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December 16, 2005

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STATE OF WASH.  
UTIL. AND TRANSP.  
COMMISSION

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

Attention: Kristen Russell  
Robert Williamson

Reference: SERVICE QUALITY PERFORMANCE REPORT – November, 2005

Dear Ms. Russell:

Enclosed please find the combined performance results for CenturyTel of Washington for November, 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,

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

## November 2005

EXCHANGE	November 2005												No. of Trouble Tickets	No. of Access Lines	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. total 4% or below
	Nov 04	Dec 04	Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05	Jul 05	Aug 05	Sep 05	Oct 05				
ALMIRA	1.52%	1.94%	1.51%	1.52%	1.52%	0.44%	1.98%	1.34%	1.32%	1.55%	0.67%	2.01%	9	438	2.05%	
AMES LAKE	5.67%	2.00%	6.87%	1.62%	1.36%	3.69%	1.23%	1.26%	1.98%	2.13%	2.55%	1.72%	12	696	1.72%	
ARLETTA	0.47%	1.33%	1.37%	0.90%	0.59%	0.48%	1.02%	1.03%	0.55%	1.09%	0.95%	1.63%	42	3,411	1.23%	
ASHFORD	1.18%	2.55%	1.46%	2.10%	2.48%	1.28%	2.71%	1.51%	2.84%	1.87%	1.89%	3.53%	30	1,089	2.75%	
BASIN CITY	0.64%	1.67%	0.52%	0.65%	1.04%	0.65%	0.26%	1.18%	1.05%	1.34%	1.22%	1.10%	4	711	0.56%	
BEAVER	1.08%	1.08%	0.22%	0.88%	0.22%	0.22%	0.65%	0.22%	0.66%	0.66%	0.44%	0.88%	4	449	0.89%	
BLAKELY ISL	0.28%	0.00%	1.14%	0.57%	0.29%	0.57%	0.85%	0.56%	1.41%	3.10%	0.87%	0.88%	8	339	2.36%	
CARNATION	0.63%	1.06%	2.11%	1.00%	1.22%	3.47%	1.92%	1.24%	3.67%	0.97%	2.75%	1.03%	17	1,842	0.92%	
CATHLAMET	2.81%	1.80%	1.85%	2.57%	1.21%	0.78%	1.72%	1.71%	1.07%	1.21%	1.70%	4.05%	29	1,408	2.06%	
CHENEY / EWU	0.79%	0.60%	0.61%	0.40%	0.63%	0.55%	0.80%	0.91%	0.74%	0.91%	0.91%	0.57%	30	4,995	0.60%	
CHEWELAH / VALLEY	1.26%	1.78%	1.52%	1.08%	1.49%	1.67%	1.04%	1.67%	1.50%	1.27%	1.48%	1.16%	68	4,329	1.57%	
CHINOOK	0.95%	3.82%	0.95%	1.42%	0.47%	0.93%	1.63%	0.93%	2.11%	1.17%	0.48%	2.15%	3	416	0.72%	
CLALLAM BAY	2.10%	1.97%	1.26%	1.51%	0.25%	1.01%	1.15%	1.15%	0.77%	1.16%	0.64%	1.16%	9	775	1.16%	
CLEARWATER	0.79%	1.54%	1.53%	0.00%	0.74%	2.21%	0.00%	0.75%	0.00%	0.73%	0.00%	3.01%	0	136	0.00%	
CONNELL	0.75%	0.68%	0.56%	0.86%	0.99%	0.25%	0.56%	1.06%	0.57%	0.57%	0.63%	0.76%	14	1,566	0.89%	
COULEE CITY	1.41%	0.59%	2.00%	1.17%	1.18%	1.17%	1.51%	0.58%	0.35%	2.68%	1.77%	0.83%	8	830	0.96%	
COWICHE	0.39%	1.26%	2.13%	0.68%	0.58%	0.58%	1.37%	1.00%	1.49%	0.60%	0.60%	0.80%	10	1,007	0.99%	
CRESTON	0.98%	1.21%	2.20%	1.24%	2.20%	0.49%	0.73%	1.95%	0.97%	2.16%	0.72%	3.38%	2	410	0.49%	
CURTIS	0.61%	1.64%	1.04%	0.21%	0.82%	2.26%	0.00%	1.85%	1.22%	1.63%	1.00%	3.41%	17	501	3.39%	
DAVENPORT	0.78%	1.30%	0.83%	0.79%	0.79%	0.88%	0.88%	1.71%	1.48%	1.14%	0.70%	1.96%	20	2,114	0.95%	
EASTSOUND	1.26%	0.83%	1.66%	0.90%	0.69%	0.87%	0.76%	1.07%	1.48%	1.35%	1.07%	0.93%	50	4,795	1.04%	
EDWALL-TYLER	2.95%	2.93%	0.00%	0.73%	3.14%	0.48%	4.61%	1.96%	1.69%	1.46%	0.73%	1.21%	15	419	3.58%	3
ELMA	1.64%	1.41%	1.52%	1.33%	1.08%	1.01%	1.06%	1.20%	0.94%	0.84%	0.76%	1.09%	83	4,533	1.83%	
ELTOPIA Report	1.36%	1.03%	1.37%	0.34%	2.05%	1.68%	1.36%	0.34%	1.01%	1.37%	0.00%	0.34%	2	289	0.69%	



