00%	73	0	100.00%
Lake Quinault	5	0	100.00%	7	0	100.00%	7	0	100.00%	4	0	100.00%	11	0	100.00%	9	0	100.00%	10	0	100.00%	6	0	100.00%
Lakebay	38	0	100.00%	28	0	100.00%	41	0	100.00%	36	1	97.20%	34	1	97.00%	83	0	100.00%	30	2	93.30%	34	0	100.00%
Lind	1	0	100.00%	2	0	100.00%	8	0	100.00%	4	0	100.00%	6	0	100.00%	4	0	100.00%	1	0	100.00%	2	0	100.00%
Long Beach	36	1	97.20%	35	1	97.10%	18	0	100.00%	22	0	100.00%	44	0	100.00%	64	0	100.00%	33	1	96.90%	22	0	100.00%
Lopez	21	0	100.00%	20	0	100.00%	7	0	100.00%	13	0	100.00%	17	0	100.00%	26	0	100.00%	15	0	100.00%	15	0	100.00%
Mathews Corner	1	0	100.00%	2	0	100.00%	4	0	100.00%	3	0	100.00%	2	0	100.00%	4	0	100.00%	1	0	100.00%	4	0	100.00%
McCleary	2	0	100.00%	4	0	100.00%	4	0	100.00%	7	0	100.00%	4	0	100.00%	12	0	100.00%	9	0	100.00%	5	0	100.00%
Medical Lake	9	0	100.00%	13	0	100.00%	14	0	100.00%	19	0	100.00%	22	0	100.00%	28	0	100.00%	11	0	100.00%	34	0	100.00%

