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STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION



November 16, 2005

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

Attention: Kristen Russell
Robert Williamson

Reference: SERVICE QUALITY PERFORMANCE REPORT – October, 2005

Dear Ms. Russell:

Enclosed please find the combined performance results for CenturyTel of Washington for October, 2005.

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 be "Tim Grigar".

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

Gig Harbor Call Center

Don Dennis

Ty Lemaster

Mary Taylor

Dan Roso

Steve Densley

Ross Skinner



Trouble Ticket Report

October 2005

EXCHANGE	October 2005												No. of Trouble Tickets	No. of Access Lines	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Total 4% or below
	Oct 04	Nov 04	Dec 04	Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05	Jul 05	Aug 05	Sep 05				
ALMIRA	1.5%	1.52%	1.94%	1.51%	1.52%	1.52%	0.44%	1.98%	1.34%	1.32%	1.55%	0.67%	9	448	2.01%	
AMES LAKE	2.5%	5.67%	2.00%	6.87%	1.62%	1.36%	3.69%	1.23%	1.26%	1.98%	2.13%	2.55%	12	698	1.72%	
ARLETTA	0.7%	0.47%	1.33%	1.37%	0.90%	0.59%	0.48%	1.02%	1.03%	0.55%	1.09%	0.95%	56	3,446	1.63%	
ASHFORD	0.7%	1.18%	2.55%	1.46%	2.10%	2.48%	1.28%	2.71%	1.51%	2.84%	1.87%	1.89%	39	1,104	3.53%	
BASIN CITY	1.1%	0.64%	1.67%	0.52%	0.65%	1.04%	0.65%	0.26%	1.18%	1.05%	1.34%	1.22%	8	728	1.10%	
BEAVER	0.6%	1.08%	1.08%	0.22%	0.88%	0.22%	0.22%	0.65%	0.22%	0.66%	0.66%	0.44%	4	452	0.88%	
BLAKELY ISL	0.6%	0.28%	0.00%	1.14%	0.57%	0.29%	0.57%	0.85%	0.56%	1.41%	3.10%	0.87%	3	342	0.88%	
CARNATION	1.5%	0.63%	1.06%	2.11%	1.00%	1.22%	3.47%	1.92%	1.24%	3.67%	0.97%	2.75%	19	1,849	1.03%	
CATHLAMET	1.6%	2.81%	1.80%	1.85%	2.57%	1.21%	0.78%	1.72%	1.71%	1.07%	1.21%	1.70%	57	1,409	4.05%	
CHENEY / EWU	1.1%	0.79%	0.60%	0.61%	0.40%	0.63%	0.55%	0.80%	0.91%	0.74%	0.91%	0.91%	29	5,067	0.57%	
CHEWELAH / VALLEY	1.3%	1.26%	1.78%	1.52%	1.08%	1.49%	1.67%	1.04%	1.67%	1.50%	1.27%	1.48%	50	4,320	1.16%	
CHINOOK	0.7%	0.95%	3.82%	0.95%	1.42%	0.47%	0.93%	1.63%	0.93%	2.11%	1.17%	0.48%	9	418	2.15%	
CLALLAM BAY	2.1%	2.10%	1.97%	1.26%	1.51%	0.25%	1.01%	1.15%	1.15%	0.77%	1.16%	0.64%	9	775	1.16%	
CLEARWATER	0.8%	0.79%	1.54%	1.53%	0.00%	0.74%	2.21%	0.00%	0.75%	0.00%	0.73%	0.00%	4	133	3.01%	
CONNELL	1.3%	0.75%	0.68%	0.56%	0.86%	0.99%	0.25%	0.56%	1.06%	0.57%	0.57%	0.63%	12	1,580	0.76%	
COULEE CITY	1.9%	1.41%	0.59%	2.00%	1.17%	1.18%	1.17%	1.51%	0.58%	0.35%	2.68%	1.77%	7	843	0.83%	
COWICHE	9.2%	0.39%	1.26%	2.13%	0.68%	0.58%	0.58%	1.37%	1.00%	1.49%	0.60%	0.60%	8	1,005	0.80%	
CRESTON	1.7%	0.98%	1.21%	2.20%	1.24%	2.20%	0.49%	0.73%	1.95%	0.97%	2.16%	0.72%	14	414	3.38%	
CURTIS	1.6%	0.61%	1.64%	1.04%	0.21%	0.82%	2.26%	0.00%	1.85%	1.22%	1.63%	1.00%	17	499	3.41%	
DAVENPORT	1.6%	0.78%	1.30%	0.83%	0.79%	0.79%	0.88%	0.88%	1.71%	1.48%	1.14%	0.70%	42	2,138	1.96%	
EASTSOUND	1.0%	1.26%	0.83%	1.66%	0.90%	0.69%	0.87%	0.76%	1.07%	1.48%	1.35%	1.07%	45	4,824	0.93%	
EDWALL-TYLER	3.4%	2.95%	2.93%	0.00%	0.73%	3.14%	0.48%	4.61%	1.96%	1.69%	1.46%	0.73%	5	413	1.21%	
ELMA	1.6%	1.64%	1.41%	1.52%	1.33%	1.08%	1.01%	1.06%	1.20%	0.94%	0.84%	0.76%	50	4,591	1.09%	
ELTOPPLE Report	0.0%	1.36%	1.03%	1.37%	0.34%	2.05%	1.68%	1.36%	0.34%	1.01%	1.37%	0.00%	1	291	0.34%	