# Trouble Ticket Report

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	Nov 04	Dec 04	Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05	Jul 05	Aug 05	Sep 05	Oct 05		No. of Trouble Tickets	No. of Access Lines	% of Trouble Tickets
EUREKA	0.00%	1.39%	1.94%	0.27%	1.63%	0.54%	0.81%	0.55%	1.37%	1.39%	0.56%	0.84%	2	355	0.56%	
FALL CITY	1.68%	1.68%	1.68%	1.29%	1.16%	2.88%	1.16%	1.14%	0.95%	1.26%	0.66%	1.01%	48	3,444	1.39%	
FORKS	1.14%	1.33%	1.33%	0.99%	0.99%	0.54%	0.59%	0.49%	0.36%	0.85%	0.30%	0.50%	38	3,634	1.05%	
FOX ISLAND	0.74%	0.91%	0.91%	0.91%	0.58%	0.52%	3.03%	0.74%	0.34%	0.85%	1.03%	0.81%	13	1,709	0.76%	
FRIDAY HARBOR	1.24%	1.59%	1.45%	1.03%	1.11%	0.84%	1.24%	1.66%	1.23%	1.51%	1.31%	1.49%	97	6,880	1.41%	
GIG HARBOR	1.16%	2.31%	1.07%	0.87%	0.95%	0.90%	0.72%	0.72%	0.81%	0.98%	0.71%	0.98%	269	26,670	1.01%	
GLENOMA	3.96%	3.32%	4.38%	3.28%	2.21%	2.67%	1.34%	3.17%	3.19%	2.73%	3.01%	5.37%	17	431	3.94%	
HANSVILLE	0.96%	1.74%	1.38%	0.98%	0.62%	1.30%	1.71%	1.77%	1.25%	1.82%	1.51%	1.42%	22	1,893	1.16%	
HARRINGTON	1.36%	1.35%	1.16%	0.97%	1.56%	0.39%	0.79%	0.60%	0.60%	1.78%	1.20%	0.80%	4	499	0.80%	
HUMPTULIPS	2.33%	0.77%	1.29%	1.29%	1.04%	1.82%	0.52%	0.27%	0.26%	0.79%	0.53%	0.80%	4	375	1.07%	
INCHELIUM/HUNTERS	1.20%	1.95%	2.36%	0.74%	0.87%	0.92%	0.59%	1.12%	0.73%	1.12%	1.17%	0.33%	10	1,512	0.66%	
KAHOTUS	0.00%	1.88%	0.93%	0.47%	0.93%	0.47%	1.40%	1.41%	0.48%	0.48%	0.50%	0.50%	4	197	2.03%	
KETTLE FALLS	1.00%	1.00%	1.29%	0.78%	0.78%	1.07%	0.71%	1.72%	1.64%	1.68%	1.94%	1.30%	31	2,669	1.16%	
KINGSTON	1.23%	1.78%	1.85%	1.42%	1.64%	1.08%	1.03%	1.93%	0.93%	1.99%	2.16%	2.15%	68	5,269	1.29%	
LAKE QUINAULT	0.80%	0.80%	1.13%	2.10%	1.63%	0.82%	2.42%	1.46%	2.10%	1.28%	1.93%	0.49%	9	610	1.48%	
LAKEBAY	1.32%	4.09%	1.30%	0.85%	1.18%	0.96%	1.00%	1.41%	1.04%	1.12%	1.24%	1.57%	83	5,730	1.45%	
LIND	1.23%	1.24%	0.36%	0.36%	2.15%	1.26%	1.45%	0.73%	0.91%	0.92%	0.37%	0.93%	3	528	0.57%	
LONG BEACH	1.34%	1.93%	1.43%	1.35%	1.05%	1.00%	1.81%	1.53%	1.20%	1.18%	0.77%	1.97%	76	4,160	1.83%	
LOPEZ	1.42%	1.83%	1.50%	1.34%	0.96%	0.79%	1.17%	1.08%	1.20%	1.36%	0.71%	1.21%	30	2,395	1.25%	
MATHEWS CORNER	2.00%	0.18%	0.56%	0.56%	1.11%	1.09%	0.74%	0.75%	0.38%	1.74%	1.37%	1.79%	6	495	1.21%	
MCCLEARY	1.42%	1.57%	1.07%	0.86%	0.50%	1.22%	0.65%	0.87%	0.94%	1.09%	0.87%	1.08%	16	1,382	1.16%	
MEDICAL LAKE	0.73%	0.71%	0.74%	0.71%	0.90%	0.81%	1.20%	0.91%	0.72%	1.67%	1.12%	0.59%	26	3,062	0.85%	
MESA	0.95%	0.63%	0.94%	0.63%	0.65%	4.19%	1.29%	0.32%	0.00%	0.98%	0.98%	2.91%	6	310	1.94%	
MINERAL	1.52%	0.91%	2.77%	1.84%	3.34%	1.82%	0.61%	2.17%	2.50%	3.13%	1.26%	0.95%	12	312	3.85%	



