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January 17, 2006

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

Attention: Kristen Russell
Robert Williamson

Reference: SERVICE QUALITY PERFORMANCE REPORT – December, 2005

Dear Ms. Russell:

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

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STATE OF WASH.
UTIL. AND TRANSP.
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Trouble Ticket Report

December 2005

EXCHANGE	December 2005												No. of Trouble Tickets	No. of Access Lines	% of Trouble Tickets	Trouble Tickets Moved to Lower Index: cal 4% or below
	Dec 04	Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05	Jul 05	Aug 05	Sep 05	Oct 05	Nov 05				
ALMIRA	1.94%	1.51%	1.52%	1.52%	0.44%	1.98%	1.34%	1.32%	1.55%	0.67%	2.01%	2.05%	3	437	0.69%	
AMES LAKE	2.00%	6.87%	1.62%	1.36%	3.69%	1.23%	1.26%	1.98%	2.13%	2.55%	1.72%	1.72%	8	694	1.15%	
ARLETTA	1.33%	1.37%	0.90%	0.59%	0.48%	1.02%	1.03%	0.55%	1.09%	0.95%	1.63%	1.23%	26	3,370	0.77%	
ASHFORD	2.55%	1.46%	2.10%	2.48%	1.28%	2.71%	1.51%	2.84%	1.87%	1.89%	3.53%	2.75%	30	1,091	2.75%	
BASIN CITY	1.67%	0.52%	0.65%	1.04%	0.65%	0.26%	1.18%	1.05%	1.34%	1.22%	1.10%	0.56%	7	703	1.00%	
BEAVER	1.08%	0.22%	0.88%	0.22%	0.22%	0.65%	0.22%	0.66%	0.66%	0.44%	0.88%	0.89%	4	446	0.90%	
BLAKELY ISL	0.00%	1.14%	0.57%	0.29%	0.57%	0.85%	0.56%	1.41%	3.10%	0.87%	0.88%	2.36%	3	336	0.89%	
CARNATION	1.06%	2.11%	1.00%	1.22%	3.47%	1.92%	1.24%	3.67%	0.97%	2.75%	1.03%	0.92%	24	1,824	1.32%	
CATHLAMET	1.80%	1.85%	2.57%	1.21%	0.78%	1.72%	1.71%	1.07%	1.21%	1.70%	4.05%	2.06%	35	1,406	2.49%	
CHENEY / EWU	0.60%	0.61%	0.40%	0.63%	0.55%	0.80%	0.91%	0.74%	0.91%	0.91%	0.57%	0.60%	25	4,966	0.50%	
CHEWELAH / VALLEY	1.78%	1.52%	1.08%	1.49%	1.67%	1.04%	1.67%	1.50%	1.27%	1.48%	1.16%	1.57%	48	4,317	1.11%	
CHINOOK	3.82%	0.95%	1.42%	0.47%	0.93%	1.63%	0.93%	2.11%	1.17%	0.48%	2.15%	0.72%	10	412	2.43%	
CLALLAM BAY	1.97%	1.26%	1.51%	0.25%	1.01%	1.15%	1.15%	0.77%	1.16%	0.64%	1.16%	1.16%	8	768	1.04%	
CLEARWATER	1.54%	1.53%	0.00%	0.74%	2.21%	0.00%	0.75%	0.00%	0.73%	0.00%	3.01%	0.00%	0	138	0.00%	
CONNELL	0.68%	0.56%	0.86%	0.99%	0.25%	0.56%	1.06%	0.57%	0.57%	0.63%	0.76%	0.89%	9	1,563	0.58%	
COULBE CITY	0.59%	2.00%	1.17%	1.18%	1.17%	1.51%	0.58%	0.35%	2.68%	1.77%	0.83%	0.96%	9	830	1.08%	
COWICHE	1.26%	2.13%	0.68%	0.58%	0.58%	1.37%	1.00%	1.49%	0.60%	0.60%	0.80%	0.99%	8	1,004	0.80%	
CRESTON	1.21%	2.20%	1.24%	2.20%	0.49%	0.73%	1.95%	0.97%	2.16%	0.72%	3.38%	0.49%	4	406	0.99%	
CURTIS	1.64%	1.04%	0.21%	0.82%	2.26%	0.00%	1.85%	1.22%	1.63%	1.00%	3.41%	3.39%	12	500	2.40%	
DAVENPORT	1.30%	0.83%	0.79%	0.79%	0.88%	0.88%	1.71%	1.48%	1.14%	0.70%	1.96%	0.95%	17	2,100	0.81%	
EASTSOUND	0.83%	1.66%	0.90%	0.69%	0.87%	0.76%	1.07%	1.48%	1.35%	1.07%	0.93%	1.04%	43	4,772	0.90%	
EDWALL-TYLER	2.93%	0.00%	0.73%	3.14%	0.48%	4.61%	1.96%	1.69%	1.46%	0.73%	1.21%	3.58%	15	419	3.58%	
ELMA	1.41%	1.52%	1.33%	1.08%	1.01%	1.06%	1.20%	0.94%	0.84%	0.76%	1.09%	1.83%	77	4,481	1.72%	
ELTOPPLE Report	1.03%	1.37%	0.34%	2.05%	1.68%	1.36%	0.34%	1.01%	1.37%	0.00%	0.34%	0.69%	3	287	1.05%	