Trouble Ticket Report

October 2005

EXCHANGE	October 2005												No. of Trouble Tickets	No. of Access Lines	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Total 4% or below
	Oct 04	Nov 04	Dec 04	Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05	Jul 05	Aug 05	Sep 05				
EUREKA	0.6%	0.00%	1.39%	1.94%	0.27%	1.63%	0.54%	0.81%	0.55%	1.37%	1.39%	0.56%	3	359	0.84%	
FALL CITY	1.5%	1.68%	1.68%	1.68%	1.29%	1.16%	2.88%	1.16%	1.14%	0.95%	1.26%	0.66%	35	3,469	1.01%	
FORKS	0.9%	1.14%	1.33%	1.33%	0.99%	0.99%	0.54%	0.59%	0.49%	0.36%	0.85%	0.30%	18	3,635	0.50%	
FOX ISLAND	1.3%	0.74%	0.91%	0.91%	0.91%	0.58%	0.52%	3.03%	0.74%	0.34%	0.85%	1.03%	14	1,732	0.81%	
FRIDAY HARBOR	1.3%	1.24%	1.59%	1.45%	1.03%	1.11%	0.84%	1.24%	1.66%	1.23%	1.51%	1.31%	103	6,930	1.49%	
GIG HARBOR	1.1%	1.16%	2.31%	1.07%	0.87%	0.95%	0.90%	0.72%	0.72%	0.81%	0.98%	0.71%	265	26,985	0.98%	
GLENOMA	1.3%	3.96%	3.32%	4.38%	3.28%	2.21%	2.67%	1.34%	3.17%	3.19%	2.73%	3.01%	23	428	5.37%	2
HANSVILLE	2.0%	0.96%	1.74%	1.38%	0.98%	0.62%	1.30%	1.71%	1.77%	1.25%	1.82%	1.51%	27	1,902	1.42%	
HARRINGTON	2.3%	1.36%	1.35%	1.16%	0.97%	1.56%	0.39%	0.79%	0.60%	0.60%	1.78%	1.20%	4	499	0.80%	
HUMPTULIPS	0.8%	2.33%	0.77%	1.29%	1.29%	1.04%	1.82%	0.52%	0.27%	0.26%	0.79%	0.53%	3	374	0.80%	
INCHELJUM/HUNTERS	1.6%	1.20%	1.95%	2.36%	0.74%	0.87%	0.92%	0.59%	1.12%	0.73%	1.12%	1.17%	5	1,519	0.33%	
KAHOTUS	2.3%	0.00%	1.88%	0.93%	0.47%	0.93%	0.47%	1.40%	1.41%	0.48%	0.48%	0.50%	1	201	0.50%	
KETTLE FALLS	1.5%	1.00%	1.00%	1.29%	0.78%	0.78%	1.07%	0.71%	1.72%	1.64%	1.68%	1.94%	35	2,686	1.30%	
KINGSTON	1.6%	1.23%	1.78%	1.85%	1.42%	1.64%	1.08%	1.03%	1.93%	0.93%	1.99%	2.16%	114	5,303	2.15%	
LAKE QUINAULT	0.3%	0.80%	0.80%	1.13%	2.10%	1.63%	0.82%	2.42%	1.46%	2.10%	1.28%	1.93%	3	612	0.49%	
LAKEBAY	1.5%	1.32%	4.09%	1.30%	0.85%	1.18%	0.96%	1.00%	1.41%	1.04%	1.12%	1.24%	91	5,779	1.57%	
LIND	1.1%	1.23%	1.24%	0.36%	0.36%	2.15%	1.26%	1.45%	0.73%	0.91%	0.92%	0.37%	5	538	0.93%	
LONG BEACH	1.7%	1.34%	1.93%	1.43%	1.35%	1.05%	1.00%	1.81%	1.53%	1.20%	1.18%	0.77%	82	4,168	1.97%	
LOPEZ	2.0%	1.42%	1.83%	1.50%	1.34%	0.96%	0.79%	1.17%	1.08%	1.20%	1.36%	0.71%	29	2,395	1.21%	
MATHEWS CORNER	1.8%	2.00%	0.18%	0.56%	0.56%	1.11%	1.09%	0.74%	0.75%	0.38%	1.74%	1.37%	9	504	1.79%	
MCCLEARY	1.3%	1.42%	1.57%	1.07%	0.86%	0.50%	1.22%	0.65%	0.87%	0.94%	1.09%	0.87%	15	1,384	1.08%	
MEDICAL LAKE	2.1%	0.73%	0.71%	0.74%	0.71%	0.90%	0.81%	1.20%	0.91%	0.72%	1.67%	1.12%	18	3,042	0.59%	
MESA	0.0%	0.95%	0.63%	0.94%	0.63%	0.65%	4.19%	1.29%	0.32%	0.00%	0.98%	0.98%	9	309	2.91%	
MINERVA	1.5%	1.52%	0.91%	2.77%	1.84%	3.34%	1.82%	0.61%	2.17%	2.50%	3.13%	1.26%	3	316	0.95%	