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	Nov 04	Dec 04	Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05	Jul 05	Aug 05	Sep 05	Oct 05					
EXCHANGE														45	4,016	1.12%	
MONTESANO	1.42%	1.02%	1.28%	0.87%	0.85%	0.66%	0.73%	0.98%	0.78%	0.83%	1.03%	1.18%	1.03%	25	1,554	1.61%	
MORTON	2.31%	2.83%	2.45%	1.21%	1.80%	0.84%	1.49%	2.15%	1.03%	1.04%	1.62%	2.51%	2.51%	5	927	0.54%	
NEAH BAY	1.15%	1.04%	0.94%	0.74%	0.63%	1.27%	0.42%	0.74%	0.53%	0.64%	0.53%	0.65%	0.65%	9	682	1.32%	
NESPELEM	1.33%	2.91%	0.87%	2.01%	1.56%	1.41%	2.30%	1.16%	1.75%	1.74%	1.32%	1.59%	1.32%	101	8,829	1.14%	
NORTH BEND 831/888	1.38%	1.62%	1.24%	0.69%	0.96%	1.85%	0.76%	0.66%	0.63%	1.12%	0.78%	1.40%	1.40%	22	1,357	1.62%	
NORTH VASHON	1.21%	2.49%	1.43%	0.71%	1.21%	1.44%	1.01%	1.24%	1.02%	1.17%	1.24%	1.32%	1.32%	63	3,652	1.73%	
OCEAN PARK	1.70%	0.95%	1.35%	0.80%	0.99%	0.72%	1.10%	1.21%	1.18%	1.63%	0.95%	1.39%	1.39%	0	430	0.00%	
OCOSTA	1.49%	1.28%	0.65%	1.08%	0.87%	1.09%	1.10%	0.44%	1.11%	0.67%	0.92%	1.14%	1.14%	12	924	1.30%	
ODESSA	1.84%	2.16%	0.52%	0.62%	0.83%	0.62%	1.68%	0.53%	1.17%	1.17%	0.75%	0.65%	0.65%	79	7,214	1.10%	
ORTING	1.29%	1.28%	2.14%	1.08%	1.15%	1.24%	1.29%	1.18%	1.02%	1.49%	1.08%	1.38%	1.38%	14	970	1.44%	
PACIFIC BEACH	1.51%	0.81%	1.11%	1.32%	1.11%	1.01%	1.43%	1.33%	1.03%	0.93%	1.77%	1.97%	1.97%	14	970	1.44%	
PACKWOOD	0.96%	1.64%	0.75%	1.43%	0.75%	0.60%	2.61%	2.45%	3.06%	1.71%	2.24%	1.20%	1.20%	14	1,325	1.06%	
PE ELL	1.24%	1.80%	2.36%	1.93%	1.36%	1.84%	1.39%	0.82%	0.93%	2.83%	0.95%	2.26%	2.26%	29	834	3.48%	21
PUGET ISLAND	1.55%	2.41%	1.97%	2.43%	1.76%	0.66%	1.77%	2.66%	2.25%	1.82%	0.89%	2.26%	2.26%	8	442	1.81%	
RANDLE	2.16%	2.80%	1.36%	1.44%	1.18%	1.54%	2.00%	3.38%	1.56%	1.20%	2.31%	2.41%	2.41%	17	1,066	1.59%	
RAYMOND-LEBAM	1.76%	1.95%	1.27%	0.70%	1.02%	0.82%	1.77%	1.27%	0.98%	1.43%	1.20%	2.32%	2.32%	92	3,312	2.78%	
REARDAN	4.37%	1.80%	1.64%	3.62%	0.99%	0.82%	1.64%	1.64%	0.66%	1.64%	1.32%	1.55%	1.55%	16	1,223	1.31%	
RIMROCK/WHITEPASS	0.73%	0.37%	0.73%	0.00%	0.00%	0.36%	0.36%	0.71%	0.00%	0.00%	0.34%	0.00%	0.00%	4	290	1.38%	
RITZVILLE-BENGE	0.51%	0.34%	0.68%	0.75%	1.04%	0.64%	0.64%	1.34%	1.12%	0.89%	0.30%	0.96%	0.96%	14	1,656	0.85%	
ROYAL CITY	1.45%	1.02%	0.63%	0.72%	0.72%	1.15%	0.87%	1.06%	1.15%	1.53%	0.77%	0.97%	0.97%	23	2,031	1.13%	
SNOQUALMIE RIDGE 396	5.11%	1.40%	1.68%	0.54%	0.77%	2.48%	0.37%	0.56%	0.65%	0.77%	0.42%	0.42%	0.42%	11	2,144	0.51%	
SNOQUALMIE PASS 434	2.61%	1.68%	0.54%	0.43%	1.28%	1.08%	0.22%	0.87%	1.54%	0.87%	0.43%	0.22%	0.22%	18	456	3.95%	
SOUTH BEND	1.89%	2.13%	1.38%	0.98%	0.93%	1.10%	0.82%	1.18%	0.95%	0.77%	3.79%	2.03%	2.03%	66	1,672	3.95%	8
SOUTH FORK RARIE	1.50%	1.67%	2.09%	1.35%	1.69%	1.26%	0.94%	1.55%	0.98%	2.00%	1.50%	1.17%	1.17%	31	2,880	1.08%	