Trouble Ticket Report

December 2005

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	Dec 04	Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05	Jul 05	Aug 05	Sep 05	Oct 05	Nov 05				
EUREKA	1.39%	1.94%	0.27%	1.63%	0.54%	0.81%	0.55%	1.37%	1.39%	0.56%	0.84%	0.56%	3	355	0.85%	
FALL CITY	1.68%	1.68%	1.29%	1.16%	2.88%	1.16%	1.14%	0.95%	1.26%	0.66%	1.01%	1.39%	46	3,436	1.34%	
FORKS	1.33%	1.33%	0.99%	0.99%	0.54%	0.59%	0.49%	0.36%	0.85%	0.30%	0.50%	1.05%	28	3,626	0.77%	
FOX ISLAND	0.91%	0.91%	0.91%	0.58%	0.52%	3.03%	0.74%	0.34%	0.85%	1.03%	0.81%	0.76%	24	1,702	1.41%	
FRIDAY HARBOR	1.59%	1.45%	1.03%	1.11%	0.84%	1.24%	1.66%	1.23%	1.51%	1.31%	1.49%	1.41%	150	6,833	2.20%	
GIG HARBOR	2.31%	1.07%	0.87%	0.95%	0.90%	0.72%	0.72%	0.81%	0.98%	0.71%	0.98%	1.01%	270	26,356	1.02%	
GLENOMA	3.32%	4.38%	3.28%	2.21%	2.67%	1.34%	3.17%	3.19%	2.73%	3.01%	5.37%	3.94%	18	431	4.18%	1
HANSVILLE	1.74%	1.38%	0.98%	0.62%	1.30%	1.71%	1.77%	1.25%	1.82%	1.51%	1.42%	1.16%	29	1,882	1.54%	
HARRINGTON	1.35%	1.16%	0.97%	1.56%	0.39%	0.79%	0.60%	0.60%	1.78%	1.20%	0.80%	0.80%	15	493	3.04%	
HUMPTULIPS	0.77%	1.29%	1.29%	1.04%	1.82%	0.52%	0.27%	0.26%	0.79%	0.53%	0.80%	1.07%	3	367	0.82%	
INCHHELLUM/HUNTERS	1.95%	2.36%	0.74%	0.87%	0.92%	0.59%	1.12%	0.73%	1.12%	1.17%	0.33%	0.66%	8	1,499	0.53%	
KAHLOTUS	1.88%	0.93%	0.47%	0.93%	0.47%	1.40%	1.41%	0.48%	0.48%	0.50%	0.50%	2.03%	0	196	0.00%	
KETTLE FALLS	1.00%	1.29%	0.78%	0.78%	1.07%	0.71%	1.72%	1.64%	1.68%	1.94%	1.30%	1.16%	40	2,664	1.50%	
KINGSTON	1.78%	1.85%	1.42%	1.64%	1.08%	1.03%	1.93%	0.93%	1.99%	2.16%	2.15%	1.29%	82	5,235	1.57%	
LAKE QUINAULT	0.80%	1.13%	2.10%	1.63%	0.82%	2.42%	1.46%	2.10%	1.28%	1.93%	0.49%	1.48%	15	611	2.45%	
LAKEBAY	4.09%	1.30%	0.85%	1.18%	0.96%	1.00%	1.41%	1.04%	1.12%	1.24%	1.57%	1.45%	87	5,700	1.53%	
LIND	1.24%	0.36%	0.36%	2.15%	1.26%	1.45%	0.73%	0.91%	0.92%	0.37%	0.93%	0.57%	2	527	0.38%	
LONG BEACH	1.93%	1.43%	1.35%	1.05%	1.00%	1.81%	1.53%	1.20%	1.18%	0.77%	1.97%	1.83%	64	4,161	1.54%	
LOPEZ	1.83%	1.50%	1.34%	0.96%	0.79%	1.17%	1.08%	1.20%	1.36%	0.71%	1.21%	1.25%	29	2,399	1.21%	
MATHEWS CORNER	0.18%	0.56%	0.56%	1.11%	1.09%	0.74%	0.75%	0.38%	1.74%	1.37%	1.79%	1.21%	6	488	1.23%	
MCCLEARY	1.57%	1.07%	0.86%	0.50%	1.22%	0.65%	0.87%	0.94%	1.09%	0.87%	1.08%	1.16%	14	1,363	1.03%	
MEDICAL LAKE	0.71%	0.74%	0.71%	0.90%	0.81%	1.20%	0.91%	0.72%	1.67%	1.12%	0.59%	0.85%	32	3,062	1.05%	
MESA	0.63%	0.94%	0.63%	0.65%	4.19%	1.29%	0.32%	0.00%	0.98%	0.98%	2.91%	1.94%	3	310	0.97%	
MINER People Report	0.91%	2.77%	1.84%	3.34%	1.82%	0.61%	2.17%	2.50%	3.13%	1.26%	0.95%	3.85%	16	312	5.13%	