Trouble Ticket Report

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MONTESANO	1.0%	1.42%	1.02%	1.28%	0.87%	0.85%	0.66%	0.73%	0.98%	0.78%	0.83%	1.03%	48	1.18%	
MORTON	1.6%	2.31%	2.83%	2.45%	1.21%	1.80%	0.84%	1.49%	2.15%	1.03%	1.04%	1.62%	39	2.51%	
NEAH BAY	1.1%	1.15%	1.04%	0.94%	0.74%	0.63%	1.27%	0.42%	0.74%	0.53%	0.64%	0.53%	6	0.65%	
NESPELEM	2.2%	1.33%	2.91%	0.87%	2.01%	1.56%	1.41%	2.30%	1.16%	1.75%	1.74%	1.32%	11	1.59%	
NORTH BEND 831/888	1.1%	1.38%	1.62%	1.24%	0.69%	0.96%	1.85%	0.76%	0.66%	0.63%	1.12%	0.78%	124	1.40%	
NORTH VASHON	1.2%	1.21%	2.49%	1.43%	0.71%	1.21%	1.44%	1.01%	1.24%	1.02%	1.17%	1.24%	18	1.32%	
OCEAN PARK	1.3%	1.70%	0.95%	1.35%	0.80%	0.99%	0.72%	1.10%	1.21%	1.18%	1.63%	0.95%	51	1.39%	
OCOSTA	0.9%	1.49%	1.28%	0.65%	1.08%	0.87%	1.09%	1.10%	0.44%	1.11%	0.67%	0.92%	5	1.14%	
ODESSA	1.6%	1.84%	2.16%	0.52%	0.62%	0.83%	0.62%	1.68%	0.53%	1.17%	1.17%	0.75%	6	0.65%	
ORTING	1.8%	1.29%	1.28%	2.14%	1.08%	1.15%	1.24%	1.29%	1.18%	1.02%	1.49%	1.08%	100	1.38%	
PACIFIC BEACH	1.0%	1.51%	0.81%	1.11%	1.32%	1.11%	1.01%	1.43%	1.33%	1.03%	0.93%	1.77%	19	1.97%	
PACKWOOD	1.1%	0.96%	1.64%	0.75%	1.43%	0.75%	0.60%	2.61%	2.45%	3.06%	1.71%	2.24%	16	1.20%	
PELL	1.3%	1.24%	1.80%	2.36%	1.93%	1.36%	1.84%	1.39%	0.82%	0.93%	2.83%	0.95%	19	2.26%	
PUGET ISLAND	3.3%	1.55%	2.41%	1.97%	2.43%	1.76%	0.66%	1.77%	2.66%	2.25%	1.82%	0.89%	10	2.26%	
RANDLE	1.6%	2.16%	2.80%	1.36%	1.44%	1.18%	1.54%	2.00%	3.38%	1.56%	1.20%	2.31%	26	2.41%	
RAYMOND-LEBAM	1.4%	1.76%	1.95%	1.27%	0.70%	1.02%	0.82%	1.77%	1.27%	0.98%	1.43%	1.20%	77	2.32%	
REARDAN	2.2%	4.37%	1.80%	1.64%	3.62%	0.99%	0.82%	1.64%	1.64%	0.66%	1.64%	1.32%	19	1.55%	
RIMROCK/WHITEPASS	0.0%	0.73%	0.37%	0.73%	0.00%	0.00%	0.36%	0.36%	0.71%	0.00%	0.00%	0.34%	0	0.00%	
RITZVILLE-BENGE	0.9%	0.51%	0.34%	0.68%	0.75%	1.04%	0.64%	0.64%	1.34%	1.12%	0.89%	0.30%	16	0.96%	
ROYAL CITY	1.5%	1.45%	1.02%	0.63%	0.72%	0.72%	1.15%	0.87%	1.06%	1.15%	1.53%	0.77%	20	0.97%	
SNOQUALMIE RIDGE 396	0.4%	5.11%	1.40%	1.68%	0.54%	0.77%	2.48%	0.37%	0.56%	0.65%	0.77%	0.42%	9	0.42%	
SNOQUALMIE PASS 484	5.1%	2.61%	1.68%	0.54%	0.43%	1.28%	1.08%	0.22%	0.87%	1.54%	0.87%	0.43%	1	0.22%	
SOUTH BEND	1.0%	1.89%	2.13%	1.38%	0.98%	0.93%	1.10%	0.82%	1.18%	0.95%	0.77%	3.79%	34	2.03%	
SOUTH PARRIE	1.6%	1.50%	1.67%	2.09%	1.35%	1.69%	1.26%	0.94%	1.55%	0.98%	2.00%	1.50%	34	1.17%	