Trouble Tickets Over 72 Hours 480-120-440	January 2005			February 2005			March 2005			April 2005			May 2005			June 2005			July 2005			August 2005		
	TOT OOS	Trouble Over 72 Hours	% Trouble Index Per 100	TOT OOS	Trouble Over 72 Hours	% Trouble Index Per 100	TOT OOS	Trouble Over 72 Hours	% Trouble Index Per 100	TOT OOS	Trouble Over 72 Hours	% Trouble Index Per 100	TOT OOS	Trouble Over 72 Hours	% Trouble Index Per 100	TOT OOS	Trouble Over 72 Hours	% Trouble Index Per 100	TOT OOS	Trouble Over 72 Hours	% Trouble Index Per 100			
Mesa	1	0	100.00%	2	0	100.00%	1	0	100.00%	12	0	100.00%	2	0	100.00%	7	0	100.00%	0	0	100.00%	3	0	100.00%
Mineral	9	1	88.80%	1	0	100.00%	13	0	100.00%	4	0	100.00%	2	0	100.00%	7	0	100.00%	3	0	100.00%	11	0	100.00%
Montesano	27	0	100.00%	14	0	100.00%	19	0	100.00%	14	0	100.00%	12	0	100.00%	40	0	100.00%	21	1	95.20%	11	0	100.00%
Morton	30	1	96.60%	12	1	91.60%	19	0	100.00%	6	0	100.00%	10	0	100.00%	33	4	88.00%	9	0	100.00%	7	0	100.00%
Neah Bay	4	0	100.00%	3	0	100.00%	5	0	100.00%	3	0	100.00%	3	0	100.00%	7	0	100.00%	2	0	100.00%	7	0	100.00%
Nespelem	4	0	100.00%	8	0	100.00%	3	0	100.00%	5	0	100.00%	5	0	100.00%	8	0	100.00%	7	0	100.00%	7	0	100.00%
North Bend	63	1	98.40%	44	0	100.00%	43	0	100.00%	134	0	100.00%	33	0	100.00%	59	0	100.00%	31	0	100.00%	59	0	100.00%
North Vashon	9	0	100.00%	8	0	100.00%	7	0	100.00%	6	0	100.00%	10	0	100.00%	17	0	100.00%	11	0	100.00%	9	0	100.00%
Ocean Park	34	0	100.00%	18	0	100.00%	27	0	100.00%	13	0	100.00%	25	0	100.00%	45	0	100.00%	28	0	100.00%	34	0	100.00%
Ocosta	2	0	100.00%	2	0	100.00%	2	0	100.00%	1	0	100.00%	3	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%	8	0	100.00%	5	0	100.00%	9	0	100.00%	8	0	100.00%
Ortling	103	1	99.00%	39	0	100.00%	35	0	100.00%	51	1	98.00%	48	2	95.80%	86	0	100.00%	42	0	100.00%	72	0	100.00%
Pacific Beach	8	0	100.00%	10	0	100.00%	4	0	100.00%	4	0	100.00%	7	0	100.00%	13	0	100.00%	7	0	100.00%	7	0	100.00%
Packwood	9	0	100.00%	15	0	100.00%	5	0	100.00%	6	0	100.00%	27	0	100.00%	33	1	96.20%	34	1	97.00%	21	1	95.20%
Pe Ell	13	0	100.00%	12	0	100.00%	6	0	100.00%	6	0	100.00%	7	0	100.00%	7	0	100.00%	4	0	100.00%	16	0	100.00%
Puget Island	2	0	100.00%	3	0	100.00%	4	0	100.00%	0	0	100.00%	2	0	100.00%	12	0	100.00%	4	0	100.00%	4	0	100.00%
Randle	8	1	87.50%	9	0	100.00%	10	0	100.00%	9	0	100.00%	14	0	100.00%	37	0	100.00%	11	1	90.90%	8	0	100.00%
Raymond	19	0	100.00%	12	0	100.00%	15	0	100.00%	16	0	100.00%	32	0	100.00%	43	0	100.00%	14	0	100.00%	19	0	100.00%
Reardan	13	0	100.00%	33	0	100.00%	5	0	100.00%	8	0	100.00%	19	0	100.00%	20	0	100.00%	4	0	100.00%	10	0	100.00%
Rimrock	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	1	0	100.00%	2	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%	5	0	100.00%	23	0	100.00%	14	0	100.00%	10	0	100.00%
Royal City	9	0	100.00%	9	0	100.00%	10	0	100.00%	15	0	100.00%	10	0	100.00%	22	0	100.00%	11	0	100.00%	23	0	100.00%
Snoqualmie Pass	6	0	100.00%	2	0	100.00%	5	0	100.00%	3	0	100.00%	1	0	100.00%	4	0	100.00%	4	0	100.00%	3	1	66.60%
Snoqualmie Ridge	5	0	100.00%	10	0	100.00%	9	0	100.00%	46	0	100.00%	12	0	100.00%	20	0	100.00%	12	0	100.00%	8	0	100.00%
South Bend	9	0	100.00%	10	0	100.00%	9	0	100.00%	10	0	100.00%	12	0	100.00%	20	0	100.00%	18	0	100.00%	4	0	100.00%
South Prairie	62	2	96.70%	24	0	100.00%	21	0	100.00%	15	1	93.30%	12	2	83.30%	46	0	100.00%	46	1	94.40%	33	0	100.00%
Spangle	6	0	100.00%	5	0	100.00%	3	0	100.00%	2	0	100.00%	4	0	100.00%	6	0	100.00%	2	0	100.00%	5	0	100.00%
Sprague	5	0	100.00%	14	0	100.00%	5	0	100.00%	1	0	100.00%	2	0	100.00%	8	0	100.00%	5	0	100.00%	1	0	100.00%
Starbuck	0	0	100.00%	1	0	100.00%	2	0	100.00%	0	0	100.00%	1	0	100.00%	1	0	100.00%	1	0	100.00%	3	0	100.00%
Tieton	8	0	100.00%	2	0	100.00%	2	0	100.00%	3	0	100.00%	2	0	100.00%	8	0	100.00%	0	0	100.00%	2	0	100.00%
Twisp	5	0	100.00%	7	0	100.00%	5	0	100.00%	9	0	100.00%	13	0	100.00%	30	0	100.00%	16	0	100.00%	16	0	100.00%
Vader	9	0	100.00%	9	0	100.00%	5	0	100.00%	8	0	100.00%	1	0	100.00%	13	0	100.00%	10	0	100.00%	3	0	100.00%
Valley	4	0	100.00%	5	0	100.00%	4	0	100.00%	3	0	100.00%	4	0	100.00%	10	0	100.00%	24	0	100.00%	24	0	100.00%
Vashon	45	0	100.00%	27	0	100.00%	32	0	100.00%	24	0	100.00%	27	0	100.00%	59	0	100.00%	25	0	100.00%	29	0	100.00%
Washituna	5	0	100.00%	1	0	100.00%	1	0	100.00%	1	0	100.00%	1	0	100.00%	2	0	100.00%	2	0	100.00%	1	0	100.00%
Wilbur	4	0	100.00%	3	0	100.00%	9	0	100.00%	4	0	100.00%	10	0	100.00%	13	0	100.00%	6	0	100.00%	10	0	100.00%
Wilson Creek	5	0	100.00%	0	0	100.00%	0	0	100.00%	3	0	100.00%	3	0	100.00%	4	0	100.00%	3	0	100.00%	2	0	100.00%
Winthrop	35	0	100.00%	8	0	100.00%	6	0	100.00%	14	0	100.00%	37	0	100.00%	34	0	100.00%	15	0	100.00%	22	0	100.00%
Yacolt	19	0	100.00%	33	0	100.00%	15	0	100.00%	26	2	92.30%	9	0	100.00%	27	0	100.00%	5	0	100.00%	14	0	100.00%
Total Washington	1427	13	99.08%	1023	3	99.70%	1029	2	99.81%	1187	5	99.58%	1106	7	99.36%	2108	11	99.50%	1047	12	98.84%	1294	6	99.57%