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MONTESANO	1.02%	1.28%	0.87%	0.85%	0.66%	0.73%	0.98%	0.78%	0.83%	1.03%	1.18%	1.12%	34	3,984	0.85%	
MORTON	2.83%	2.45%	1.21%	1.80%	0.84%	1.49%	2.15%	1.03%	1.04%	1.62%	2.51%	1.61%	26	1,552	1.68%	
NEAH BAY	1.04%	0.94%	0.74%	0.63%	1.27%	0.42%	0.74%	0.53%	0.64%	0.53%	0.65%	0.54%	9	928	0.97%	
NESPELEM	2.91%	0.87%	2.01%	1.56%	1.41%	2.30%	1.16%	1.75%	1.74%	1.32%	1.59%	1.32%	6	689	0.87%	
NORTH BEND 831/888	1.62%	1.24%	0.69%	0.96%	1.85%	0.76%	0.66%	0.63%	1.12%	0.78%	1.40%	1.14%	85	8,745	0.97%	
NORTH VASHON	2.49%	1.43%	0.71%	1.21%	1.44%	1.01%	1.24%	1.02%	1.17%	1.24%	1.32%	1.62%	18	1,344	1.34%	
OCEAN PARK	0.95%	1.35%	0.80%	0.99%	0.72%	1.10%	1.21%	1.18%	1.63%	0.95%	1.39%	1.73%	40	3,648	1.10%	
OCCOSTA	1.28%	0.65%	1.08%	0.87%	1.09%	1.10%	0.44%	1.11%	0.67%	0.92%	1.14%	0.00%	13	427	3.04%	
ODESSA	2.16%	0.52%	0.62%	0.83%	0.62%	1.68%	0.53%	1.17%	1.17%	0.75%	0.65%	1.30%	11	917	1.20%	
ORTING	1.28%	2.14%	1.08%	1.15%	1.24%	1.29%	1.18%	1.02%	1.49%	1.08%	1.38%	1.10%	96	7,158	1.34%	
PACIFIC BEACH	0.81%	1.11%	1.32%	1.11%	1.01%	1.43%	1.33%	1.03%	0.93%	1.77%	1.97%	1.44%	17	976	1.74%	
PACKWOOD	1.64%	0.75%	1.43%	0.75%	0.60%	2.61%	2.45%	3.06%	1.71%	2.24%	1.20%	1.06%	18	1,319	1.36%	
PELL	1.80%	2.36%	1.93%	1.36%	1.84%	1.39%	0.82%	0.93%	2.83%	0.95%	2.26%	3.48%	9	837	1.08%	
PUGET ISLAND	2.41%	1.97%	2.43%	1.76%	0.66%	1.77%	2.66%	2.25%	1.82%	0.89%	2.26%	1.81%	14	441	3.17%	4
RANDLE	2.80%	1.36%	1.44%	1.18%	1.54%	2.00%	3.38%	1.56%	1.20%	2.31%	2.41%	1.59%	25	1,063	2.35%	
RAYMOND-LEBAM	1.95%	1.27%	0.70%	1.02%	0.82%	1.77%	1.27%	0.98%	1.43%	1.20%	2.32%	2.78%	43	3,298	1.30%	
REARDAN	1.80%	1.64%	3.62%	0.99%	0.82%	1.64%	1.64%	0.66%	1.64%	1.32%	1.55%	1.31%	17	1,218	1.40%	
RIMROCK/WHITEPASS	0.37%	0.73%	0.00%	0.00%	0.36%	0.36%	0.71%	0.00%	0.00%	0.34%	0.00%	1.38%	1	289	0.35%	
RITZVILLE-BENGE	0.34%	0.68%	0.75%	1.04%	0.64%	0.64%	1.34%	1.12%	0.89%	0.30%	0.96%	0.85%	17	1,654	1.03%	
ROYAL CITY	1.02%	0.63%	0.72%	0.72%	1.15%	0.87%	1.06%	1.15%	1.53%	0.77%	0.97%	1.13%	14	2,018	0.69%	
SNOQUALMIE RIDGE 396	1.40%	1.68%	0.54%	0.77%	2.48%	0.37%	0.56%	0.65%	0.77%	0.42%	0.42%	0.51%	7	2,126	0.33%	
SNOQUALMIE PASS 434	1.68%	0.54%	0.43%	1.28%	1.08%	0.22%	0.87%	1.54%	0.87%	0.43%	0.22%	3.95%	9	464	1.94%	
SOUTH BEND	2.13%	1.38%	0.98%	0.93%	1.10%	0.82%	1.18%	0.95%	0.77%	3.79%	2.03%	3.95%	28	1,670	1.68%	
SOUTH PUGET RIFLE	1.67%	2.09%	1.35%	1.69%	1.26%	0.94%	1.55%	0.98%	2.00%	1.50%	1.17%	1.08%	46	2,822	1.63%	