Trouble Ticket Report

October 2005

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	Oct 04	Nov 04	Dec 04	Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05	Jul 05	Aug 05	Sep 05					
SPANGLE	0.7%	1.81%	1.45%	2.00%	1.27%	0.72%	1.27%	0.90%	1.09%	0.92%	1.65%	0.55%	0.55%	2	543	0.37%	
SPRAGUE	2.5%	0.71%	1.78%	1.23%	2.66%	1.24%	0.53%	0.89%	1.44%	1.08%	0.90%	0.36%	0.36%	5	542	0.92%	
STARBUCK	0.0%	0.66%	0.00%	0.66%	0.65%	0.00%	0.00%	1.91%	0.64%	0.63%	2.56%	0.00%	0.00%	2	154	1.30%	
TIETON	3.6%	1.00%	0.51%	1.40%	0.89%	1.15%	0.77%	0.77%	1.04%	0.39%	0.52%	0.66%	0.66%	3	765	0.39%	
TWISP	1.2%	0.75%	0.65%	0.65%	0.75%	0.50%	0.75%	0.90%	1.50%	0.94%	1.09%	0.75%	0.75%	27	2,005	1.35%	
VADER	1.2%	1.34%	1.06%	1.44%	1.44%	1.25%	1.91%	0.29%	1.24%	1.15%	0.87%	0.99%	0.99%	11	1,003	1.10%	
VASHON	1.2%	1.35%	3.84%	1.80%	1.15%	1.06%	0.99%	1.08%	1.06%	0.88%	1.18%	1.04%	1.04%	91	5,480	1.66%	
WASHTUCNA	0.3%	0.70%	0.71%	1.77%	0.70%	1.06%	0.35%	0.36%	0.71%	1.08%	1.09%	0.74%	0.74%	0	267	0.00%	
WILBUR	2.2%	1.02%	0.94%	0.94%	0.56%	1.79%	0.66%	2.16%	1.22%	0.85%	1.22%	0.85%	0.85%	5	1,059	0.47%	
WILSON CREEK	3.2%	1.06%	3.18%	3.21%	0.00%	0.00%	1.10%	1.92%	1.10%	0.82%	1.10%	0.55%	0.55%	4	364	1.10%	
WINTHROP	1.4%	0.82%	1.04%	3.45%	0.48%	0.39%	0.95%	2.08%	1.48%	0.92%	1.23%	0.97%	0.97%	21	2,252	0.93%	
YACOLT	1.5%	2.01%	1.83%	1.17%	2.72%	1.66%	3.03%	1.05%	1.49%	1.11%	1.71%	2.21%	2.21%	50	1,793	2.79%	
GRAND TOTAL	1.4%	1.35%	1.72%	1.39%	1.02%	1.04%	1.10%	1.08%	1.16%	1.02%	1.24%	1.08%	1.08%	2,352	179,236	1.31%	