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SPANGLE	1.81%	1.45%	2.00%	1.27%	0.72%	1.27%	0.90%	1.09%	0.92%	1.65%	0.55%	0.37%	7	541	1.29%	
SPRAGUE	0.71%	1.78%	1.23%	2.66%	1.24%	0.53%	0.89%	1.44%	1.08%	0.90%	0.36%	0.92%	13	547	2.38%	
STARBUCK	0.66%	0.00%	0.66%	0.65%	0.00%	0.00%	1.91%	0.64%	0.63%	2.56%	0.00%	1.30%	0	153	0.00%	
TIETON	1.00%	0.51%	1.40%	0.89%	1.15%	0.77%	0.77%	1.04%	0.39%	0.52%	0.66%	0.39%	3	752	0.40%	
TWISP	0.75%	0.65%	0.65%	0.75%	0.50%	0.75%	0.90%	1.50%	0.94%	1.09%	0.75%	1.35%	26	2,013	1.29%	
VADER	1.34%	1.06%	1.44%	1.44%	1.25%	1.91%	0.29%	1.24%	1.15%	0.87%	0.99%	1.10%	20	1,000	2.00%	
VASHON	1.35%	3.84%	1.80%	1.15%	1.06%	0.99%	1.08%	1.06%	0.88%	1.18%	1.04%	1.66%	92	5,458	1.69%	
WASHTUCNA	0.70%	0.71%	1.77%	0.70%	1.06%	0.35%	0.36%	0.71%	1.08%	1.09%	0.74%	0.00%	2	267	0.75%	
WILBUR	1.02%	0.94%	0.94%	0.56%	1.79%	0.66%	2.16%	1.22%	0.85%	1.22%	0.85%	0.47%	12	1053	1.14%	
WILSON CREEK	1.06%	3.18%	3.21%	0.00%	0.00%	1.10%	1.92%	1.10%	0.82%	1.10%	0.55%	1.10%	2	368	0.54%	
WINTHROP	0.82%	1.04%	3.45%	0.48%	0.39%	0.95%	2.08%	1.48%	0.92%	1.23%	0.97%	0.93%	15	2,253	0.67%	
YACOLT	2.01%	1.83%	1.17%	2.72%	1.66%	3.03%	1.05%	1.49%	1.11%	1.71%	2.21%	2.79%	26	1,786	1.46%	
<b>GRAND TOTAL</b>	<b>1.35%</b>	<b>1.72%</b>	<b>1.39%</b>	<b>1.02%</b>	<b>1.04%</b>	<b>1.10%</b>	<b>1.08%</b>	<b>1.16%</b>	<b>1.02%</b>	<b>1.24%</b>	<b>1.08%</b>	<b>1.31%</b>	<b>2,316</b>	<b>178,096</b>	<b>1.30%</b>	

	August 2005			September 2005			October 2005			November 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	5	0	100.00%	3	0	100.00%	3	0	100.00%	6	0	100.00%
Ames Lake	10	0	100.00%	12	0	100.00%	3	1	66.60%	9	0	100.00%
Arietta	23	0	100.00%	15	0	100.00%	28	0	100.00%	22	0	100.00%
Ashford	14	0	100.00%	12	4	66.60%	32	0	100.00%	21	4	80.90%
Basin City	5	0	100.00%	6	0	100.00%	4	0	100.00%	4	0	100.00%
Beaver	2	0	100.00%	1	0	100.00%	3	0	100.00%	4	0	100.00%
Blakely Island	4	1	85.70%	2	0	100.00%	2	1	50.00%	2	0	100.00%
Carnation	12	0	100.00%	41	8	80.40%	15	1	93.30%	9	0	100.00%
Cathlamet	11	0	100.00%	12	0	100.00%	25	0	100.00%	18	2	88.80%
Cheney / EWU	23	1	95.60%	37	3	91.80%	20	0	100.00%	21	3	85.70%
Chewelah	18	0	100.00%	25	0	100.00%	20	1	95.00%	21	0	100.00%
Chinook	5	0	100.00%	2	0	100.00%	3	0	100.00%	1	0	100.00%
Clallam Bay	5	0	100.00%	3	0	100.00%	4	0	100.00%	3	0	100.00%
Clearwater	1	0	100.00%	0	0	100.00%	3	0	100.00%	0	0	100.00%
Connell	3	0	100.00%	9	0	100.00%	8	1	87.50%	10	0	100.00%
Coulee City	16	0	100.00%	11	0	100.00%	5	0	100.00%	3	2	33.30%
Cowiche	5	0	100.00%	5	0	100.00%	5	0	100.00%	3	0	100.00%
Creston	6	0	100.00%	3	0	100.00%	5	0	100.00%	2	0	100.00%
Curtis	4	0	100.00%	1	0	100.00%	11	0	100.00%	9	0	100.00%
Davenport	13	1	92.30%	10	0	100.00%	23	0	100.00%	13	0	100.00%
East Sound	23	1	95.60%	25	0	100.00%	22	1	95.40%	23	2	91.30%
Edwall-Tyler	56	0	100.00%	2	0	100.00%	5	0	100.00%	13	0	100.00%
Elma	15	0	100.00%	18	2	88.80%	30	1	96.60%	53	2	96.20%
Eltopia	2	0	100.00%	0	0	100.00%	1	0	100.00%	2	0	100.00%
Eureka	3	0	100.00%	2	1	50.00%	2	0	100.00%	1	0	100.00%
Fall City	20	0	100.00%	11	1	90.90%	23	0	100.00%	28	0	100.00%
Forks	21	0	100.00%	9	0	100.00%	14	0	100.00%	25	0	100.00%
Fox Island	8	0	100.00%	15	0	100.00%	8	0	100.00%	7	0	100.00%
Friday Harbor	43	0	100.00%	60	0	100.00%	65	0	100.00%	57	3	94.70%
Gig Harbor	164	0	100.00%	100	0	100.00%	183	1	99.40%	155	1	99.30%
Glenoma	11	1	90.90%	7	0	100.00%	17	1	94.10%	14	1	92.80%
Hansville	8	0	100.00%	7	1	85.70%	16	0	100.00%	10	0	100.00%
Harrington	5	0	100.00%	3	0	100.00%	3	0	100.00%	2	1	50.00%
Humptulips	2	0	100.00%	2	0	100.00%	3	0	100.00%	3	0	100.00%
Hunters	7	0	100.00%	13	0	100.00%	1	0	100.00%	7	0	100.00%
Kahlotus	0	0	100.00%	1	0	100.00%	1	0	100.00%	2	0	100.00%
Kettle Falls	18	0	100.00%	29	0	100.00%	18	0	100.00%	20	1	95.00%
Kingston	73	1	98.60%	82	2	97.50%	87	0	100.00%	44	0	100.00%
Lake Quinault	6	0	100.00%	6	0	100.00%	1	0	100.00%	6	0	100.00%
Lakebay	34	0	100.00%	46	0	100.00%	49	0	100.00%	42	1	97.60%
Lind	2	0	100.00%	2	0	100.00%	2	0	100.00%	2	0	100.00%
Long Beach	22	0	100.00%	20	1	95.00%	51	3	94.10%	41	2	95.10%