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SPANGLE	1.45%	2.00%	1.27%	0.72%	1.27%	0.90%	1.09%	0.92%	1.65%	0.55%	0.37%	1.29%	5	541	0.92%	
SPRAGUE	1.78%	1.23%	2.66%	1.24%	0.53%	0.89%	1.44%	1.08%	0.90%	0.36%	0.92%	2.38%	16	547	2.93%	
STARBUCK	0.00%	0.66%	0.65%	0.00%	0.00%	1.91%	0.64%	0.63%	2.56%	0.00%	1.30%	0.00%	2	152	1.32%	
TIETON	0.51%	1.40%	0.89%	1.15%	0.77%	0.77%	1.04%	0.39%	0.52%	0.66%	0.39%	0.40%	6	751	0.80%	
TWISP	0.65%	0.65%	0.75%	0.50%	0.75%	0.90%	1.50%	0.94%	1.09%	0.75%	1.35%	1.29%	13	2,007	0.65%	
VADER	1.06%	1.44%	1.44%	1.25%	1.91%	0.29%	1.24%	1.15%	0.87%	0.99%	1.10%	2.00%	19	993	1.91%	
VASHON	3.84%	1.80%	1.15%	1.06%	0.99%	1.08%	1.06%	0.88%	1.18%	1.04%	1.66%	1.69%	77	5,417	1.42%	
WASHTUONA	0.71%	1.77%	0.70%	1.06%	0.35%	0.36%	0.71%	1.08%	1.09%	0.74%	0.00%	0.75%	1	266	0.38%	
WILBUR	0.94%	0.94%	0.56%	1.79%	0.66%	2.16%	1.22%	0.85%	1.22%	0.85%	0.47%	1.14%	16	1054	1.52%	
WILSON CREEK	3.18%	3.21%	0.00%	0.00%	1.10%	1.92%	1.10%	0.82%	1.10%	0.55%	1.10%	0.54%	4	368	1.09%	
WINTHROP	1.04%	3.45%	0.48%	0.39%	0.95%	2.08%	1.48%	0.92%	1.23%	0.97%	0.93%	0.67%	24	2,257	1.06%	
YACOLT	1.83%	1.17%	2.72%	1.66%	3.03%	1.05%	1.49%	1.11%	1.71%	2.21%	2.79%	1.46%	29	1,779	1.63%	
GRAND TOTAL	1.72%	1.39%	1.02%	1.04%	1.10%	1.08%	1.16%	1.02%	1.24%	1.08%	1.31%	1.30%	2,227	176,997	1.26%	