	July 2005			August 2005			September 2005			October 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	3	0	100.00%	5	0	100.00%	3	0	100.00%	3	0	100.00%
Ames Lake	9	0	100.00%	10	0	100.00%	12	0	100.00%	3	1	66.60%
Arletta	11	0	100.00%	23	0	100.00%	15	0	100.00%	28	0	100.00%
Ashford	20	1	95.00%	14	0	100.00%	12	4	66.60%	32	0	100.00%
Basin City	4	0	100.00%	5	0	100.00%	6	0	100.00%	4	0	100.00%
Beaver	2	0	100.00%	2	0	100.00%	1	0	100.00%	3	0	100.00%
Blakely Island	1	0	100.00%	4	1	85.70%	2	0	100.00%	2	1	50.00%
Carnation	20	0	100.00%	12	0	100.00%	41	8	80.40%	15	1	93.30%
Cathlamet	7	0	100.00%	11	0	100.00%	12	0	100.00%	25	0	100.00%
Cheney / EWU	22	1	95.40%	23	1	95.60%	37	3	91.80%	20	0	100.00%
Chewelah	22	0	100.00%	18	0	100.00%	25	0	100.00%	20	1	95.00%
Chinook	3	0	100.00%	5	0	100.00%	2	0	100.00%	3	0	100.00%
Clallam Bay	3	0	100.00%	5	0	100.00%	3	0	100.00%	4	0	100.00%
Clearwater	0	0	100.00%	1	0	100.00%	0	0	100.00%	3	0	100.00%
Connell	6	0	100.00%	3	0	100.00%	9	0	100.00%	8	1	87.50%
Coulee City	2	0	100.00%	16	0	100.00%	11	0	100.00%	5	0	100.00%
Cowiche	11	0	100.00%	5	0	100.00%	5	0	100.00%	5	0	100.00%
Creston	3	0	100.00%	6	0	100.00%	3	0	100.00%	5	0	100.00%
Curtis	2	0	100.00%	4	0	100.00%	1	0	100.00%	11	0	100.00%
Davenport	19	0	100.00%	13	1	92.30%	10	0	100.00%	23	0	100.00%
East Sound	45	0	100.00%	23	1	95.60%	25	0	100.00%	22	1	95.40%
Edwall-Tyler	7	0	100.00%	56	0	100.00%	2	0	100.00%	5	0	100.00%
Elma	21	2	90.40%	15	0	100.00%	18	2	88.80%	30	1	96.60%
Eltopia	2	0	100.00%	2	0	100.00%	0	0	100.00%	1	0	100.00%
Eureka	3	0	100.00%	3	0	100.00%	2	1	50.00%	2	0	100.00%
Fall City	19	0	100.00%	20	0	100.00%	11	1	90.90%	23	0	100.00%
Forks	6	0	100.00%	21	0	100.00%	9	0	100.00%	14	0	100.00%
Fox Island	3	0	100.00%	8	0	100.00%	15	0	100.00%	8	0	100.00%
Friday Harbor	47	0	100.00%	43	0	100.00%	60	0	100.00%	65	0	100.00%
Gig Harbor	121	0	100.00%	164	0	100.00%	100	0	100.00%	183	1	99.40%
Glenoma	8	3	62.50%	11	1	90.90%	7	0	100.00%	17	1	94.10%
Hansville	13	0	100.00%	8	0	100.00%	7	1	85.70%	16	0	100.00%
Harrington	2	0	100.00%	5	0	100.00%	3	0	100.00%	3	0	100.00%
Humptulips	0	0	100.00%	2	0	100.00%	2	0	100.00%	3	0	100.00%
Hunters	7	0	100.00%	7	0	100.00%	13	0	100.00%	1	0	100.00%
Kahlotus	0	0	100.00%	0	0	100.00%	1	0	100.00%	1	0	100.00%
Kettle Falls	19	0	100.00%	18	0	100.00%	29	0	100.00%	18	0	100.00%
Kingston	22	0	100.00%	73	1	98.60%	82	2	97.50%	87	0	100.00%
Lake Quinault	10	0	100.00%	6	0	100.00%	6	0	100.00%	1	0	100.00%
Lakebay	30	2	93.30%	34	0	100.00%	46	0	100.00%	49	0	100.00%
Lind	1	0	100.00%	2	0	100.00%	2	0	100.00%	2	0	100.00%
Long Beach	33	1	96.90%	22	0	100.00%	20	1	95.00%	51	3	94.10%