	August 2005			September 2005			October 2005			November 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%	8	0	100.00%	17	0	100.00%	19	2	89.40%
Mathews Corner	4	0	100.00%	5	0	100.00%	8	0	100.00%	4	0	100.00%
McCleary	5	0	100.00%	9	0	100.00%	8	0	100.00%	10	0	100.00%
Medical Lake	34	1	97.00%	19	0	100.00%	7	0	100.00%	15	0	100.00%
Mesa	3	0	100.00%	0	0	100.00%	8	0	100.00%	5	0	100.00%
Mineral	11	0	100.00%	1	0	100.00%	1	0	100.00%	9	3	66.60%
Montesano	11	0	100.00%	21	0	100.00%	24	0	100.00%	27	1	96.20%
Morton	7	0	100.00%	17	1	94.10%	31	1	96.70%	19	2	89.40%
Neah Bay	4	0	100.00%	3	0	100.00%	3	0	100.00%	4	0	100.00%
Nespelem	7	0	100.00%	6	0	100.00%	10	0	100.00%	4	0	100.00%
North Bend	59	0	100.00%	35	1	97.10%	74	0	100.00%	65	1	98.40%
North Vashon	9	0	100.00%	7	0	100.00%	11	0	100.00%	15	0	100.00%
Ocean Park	34	0	100.00%	20	1	95.00%	36	1	97.20%	36	2	94.40%
Ocosta	1	0	100.00%	3	0	100.00%	4	1	75.00%	0	0	100.00%
Odessa	8	0	100.00%	5	0	100.00%	2	0	100.00%	6	0	100.00%
Orting	72	0	100.00%	49	2	95.90%	66	2	96.90%	54	3	94.40%
Pacific Beach	7	0	100.00%	12	0	100.00%	15	0	100.00%	12	0	100.00%
Packwood	21	2	90.40%	27	0	100.00%	10	3	70.00%	11	0	100.00%
Pe Ell	16	0	100.00%	4	0	100.00%	12	0	100.00%	45	0	100.00%
Puget Island	7	0	100.00%	1	0	100.00%	4	0	100.00%	7	0	100.00%
Randle	8	0	100.00%	19	0	100.00%	13	0	100.00%	9	3	66.60%
Raymond	19	0	100.00%	16	0	100.00%	65	1	98.40%	55	0	100.00%
Reardan	10	0	100.00%	8	0	100.00%	9	1	88.80%	8	0	100.00%
Rimrock	0	0	100.00%	1	0	100.00%	0	0	100.00%	3	0	100.00%
Ritzville-Benge	10	0	100.00%	3	0	100.00%	10	0	100.00%	11	0	100.00%
Royal City	23	0	100.00%	9	0	100.00%	16	0	100.00%	13	0	100.00%
Snoqualmie Pass	3	1	66.60%	1	0	100.00%	1	0	100.00%	17	0	100.00%
Snoqualmie Ridge	8	0	100.00%	4	0	100.00%	3	0	100.00%	5	1	80.00%
South Bend	4	0	100.00%	86	0	100.00%	16	0	100.00%	50	1	98.00%
South Prairie	33	1	96.90%	25	11	56.00%	21	2	90.40%	23	2	91.30%
Spangle	5	0	100.00%	2	0	100.00%	2	0	100.00%	3	0	100.00%
Sprague	1	0	100.00%	0	0	100.00%	3	0	100.00%	12	0	100.00%
Starbuck	3	0	100.00%	0	0	100.00%	2	0	100.00%	0	0	100.00%
Tieton	2	0	100.00%	3	0	100.00%	2	0	100.00%	1	0	100.00%
Twisp	16	0	100.00%	11	0	100.00%	16	0	100.00%	22	0	100.00%
Vader	5	0	100.00%	2	0	100.00%	5	0	100.00%	9	0	100.00%
Valley	3	0	100.00%	4	0	100.00%	8	0	100.00%	13	1	92.30%
Vashon	29	0	100.00%	28	0	100.00%	42	0	100.00%	64	0	100.00%
Washtucna	1	0	100.00%	2	0	100.00%	0	0	100.00%	1	0	100.00%
Wilbur	10	0	100.00%	5	0	100.00%	2	0	100.00%	6	0	100.00%
Wilson Creek	2	0	100.00%	1	0	100.00%	2	0	100.00%	1	0	100.00%
Winthrop	22	0	100.00%	12	0	100.00%	14	0	100.00%	8	0	100.00%
Yacolt	14	0	100.00%	27	0	100.00%	20	0	100.00%	8	0	100.00%
<b>Total Washington</b>	<b>1294</b>	<b>11</b>	<b>99.17%</b>	<b>1191</b>	<b>39</b>	<b>96.71%</b>	<b>1447</b>	<b>24</b>	<b>98.32%</b>	<b>1447</b>	<b>47</b>	<b>96.73%</b>