	September 2005			October 2005			November 2005			December 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%	3	0	100.00%	6	0	100.00%	1	0	100.00%
Ames Lake	12	0	100.00%	3	1	66.60%	9	0	100.00%	1	0	100.00%
Arlotta	15	0	100.00%	28	0	100.00%	22	0	100.00%	14	0	100.00%
Ashford	12	4	66.60%	32	0	100.00%	21	4	80.90%	20	4	80.00%
Basin City	6	0	100.00%	4	0	100.00%	4	0	100.00%	4	0	100.00%
Beaver	1	0	100.00%	3	0	100.00%	4	0	100.00%	3	0	100.00%
Blakely Island	2	0	100.00%	2	1	50.00%	2	0	100.00%	0	0	100.00%
Carnation	41	8	80.40%	15	1	93.30%	9	0	100.00%	11	0	100.00%
Cathlamet	12	0	100.00%	25	0	100.00%	18	2	88.80%	18	0	100.00%
Cheney / EWU	37	3	91.80%	20	0	100.00%	21	3	85.70%	20	1	95.00%
Chewelah	25	0	100.00%	20	1	95.00%	21	0	100.00%	17	0	100.00%
Chinook	2	0	100.00%	3	0	100.00%	1	0	100.00%	9	0	100.00%
Clallam Bay	3	0	100.00%	4	0	100.00%	3	0	100.00%	6	0	100.00%
Clearwater	0	0	100.00%	3	0	100.00%	0	0	100.00%	0	0	100.00%
Connell	9	0	100.00%	8	1	87.50%	10	0	100.00%	5	0	100.00%
Coulee City	11	0	100.00%	5	0	100.00%	3	2	33.30%	6	0	100.00%
Cowiche	5	0	100.00%	5	0	100.00%	3	0	100.00%	5	0	100.00%
Creston	3	0	100.00%	5	0	100.00%	2	0	100.00%	2	0	100.00%
Curtis	1	0	100.00%	11	0	100.00%	9	0	100.00%	4	0	100.00%
Davenport	10	0	100.00%	23	0	100.00%	13	0	100.00%	13	0	100.00%
East Sound	25	0	100.00%	22	1	95.40%	23	2	91.30%	25	1	96.00%
Edwall-Tyler	2	0	100.00%	5	0	100.00%	13	0	100.00%	11	0	100.00%
Elma	18	2	88.80%	30	1	96.60%	53	2	96.20%	46	1	97.80%
Eltopia	0	0	100.00%	1	0	100.00%	2	0	100.00%	1	0	100.00%
Eureka	2	1	50.00%	2	0	100.00%	1	0	100.00%	3	0	100.00%
Fall City	11	1	90.90%	23	0	100.00%	28	0	100.00%	34	0	100.00%
Forks	9	0	100.00%	14	0	100.00%	25	0	100.00%	21	0	100.00%
Fox Island	15	0	100.00%	8	0	100.00%	7	0	100.00%	17	1	94.10%
Friday Harbor	60	0	100.00%	65	0	100.00%	57	3	94.70%	107	3	97.10%
Gig Harbor	100	0	100.00%	183	1	99.40%	155	1	99.30%	158	1	99.30%
Glenoma	7	0	100.00%	17	1	94.10%	14	1	92.80%	13	2	84.60%
Hansville	7	1	85.70%	16	0	100.00%	10	0	100.00%	20	0	100.00%
Harrington	3	0	100.00%	3	0	100.00%	2	1	50.00%	10	0	100.00%
Humtulpis	2	0	100.00%	3	0	100.00%	3	0	100.00%	1	0	100.00%
Hunters	13	0	100.00%	1	0	100.00%	7	0	100.00%	6	1	83.30%
Kahlotus	1	0	100.00%	1	0	100.00%	2	0	100.00%	0	0	100.00%
Kettle Falls	29	0	100.00%	18	0	100.00%	20	1	95.00%	23	0	100.00%
Kingston	82	2	97.50%	87	0	100.00%	44	0	100.00%	44	1	97.70%
Lake Quinault	6	0	100.00%	1	0	100.00%	6	0	100.00%	8	1	87.50%
Lakebay	46	0	100.00%	49	0	100.00%	42	1	97.60%	57	0	100.00%
Lind	2	0	100.00%	2	0	100.00%	2	0	100.00%	2	0	100.00%
Long Beach	20	1	95.00%	51	3	94.10%	41	2	95.10%	43	0	100.00%