	July 2005			August 2005			September 2005			October 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	15	0	100.00%	15	0	100.00%	8	0	100.00%	17	0	100.00%
Mathews Corner	1	0	100.00%	4	0	100.00%	5	0	100.00%	8	0	100.00%
McCleary	9	0	100.00%	5	0	100.00%	9	0	100.00%	8	0	100.00%
Medical Lake	11	0	100.00%	34	1	97.00%	19	0	100.00%	7	0	100.00%
Mesa	0	0	100.00%	3	0	100.00%	0	0	100.00%	8	0	100.00%
Mineral	3	0	100.00%	11	0	100.00%	1	0	100.00%	1	0	100.00%
Montesano	21	1	95.20%	11	0	100.00%	21	0	100.00%	24	0	100.00%
Morton	9	0	100.00%	7	0	100.00%	17	1	94.10%	31	1	96.70%
Neah Bay	2	0	100.00%	4	0	100.00%	3	0	100.00%	3	0	100.00%
Nespelem	7	0	100.00%	7	0	100.00%	6	0	100.00%	10	0	100.00%
North Bend	31	0	100.00%	59	0	100.00%	35	1	97.10%	74	0	100.00%
North Vashon	11	0	100.00%	9	0	100.00%	7	0	100.00%	11	0	100.00%
Ocean Park	28	0	100.00%	34	0	100.00%	20	1	95.00%	36	1	97.20%
Ocosta	2	0	100.00%	1	0	100.00%	3	0	100.00%	4	1	75.00%
Odessa	9	0	100.00%	8	0	100.00%	5	0	100.00%	2	0	100.00%
Orting	42	1	97.60%	72	0	100.00%	49	2	95.90%	66	2	96.90%
Pacific Beach	7	0	100.00%	7	0	100.00%	12	0	100.00%	15	0	100.00%
Packwood	34	1	97.00%	21	2	90.40%	27	0	100.00%	10	3	70.00%
Pe Ell	5	0	100.00%	16	0	100.00%	4	0	100.00%	12	0	100.00%
Puget Island	4	0	100.00%	7	0	100.00%	1	0	100.00%	4	0	100.00%
Randle	11	1	90.90%	8	0	100.00%	19	0	100.00%	13	0	100.00%
Raymond	14	0	100.00%	19	0	100.00%	16	0	100.00%	65	1	98.40%
Reardan	4	0	100.00%	10	0	100.00%	8	0	100.00%	9	1	88.80%
Rimrock	0	0	100.00%	0	0	100.00%	1	0	100.00%	0	0	100.00%
Ritzville-Benge	14	0	100.00%	10	0	100.00%	3	0	100.00%	10	0	100.00%
Royal City	11	0	100.00%	23	0	100.00%	9	0	100.00%	16	0	100.00%
Snoqualmie Pass	4	0	100.00%	3	1	66.60%	1	0	100.00%	1	0	100.00%
Snoqualmie Ridge	8	0	100.00%	8	0	100.00%	4	0	100.00%	3	0	100.00%
South Bend	12	0	100.00%	4	0	100.00%	86	0	100.00%	16	0	100.00%
South Prairie	18	2	88.80%	33	1	96.90%	25	11	56.00%	21	2	90.40%
Spangle	2	0	100.00%	5	0	100.00%	2	0	100.00%	2	0	100.00%
Sprague	5	0	100.00%	1	0	100.00%	0	0	100.00%	3	0	100.00%
Starbuck	1	0	100.00%	3	0	100.00%	0	0	100.00%	2	0	100.00%
Tieton	0	0	100.00%	2	0	100.00%	3	0	100.00%	2	0	100.00%
Twisp	16	0	100.00%	16	0	100.00%	11	0	100.00%	16	0	100.00%
Vader	7	0	100.00%	5	0	100.00%	2	0	100.00%	5	0	100.00%
Valley	24	0	100.00%	3	0	100.00%	4	0	100.00%	8	0	100.00%
Vashon	25	0	100.00%	29	0	100.00%	28	0	100.00%	42	0	100.00%
Washtucna	2	0	100.00%	1	0	100.00%	2	0	100.00%	0	0	100.00%
Wilbur	6	0	100.00%	10	0	100.00%	5	0	100.00%	2	0	100.00%
Wilson Creek	3	0	100.00%	2	0	100.00%	1	0	100.00%	2	0	100.00%
Winthrop	15	0	100.00%	22	0	100.00%	12	0	100.00%	14	0	100.00%
Yacolt	5	1	80.00%	14	0	100.00%	27	0	100.00%	20	0	100.00%
Total Washington	1047	17	98.37%	1294	11	99.17%	1191	39	96.71%	1447	24	98.32%