Use TRPR8141
and TRPR 8147

Use Total OOS column TRPR8141
Used TRPR8147 Trouble Index Summary OOS w/ 72 Hours column



Quality of Service Washington State August 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	3,661				
Total Number Service Orders Missed	126	159	172	142	142	179	213	185				
Total Number Trouble Reports:	2584	1857	1,980	2,069	1,982	2,069	1,923	2,314				
Total Number Trouble Reports Missed	150	90	46	62	96	119	118	136				
Commitments Met	95%	93%	94%	95%	94%	95%	93%	95%				

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%	98.44%				
% Held Over 90 Days (Goal 1%)	0.75%	0.53%	0.93%	0.80%	0.71%	0.59%	1.29%	1.78%				
% Held Over 180 Days (Goal 0%)	0.22%	0.39%	0.16%	0.10%	0.12%	0.12%	0.68%	0.62%				
Total Held Orders:	124	128	136	115	109	120	115	117				
# Held - 0 - 29 Days:	96	96	107	93	89	101	64	57				
# Held - 90 Days:	22	18	23	19	16	16	35	46				
# Held - 180 Days:	6	14	6	3	4	3	16	14				

← 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	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	Yes				
January 2005 Exception	Overflow from Orting DMS100 to Seattle LATA tandem. Resolution: We added 72 trunks and will be adding 24 more.											
Switches - Dial Service												
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
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes				

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	3,479				
Handled:	6,131	4,615	5,227	5,354	5,037	4,675	3,174	3,407				
Service Level:	84%	92%	90%	80%	71%	61%	63%	88%				

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	29,509				
Handled:	28,176	26,003	33,251	26,059	23,203	26,220	21,265	27,656				
Service Level:	59%	70%	60%	69%	60%	60%	55%	74%				



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
August 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.
Edwall-Tyler	May 2005	9 - Reseated AFC Card
Glenoma	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 Ridge	November 2004	94 - Bad card in Central Office



WASHINGTON STATE
DETAIL OF TICKETS EXCLUDED
FROM TROUBLE INDEX REPORT

August 2005

EXCHANGE	TOTAL EXCLUDED	REASON
Edwall-Tyler	54	Storm in area damaged DLC card
Glenoma	6	County damaged pedestal
Mineral	6	Unknown party cut cable