	September 2005			October 2005			November 2005			December 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	8	0	100.00%	17	0	100.00%	19	2	89.40%	14	1	92.80%
Mathews Corner	5	0	100.00%	8	0	100.00%	4	0	100.00%	3	0	100.00%
McCleary	9	0	100.00%	8	0	100.00%	10	0	100.00%	12	0	100.00%
Medical Lake	19	0	100.00%	7	0	100.00%	15	0	100.00%	21	1	95.20%
Mesa	0	0	100.00%	8	0	100.00%	5	0	100.00%	3	0	100.00%
Mineral	1	0	100.00%	1	0	100.00%	9	3	66.60%	12	2	83.30%
Montesano	21	0	100.00%	24	0	100.00%	27	1	96.20%	24	0	100.00%
Morton	17	1	94.10%	31	1	96.70%	19	2	89.40%	19	3	84.20%
Neah Bay	3	0	100.00%	3	0	100.00%	4	0	100.00%	8	0	100.00%
Nespelem	6	0	100.00%	10	0	100.00%	4	0	100.00%	2	0	100.00%
North Bend	35	1	97.10%	74	0	100.00%	65	1	98.40%	54	1	98.10%
North Vashon	7	0	100.00%	11	0	100.00%	15	0	100.00%	12	0	100.00%
Ocean Park	20	1	95.00%	36	1	97.20%	36	2	94.40%	23	0	100.00%
Ocosta	3	0	100.00%	4	1	75.00%	0	0	100.00%	6	0	100.00%
Odessa	5	0	100.00%	2	0	100.00%	6	0	100.00%	6	0	100.00%
Orting	49	2	95.90%	66	2	96.90%	54	3	94.40%	70	4	94.20%
Pacific Beach	12	0	100.00%	15	0	100.00%	12	0	100.00%	9	0	100.00%
Packwood	27	0	100.00%	10	3	70.00%	11	0	100.00%	17	3	82.30%
Pe Ell	4	0	100.00%	12	0	100.00%	45	0	100.00%	4	0	100.00%
Puget Island	1	0	100.00%	4	0	100.00%	7	0	100.00%	5	0	100.00%
Randle	19	0	100.00%	13	0	100.00%	9	3	66.60%	17	2	88.20%
Raymond	16	0	100.00%	65	1	98.40%	55	0	100.00%	24	0	100.00%
Reardan	8	0	100.00%	9	1	88.80%	8	0	100.00%	7	0	100.00%
Rimrock	1	0	100.00%	0	0	100.00%	3	0	100.00%	0	0	100.00%
Ritzville-Benge	3	0	100.00%	10	0	100.00%	11	0	100.00%	10	0	100.00%
Royal City	9	0	100.00%	16	0	100.00%	13	0	100.00%	6	0	100.00%
Snoqualmie Pass	1	0	100.00%	1	0	100.00%	17	0	100.00%	4	0	100.00%
Snoqualmie Ridge	4	0	100.00%	3	0	100.00%	5	1	80.00%	4	0	100.00%
South Bend	86	0	100.00%	16	0	100.00%	50	1	98.00%	16	1	93.70%
South Prairie	25	11	56.00%	21	2	90.40%	23	2	91.30%	29	2	93.50%
Spangle	2	0	100.00%	2	0	100.00%	3	0	100.00%	4	0	100.00%
Sprague	0	0	100.00%	3	0	100.00%	12	0	100.00%	13	0	100.00%
Starbuck	0	0	100.00%	2	0	100.00%	0	0	100.00%	1	0	100.00%
Tieton	3	0	100.00%	2	0	100.00%	1	0	100.00%	6	0	100.00%
Twisp	11	0	100.00%	16	0	100.00%	22	0	100.00%	8	0	100.00%
Vader	2	0	100.00%	5	0	100.00%	9	0	100.00%	12	0	100.00%
Valley	4	0	100.00%	8	0	100.00%	13	1	92.30%	7	0	100.00%
Vashon	28	0	100.00%	42	0	100.00%	64	0	100.00%	34	1	97.00%
Washucna	2	0	100.00%	0	0	100.00%	1	0	100.00%	1	0	100.00%
Wilbur	5	0	100.00%	2	0	100.00%	6	0	100.00%	10	0	100.00%
Wilson Creek	1	0	100.00%	2	0	100.00%	1	0	100.00%	1	0	100.00%
Winthrop	12	0	100.00%	14	0	100.00%	8	0	100.00%	10	0	100.00%
Yacolt	27	0	100.00%	20	0	100.00%	8	0	100.00%	17	1	94.10%
Total Washington	1191	39	96.71%	1447	24	98.32%	1447	47	96.73%	1374	39	97.14%