Standard is 95%

Use TRPR8141

and TRPR 8147

Trouble Tickets Over 72 Hours 480-120-440	July 2005			August 2005			September 2005			October 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
Almira	3	0	100.00%	5	0	100.00%	3	0	100.00%	3	0	100.00%
Ames Lake	9	0	100.00%	10	0	100.00%	12	0	100.00%	3	1	66.60%
Arietta	11	0	100.00%	23	0	100.00%	15	0	100.00%	28	0	100.00%
Ashford	20	1	95.00%	14	0	100.00%	12	1	91.60%	32	0	100.00%
Basin City	4	0	100.00%	5	0	100.00%	6	0	100.00%	4	0	100.00%
Beaver	2	0	100.00%	2	0	100.00%	1	0	100.00%	3	0	100.00%
Blakely Island	1	0	100.00%	4	1	85.70%	2	0	100.00%	2	1	50.00%
Carnation	20	0	100.00%	12	0	100.00%	41	1	97.50%	15	1	93.30%
Cathlamet	7	0	100.00%	11	0	100.00%	12	0	100.00%	25	0	100.00%
Cheney / EWU	22	1	95.40%	23	0	100.00%	37	1	97.20%	20	0	100.00%
Chewelah	22	0	100.00%	18	0	100.00%	25	0	100.00%	20	0	100.00%
Chinook	3	0	100.00%	5	0	100.00%	2	0	100.00%	3	0	100.00%
Clallam Bay	3	0	100.00%	5	0	100.00%	3	0	100.00%	4	0	100.00%
Clearwater	0	0	100.00%	1	0	100.00%	0	0	100.00%	3	0	100.00%
Connell	6	0	100.00%	3	0	100.00%	9	0	100.00%	8	1	87.50%
Coulee City	2	0	100.00%	16	0	100.00%	11	0	100.00%	5	0	100.00%
Cowiche	11	0	100.00%	5	0	100.00%	5	0	100.00%	5	0	100.00%
Creston	3	0	100.00%	6	0	100.00%	3	0	100.00%	5	0	100.00%
Curtis	2	0	100.00%	4	0	100.00%	1	0	100.00%	11	0	100.00%
Davenport	19	0	100.00%	13	1	92.30%	10	0	100.00%	23	0	100.00%
East Sound	45	0	100.00%	23	1	95.60%	25	0	100.00%	22	0	100.00%
Edwall-Tyler	7	0	100.00%	56	0	100.00%	2	0	100.00%	5	0	100.00%
Elma	21	2	90.40%	15	0	100.00%	18	2	88.80%	30	0	100.00%
Eltopia	2	0	100.00%	2	0	100.00%	0	0	100.00%	1	0	100.00%
Eureka	3	0	100.00%	3	0	100.00%	2	0	100.00%	2	0	100.00%
Fall City	19	0	100.00%	20	0	100.00%	11	0	100.00%	23	0	100.00%
Forks	6	0	100.00%	21	0	100.00%	9	0	100.00%	14	0	100.00%
Fox Island	3	0	100.00%	8	0	100.00%	15	0	100.00%	8	0	100.00%
Friday Harbor	47	0	100.00%	43	0	100.00%	60	0	100.00%	65	0	100.00%
Gig Harbor	121	0	100.00%	164	0	100.00%	100	0	100.00%	183	0	100.00%
Glenoma	8	1	87.50%	11	1	90.90%	7	0	100.00%	17	1	94.10%
Hansville	13	0	100.00%	8	0	100.00%	7	0	100.00%	16	0	100.00%
Harrington	2	0	100.00%	5	0	100.00%	3	0	100.00%	3	0	100.00%
Humtulsips	0	0	100.00%	2	0	100.00%	2	0	100.00%	3	0	100.00%
Hunters	7	0	100.00%	7	0	100.00%	13	0	100.00%	1	0	100.00%
Kahlots	0	0	100.00%	0	0	100.00%	1	0	100.00%	1	0	100.00%
Kettle Falls	19	0	100.00%	18	0	100.00%	29	0	100.00%	18	0	100.00%
Kingston	22	0	100.00%	73	0	100.00%	82	0	100.00%	87	0	100.00%
Lake Quinault	10	0	100.00%	6	0	100.00%	6	0	100.00%	1	0	100.00%
Lakebay	30	2	93.30%	34	0	100.00%	46	0	100.00%	49	0	100.00%
Lind	1	0	100.00%	2	0	100.00%	2	0	100.00%	2	0	100.00%
Long Beach	33	1	96.90%	22	0	100.00%	20	1	95.00%	51	1	98.00%
Lopez	15	0	100.00%	15	0	100.00%	8	0	100.00%	17	0	100.00%
Mathews Corner	1	0	100.00%	4	0	100.00%	5	0	100.00%	8	0	100.00%
McCleary	9	0	100.00%	5	0	100.00%	9	0	100.00%	8	0	100.00%
Medical Lake	11	0	100.00%	34	0	100.00%	19	0	100.00%	7	0	100.00%
Mesa	0	0	100.00%	3	0	100.00%	0	0	100.00%	8	0	100.00%
Mineral	3	0	100.00%	11	0	100.00%	1	0	100.00%	1	0	100.00%
Montesano	21	1	95.20%	11	0	100.00%	21	0	100.00%	24	0	100.00%
Morton	9	0	100.00%	7	0	100.00%	17	0	100.00%	31	0	100.00%
Neah Bay	2	0	100.00%	4	0	100.00%	3	0	100.00%	3	0	100.00%
Nespelem	7	0	100.00%	7	0	100.00%	6	0	100.00%	10	0	100.00%
North Bend	31	0	100.00%	59	0	100.00%	35	1	97.10%	74	0	100.00%
North Vashon	11	0	100.00%	9	0	100.00%	7	0	100.00%	11	0	100.00%
Ocean Park	28	0	100.00%	34	0	100.00%	20	1	95.00%	36	0	100.00%
Ocosta	2	0	100.00%	1	0	100.00%	3	0	100.00%	4	0	100.00%
Odessa	9	0	100.00%	8	0	100.00%	5	0	100.00%	2	0	100.00%
Orting	42	0	100.00%	72	0	100.00%	49	1	97.90%	66	1	98.40%
Pacific Beach	7	0	100.00%	7	0	100.00%	12	0	100.00%	15	0	100.00%
Packwood	34	1	97.00%	21	1	95.20%	27	0	100.00%	10	2	80.00%
Pe Ell	5	0	100.00%	16	0	100.00%	4	0	100.00%	12	0	100.00%
Puget Island	4	0	100.00%	7	0	100.00%	1	0	100.00%	4	0	100.00%
Randle	11	1	90.90%	8	0	100.00%	19	0	100.00%	13	0	100.00%