Standard is 95%

Use TRPR8141

and TRPR 8147

Trouble Tickets Over 72 Hours 480-120-440	July 2005			August 2005			September 2005			October 2005			November 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
Almira	3	0	100.00%	5	0	100.00%	3	0	100.00%	3	0	100.00%	6	0	100.00%
Ames Lake	9	0	100.00%	10	0	100.00%	12	0	100.00%	3	1	66.60%	9	0	100.00%
Arlotta	11	0	100.00%	23	0	100.00%	15	0	100.00%	28	0	100.00%	22	0	100.00%
Ashford	20	1	95.00%	14	0	100.00%	12	1	91.60%	32	0	100.00%	21	1	95.20%
Basin City	4	0	100.00%	5	0	100.00%	6	0	100.00%	4	0	100.00%	4	0	100.00%
Beaver	2	0	100.00%	2	0	100.00%	1	0	100.00%	3	0	100.00%	4	0	100.00%
Blakely Island	1	0	100.00%	4	1	85.70%	2	0	100.00%	2	1	50.00%	2	0	100.00%
Carnation	20	0	100.00%	12	0	100.00%	41	1	97.50%	15	1	93.30%	9	0	100.00%
Cathlamet	7	0	100.00%	11	0	100.00%	12	0	100.00%	25	0	100.00%	18	1	94.40%
Cheney / EWU	22	1	95.40%	23	0	100.00%	37	1	97.20%	20	0	100.00%	21	1	95.20%
Chewelah	22	0	100.00%	18	0	100.00%	25	0	100.00%	20	0	100.00%	21	0	100.00%
Chinook	3	0	100.00%	5	0	100.00%	2	0	100.00%	3	0	100.00%	1	0	100.00%
Clallam Bay	3	0	100.00%	5	0	100.00%	3	0	100.00%	4	0	100.00%	3	0	100.00%
Clearwater	0	0	100.00%	1	0	100.00%	0	0	100.00%	3	0	100.00%	0	0	100.00%
Connell	6	0	100.00%	3	0	100.00%	9	0	100.00%	8	1	87.50%	10	0	100.00%
Coulee City	2	0	100.00%	16	0	100.00%	11	0	100.00%	5	0	100.00%	3	1	66.60%
Cowiche	11	0	100.00%	5	0	100.00%	5	0	100.00%	5	0	100.00%	3	0	100.00%
Creston	3	0	100.00%	6	0	100.00%	3	0	100.00%	5	0	100.00%	2	0	100.00%
Curtis	2	0	100.00%	4	0	100.00%	1	0	100.00%	11	0	100.00%	9	0	100.00%
Davenport	19	0	100.00%	13	1	92.30%	10	0	100.00%	23	0	100.00%	13	0	100.00%
East Sound	45	0	100.00%	23	1	95.60%	25	0	100.00%	22	0	100.00%	23	1	95.60%
Edwall-Tyler	7	0	100.00%	56	0	100.00%	2	0	100.00%	5	0	100.00%	13	0	100.00%
Elma	21	2	90.40%	15	0	100.00%	18	2	88.80%	30	0	100.00%	53	1	98.10%
Eltopia	2	0	100.00%	2	0	100.00%	0	0	100.00%	1	0	100.00%	2	0	100.00%
Eureka	3	0	100.00%	3	0	100.00%	2	0	100.00%	2	0	100.00%	1	0	100.00%
Fall City	19	0	100.00%	20	0	100.00%	11	0	100.00%	23	0	100.00%	28	0	100.00%
Forks	6	0	100.00%	21	0	100.00%	9	0	100.00%	14	0	100.00%	25	0	100.00%
Fox Island	3	0	100.00%	8	0	100.00%	15	0	100.00%	8	0	100.00%	7	0	100.00%
Friday Harbor	47	0	100.00%	43	0	100.00%	60	0	100.00%	65	0	100.00%	57	1	98.20%
Gig Harbor	121	0	100.00%	164	0	100.00%	100	0	100.00%	183	0	100.00%	155	0	100.00%