Standard is 95%

Use TRPR8141

and TRPR 8147

Trouble Tickets Over 72 Hours 480-120-440	August 2005			September 2005			October 2005			November 2005			December 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	5	0	100.00%	3	0	100.00%	3	0	100.00%	6	0	100.00%	1	0	100.00%
Ames Lake	10	0	100.00%	12	0	100.00%	3	1	66.60%	9	0	100.00%	1	0	100.00%
Arletta	23	0	100.00%	15	0	100.00%	28	0	100.00%	22	0	100.00%	14	0	100.00%
Ashford	14	0	100.00%	12	1	91.60%	32	0	100.00%	21	1	95.20%	20	3	85.00%
Basin City	5	0	100.00%	6	0	100.00%	4	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%	3	0	100.00%
Blakely Island	4	1	85.70%	2	0	100.00%	2	1	50.00%	2	0	100.00%	0	0	100.00%
Carnation	12	0	100.00%	41	1	97.50%	15	1	93.30%	9	0	100.00%	11	0	100.00%
Cathlamet	11	0	100.00%	12	0	100.00%	25	0	100.00%	18	1	94.40%	18	0	100.00%
Cheney / EWU	23	0	100.00%	37	1	97.20%	20	0	100.00%	21	1	95.20%	20	0	100.00%
Chewelah	18	0	100.00%	25	0	100.00%	20	0	100.00%	21	0	100.00%	17	0	100.00%
Chinook	5	0	100.00%	2	0	100.00%	3	0	100.00%	1	0	100.00%	9	0	100.00%
Clallam Bay	5	0	100.00%	3	0	100.00%	4	0	100.00%	3	0	100.00%	6	0	100.00%
Clearwater	1	0	100.00%	0	0	100.00%	3	0	100.00%	0	0	100.00%	0	0	100.00%
Connell	3	0	100.00%	9	0	100.00%	8	1	87.50%	10	0	100.00%	5	0	100.00%
Coulee City	16	0	100.00%	11	0	100.00%	5	0	100.00%	3	1	66.60%	6	0	100.00%
Cowiche	5	0	100.00%	5	0	100.00%	5	0	100.00%	3	0	100.00%	5	0	100.00%
Creston	6	0	100.00%	3	0	100.00%	5	0	100.00%	2	0	100.00%	2	0	100.00%
Curtis	4	0	100.00%	1	0	100.00%	11	0	100.00%	9	0	100.00%	4	0	100.00%
Davenport	13	1	92.30%	10	0	100.00%	23	0	100.00%	13	0	100.00%	13	0	100.00%
East Sound	23	1	95.60%	25	0	100.00%	22	0	100.00%	23	1	95.60%	25	1	96.00%
Edwall-Tyler	56	0	100.00%	2	0	100.00%	5	0	100.00%	13	0	100.00%	11	0	100.00%
Elma	15	0	100.00%	18	2	88.80%	30	0	100.00%	53	1	98.10%	46	0	100.00%
Eltopia	2	0	100.00%	0	0	100.00%	1	0	100.00%	2	0	100.00%	1	0	100.00%
Eureka	3	0	100.00%	2	0	100.00%	2	0	100.00%	1	0	100.00%	3	0	100.00%
Fall City	20	0	100.00%	11	0	100.00%	23	0	100.00%	28	0	100.00%	34	0	100.00%
Forks	21	0	100.00%	9	0	100.00%	14	0	100.00%	25	0	100.00%	21	0	100.00%
Fox Island	8	0	100.00%	15	0	100.00%	8	0	100.00%	7	0	100.00%	17	0	100.00%