Trouble Tickets Over 72 Hours 480-120-440	July 2005			August 2005			September 2005			October 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
Raymond	14	0	100.00%	19	0	100.00%	16	0	100.00%	65	1	98.40%
Reardan	4	0	100.00%	10	0	100.00%	8	0	100.00%	9	1	88.80%
Rimrock	0	0	100.00%	0	0	100.00%	1	0	100.00%	0	0	100.00%
Ritzville-Benge	14	0	100.00%	10	0	100.00%	3	0	100.00%	10	0	100.00%
Royal City	11	0	100.00%	23	0	100.00%	9	0	100.00%	16	0	100.00%
Snoqualmie Pass	4	0	100.00%	3	1	66.60%	1	0	100.00%	1	0	100.00%
Snoqualmie Ridge	8	0	100.00%	8	0	100.00%	4	0	100.00%	3	0	100.00%
South Bend	12	0	100.00%	4	0	100.00%	86	0	100.00%	16	0	100.00%
South Prairie	18	1	94.40%	33	0	100.00%	25	11	56.00%	21	0	100.00%
Spangle	2	0	100.00%	5	0	100.00%	2	0	100.00%	2	0	100.00%
Sprague	5	0	100.00%	1	0	100.00%	0	0	100.00%	3	0	100.00%
Starbuck	1	0	100.00%	3	0	100.00%	0	0	100.00%	2	0	100.00%
Tieton	0	0	100.00%	2	0	100.00%	3	0	100.00%	2	0	100.00%
Twisp	16	0	100.00%	16	0	100.00%	11	0	100.00%	16	0	100.00%
Vader	7	0	100.00%	5	0	100.00%	2	0	100.00%	5	0	100.00%
Valley	24	0	100.00%	3	0	100.00%	4	0	100.00%	8	0	100.00%
Vashon	25	0	100.00%	29	0	100.00%	28	0	100.00%	42	0	100.00%
Washtucna	2	0	100.00%	1	0	100.00%	2	0	100.00%	0	0	100.00%
Wilbur	6	0	100.00%	10	0	100.00%	5	0	100.00%	2	0	100.00%
Wilson Creek	3	0	100.00%	2	0	100.00%	1	0	100.00%	2	0	100.00%
Winthrop	15	0	100.00%	22	0	100.00%	12	0	100.00%	14	0	100.00%
Yacolt	5	0	100.00%	14	0	100.00%	27	0	100.00%	20	0	100.00%
Total Washington	1047	12	98.84%	1294	6	99.57%	1191	20	98.31%	1447	11	99.23%

Use TRPR8141
and TRPR 8147



Quality of Service Washington State September 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	3,776	2,585		
Total Number Service Orders Missed	126	159	172	142	142	179	213	185	261	211		
Total Number Trouble Reports	2584	1857	1,980	2,069	1,982	2,069	1,923	2,314	2,057	2,357		
Total Number Trouble Reports Missed	150	90	46	62	96	119	118	136	71	149		
Commitments Met	95%	93%	94%	95%	95%	94%	93%	95%	93%	92%		

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%	98.81%	98.65%		
% Held Over 90 Days (Goal 1%)	0.75%	0.53%	0.93%	0.80%	0.71%	0.59%	1.29%	1.78%	1.51%	0.86%		
% Held Over 180 Days (Goal 0%)	0.22%	0.39%	0.16%	0.10%	0.12%	0.12%	0.68%	0.62%	0.44%	0.44%		
Total Held Orders:	124	128	136	115	109	120	115	117	101	1		
# Held - 0 - 29 Days:	96	96	107	93	89	101	64	57	45	35		
# Held - 90 Days:	22	18	23	19	16	16	35	46	44	27		
# Held - 180 Days:	6	14	6	3	4	3	16	14	12	12		

← 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	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	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											
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?	Yes	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	5,282	5,027	3,363	3,479	3,151	3,673		
Handled:	6,131	4,615	5,227	5,354	4,675	3,174	3,407	3,108	3,618		
Service Level:	84%	92%	90%	80%	61%	63%	88%	93%	90%		
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	29,601	24,810	29,509	29,855	24,441		
Handled:	28,176	26,003	33,251	26,059	26,220	21,265	27,656	27,061	22,881		
Service Level:	59%	70%	60%	69%	60%	55%	74%	66%	85%		



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
October 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
Cathlamet	October 2005	15 - Repaired cable cut by Potelco
Edwall-Tyler	May 2005	9 - Reseated AFC Card
Glenoma	January 2005	6 - Cut end section off abandoned cable to clear
	October 2005	3 - Repaired cable;
	October 2005	3 - Meade Hill work order scheduled to install Digital System to remove AMLs out of range
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 Ridge	November 2004	94 - Bad card in Central Office