Glenoma	8	1	87.50%	11	1	90.90%	7	0	100.00%	17	1	94.10%	14	1	92.80%
Hansville	13	0	100.00%	8	0	100.00%	7	0	100.00%	16	0	100.00%	10	0	100.00%
Harrington	2	0	100.00%	5	0	100.00%	3	0	100.00%	3	0	100.00%	2	0	100.00%
Humptulips	0	0	100.00%	2	0	100.00%	2	0	100.00%	3	0	100.00%	3	0	100.00%
Hunters	7	0	100.00%	7	0	100.00%	13	0	100.00%	1	0	100.00%	7	0	100.00%
Kahlotus	0	0	100.00%	0	0	100.00%	1	0	100.00%	1	0	100.00%	2	0	100.00%
Kettle Falls	19	0	100.00%	18	0	100.00%	29	0	100.00%	18	0	100.00%	20	1	95.00%
Kingston	22	0	100.00%	73	0	100.00%	82	0	100.00%	87	0	100.00%	44	0	100.00%
Lake Quinault	10	0	100.00%	6	0	100.00%	6	0	100.00%	1	0	100.00%	6	0	100.00%
Lakebay	30	2	93.30%	34	0	100.00%	46	0	100.00%	49	0	100.00%	42	1	97.60%
Lind	1	0	100.00%	2	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%	41	1	97.50%
Lopez	15	0	100.00%	15	0	100.00%	8	0	100.00%	17	0	100.00%	19	0	100.00%
Mathews Corner	1	0	100.00%	4	0	100.00%	5	0	100.00%	8	0	100.00%	4	0	100.00%
McCleary	9	0	100.00%	5	0	100.00%	9	0	100.00%	8	0	100.00%	10	0	100.00%
Medical Lake	11	0	100.00%	34	0	100.00%	19	0	100.00%	7	0	100.00%	15	0	100.00%
Mesa	0	0	100.00%	3	0	100.00%	0	0	100.00%	8	0	100.00%	5	0	100.00%
Mineral	3	0	100.00%	11	0	100.00%	1	0	100.00%	1	0	100.00%	9	0	100.00%
Montesano	21	1	95.20%	11	0	100.00%	21	0	100.00%	24	0	100.00%	27	0	100.00%
Morton	9	0	100.00%	7	0	100.00%	17	0	100.00%	31	0	100.00%	19	4	77.70%
Neah Bay	2	0	100.00%	4	0	100.00%	3	0	100.00%	3	0	100.00%	4	0	100.00%
Nespelem	7	0	100.00%	7	0	100.00%	6	0	100.00%	10	0	100.00%	4	0	100.00%
North Bend	31	0	100.00%	59	0	100.00%	35	1	97.10%	74	0	100.00%	65	1	98.40%
North Vashon	11	0	100.00%	9	0	100.00%	7	0	100.00%	11	0	100.00%	15	0	100.00%
Ocean Park	28	0	100.00%	34	0	100.00%	20	1	95.00%	36	0	100.00%	36	0	100.00%
Ocosta	2	0	100.00%	1	0	100.00%	3	0	100.00%	4	0	100.00%	0	0	100.00%
Odessa	9	0	100.00%	8	0	100.00%	5	0	100.00%	2	0	100.00%	6	0	100.00%
Orting	42	0	100.00%	72	0	100.00%	49	1	97.90%	66	1	98.40%	54	3	94.40%
Pacific Beach	7	0	100.00%	7	0	100.00%	12	0	100.00%	15	0	100.00%	12	0	100.00%
Packwood	34	1	97.00%	21	1	95.20%	27	0	100.00%	10	2	80.00%	11	0	100.00%
Pe Ell	5	0	100.00%	16	0	100.00%	4	0	100.00%	12	0	100.00%	45	0	100.00%
Puget Island	4	0	100.00%	7	0	100.00%	1	0	100.00%	4	0	100.00%	7	0	100.00%
Randle	11	1	90.90%	8	0	100.00%	19	0	100.00%	13	0	100.00%	9	0	100.00%



Trouble Tickets Over 72 Hours 480-120-440	July 2005			August 2005			September 2005			October 2005			November 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
Raymond	14	0	100.00%	19	0	100.00%	16	0	100.00%	65	1	98.40%	55	0	100.00%
Reardan	4	0	100.00%	10	0	100.00%	8	0	100.00%	9	1	88.80%	8	0	100.00%
Rimrock	0	0	100.00%	0	0	100.00%	1	0	100.00%	0	0	100.00%	3	0	100.00%
Ritzville-Benge	14	0	100.00%	10	0	100.00%	3	0	100.00%	10	0	100.00%	11	0	100.00%
Royal City	11	0	100.00%	23	0	100.00%	9	0	100.00%	16	0	100.00%	13	0	100.00%
Snoqualmie Pass	4	0	100.00%	3	1	66.60%	1	0	100.00%	1	0	100.00%	17	0	100.00%
Snoqualmie Ridge	8	0	100.00%	8	0	100.00%	4	0	100.00%	3	0	100.00%	5	0	100.00%
South Bend	12	0	100.00%	4	0	100.00%	86	0	100.00%	16	0	100.00%	50	0	100.00%
South Prairie	18	1	94.40%	33	0	100.00%	25	11	56.00%	21	0	100.00%	23	1	95.60%
Spangle	2	0	100.00%	5	0	100.00%	2	0	100.00%	2	0	100.00%	3	0	100.00%
Sprague	5	0	100.00%	1	0	100.00%	0	0	100.00%	3	0	100.00%	12	0	100.00%
Starbuck	1	0	100.00%	3	0	100.00%	0	0	100.00%	2	0	100.00%	0	0	100.00%
Tieton	0	0	100.00%	2	0	100.00%	3	0	100.00%	2	0	100.00%	1	0	100.00%
Twisp	16	0	100.00%	16	0	100.00%	11	0	100.00%	16	0	100.00%	22	0	100.00%
Vader	7	0	100.00%	5	0	100.00%	2	0	100.00%	5	0	100.00%	9	0	100.00%
Valley	24	0	100.00%	3	0	100.00%	4	0	100.00%	8	0	100.00%	13	1	92.30%
Vashon	25	0	100.00%	29	0	100.00%	28	0	100.00%	42	0	100.00%	64	0	100.00%
Washtucna	2	0	100.00%	1	0	100.00%	2	0	100.00%	0	0	100.00%	1	0	100.00%
Wilbur	6	0	100.00%	10	0	100.00%	5	0	100.00%	2	0	100.00%	6	0	100.00%
Wilson Creek	3	0	100.00%	2	0	100.00%	1	0	100.00%	2	0	100.00%	1	0	100.00%
Winthrop	15	0	100.00%	22	0	100.00%	12	0	100.00%	14	0	100.00%	8	0	100.00%
Yacolt	5	0	100.00%	14	0	100.00%	27	0	100.00%	20	0	100.00%	8	0	100.00%
<b>Total Washington</b>	<b>1047</b>	<b>12</b>	<b>98.84%</b>	<b>1294</b>	<b>6</b>	<b>99.57%</b>	<b>1191</b>	<b>20</b>	<b>98.31%</b>	<b>1447</b>	<b>11</b>	<b>99.23%</b>	<b>1447</b>	<b>21</b>	<b>98.52%</b>

Use TRPR8141  
and TRPR 8147



# Quality of Service Washington State November 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	2,396	
Total Number Service Orders Missed	126	159	172	142	142	179	213	185	261	211	550	
Total Number Trouble Reports:	2584	1857	1,980	2,069	1,982	2,069	1,923	2,314	2,057	2,357	2,438	
Total Number Trouble Reports Missed	150	90	46	62	96	119	118	136	71	149	296	
<b>Commitments Met</b>	<b>95%</b>	<b>93%</b>	<b>94%</b>	<b>95%</b>	<b>95%</b>	<b>94%</b>	<b>93%</b>	<b>95%</b>	<b>93%</b>	<b>92%</b>	<b>77%</b>	

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%	98.79%	
% 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%	0.63%	
% 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%	0.43%	
Total Held Orders:	124	128	136	115	109	120	115	117	101	74	63	
# Held - 0 - 29 Days:	96	96	107	93	89	101	64	57	45	35	29	
# Held - 90 Days:	22	18	23	19	16	16	35	46	44	27	23	
# Held - 180 Days:	6	14	6	3	4	3	16	14	12	12	11	

→ 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	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	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	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	3,151	3,673	4,232	
Handled:	6,131	4,615	5,227	5,354	5,037	4,675	3,174	3,407	3,108	3,618	4,181	
<b>Service Level:</b>	<b>84%</b>	<b>92%</b>	<b>90%</b>	<b>80%</b>	<b>71%</b>	<b>61%</b>	<b>63%</b>	<b>88%</b>	<b>93%</b>	<b>90%</b>	<b>90%</b>	

**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	29,855	24,441	22,121	
Handled:	28,176	26,003	33,251	26,059	23,203	26,220	21,265	27,656	27,061	22,881	19,641	
<b>Service Level:</b>	<b>59%</b>	<b>70%</b>	<b>60%</b>	<b>69%</b>	<b>60%</b>	<b>60%</b>	<b>55%</b>	<b>74%</b>	<b>66%</b>	<b>85%</b>	<b>72%</b>	



WASHINGTON STATE  
DETAIL OF TICKETS EXCLUDED  
FROM TROUBLE INDEX REPORT

November 2005

EXCHANGE	TOTAL EXCLUDED	REASON
Edwall-Tyler	2	DSL - cleared with wrong found codes
	1	CPE pole - cleared with wrong found code
Pe Ell	21	Storm in area, tree fell through fiber cable
South Bend	8	Storm in area, tree fell through fiber cable



WASHINGTON STATE SERVICE QUALITY REPORT  
EXPLANATION OF EXCEPTIONS  
November 2005

EXCHANGE	Month/Year	REASON TROUBLE INDEX IS OVER 4 %
Ames Lake	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;
Lakebay	October 2005	3 - Meade Hill work order scheduled to install Digital System to remove AMLs out of range
	December 2004	127 - 400 AMP Main Office battery fuse blew
Mesa	April 2005	6 - No Dial tone reports - trouble came clear while testing