Friday Harbor	43	0	100.00%	60	0	100.00%	65	0	100.00%	57	1	98.20%	107	2	98.10%
Gig Harbor	164	0	100.00%	100	0	100.00%	183	0	100.00%	155	0	100.00%	158	1	99.30%
Glenoma	11	1	90.90%	7	0	100.00%	17	1	94.10%	14	1	92.80%	13	0	100.00%
Hansville	8	0	100.00%	7	0	100.00%	16	0	100.00%	10	0	100.00%	20	0	100.00%
Harrington	5	0	100.00%	3	0	100.00%	3	0	100.00%	2	0	100.00%	10	0	100.00%
Humtulpis	2	0	100.00%	2	0	100.00%	3	0	100.00%	3	0	100.00%	1	0	100.00%
Hunters	7	0	100.00%	13	0	100.00%	1	0	100.00%	7	0	100.00%	6	1	83.30%
Kahlotus	0	0	100.00%	1	0	100.00%	1	0	100.00%	2	0	100.00%	0	0	100.00%
Kettle Falls	18	0	100.00%	29	0	100.00%	18	0	100.00%	20	1	95.00%	23	0	100.00%
Kingston	73	0	100.00%	82	0	100.00%	87	0	100.00%	44	0	100.00%	44	1	97.70%
Lake Quinault	6	0	100.00%	6	0	100.00%	1	0	100.00%	6	0	100.00%	8	0	100.00%
Lakebay	34	0	100.00%	46	0	100.00%	49	0	100.00%	42	1	97.60%	57	0	100.00%
Lind	2	0	100.00%	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	1	98.00%	41	1	97.50%	43	0	100.00%
Lopez	15	0	100.00%	8	0	100.00%	17	0	100.00%	19	0	100.00%	14	0	100.00%
Mathews Corner	4	0	100.00%	5	0	100.00%	8	0	100.00%	4	0	100.00%	3	0	100.00%
McCleary	5	0	100.00%	9	0	100.00%	8	0	100.00%	10	0	100.00%	12	0	100.00%
Medical Lake	34	0	100.00%	19	0	100.00%	7	0	100.00%	15	0	100.00%	21	1	95.20%
Mesa	3	0	100.00%	0	0	100.00%	8	0	100.00%	5	0	100.00%	3	0	100.00%
Mineral	11	0	100.00%	1	0	100.00%	1	0	100.00%	9	0	100.00%	12	0	100.00%
Montesano	11	0	100.00%	21	0	100.00%	24	0	100.00%	27	0	100.00%	24	0	100.00%
Morton	7	0	100.00%	17	0	100.00%	31	0	100.00%	19	4	77.70%	19	2	89.40%
Neah Bay	4	0	100.00%	3	0	100.00%	3	0	100.00%	4	0	100.00%	8	0	100.00%
Nespelem	7	0	100.00%	6	0	100.00%	10	0	100.00%	4	0	100.00%	2	0	100.00%
North Bend	59	0	100.00%	35	1	97.10%	74	0	100.00%	65	1	98.40%	54	0	100.00%
North Vashon	9	0	100.00%	7	0	100.00%	11	0	100.00%	15	0	100.00%	12	0	100.00%
Ocean Park	34	0	100.00%	20	1	95.00%	36	0	100.00%	36	0	100.00%	23	0	100.00%
Ocosta	1	0	100.00%	3	0	100.00%	4	0	100.00%	0	0	100.00%	6	0	100.00%
Odessa	8	0	100.00%	5	0	100.00%	2	0	100.00%	6	0	100.00%	6	0	100.00%
Orting	72	0	100.00%	49	1	97.90%	66	1	98.40%	54	3	94.40%	70	1	98.50%
Pacific Beach	7	0	100.00%	12	0	100.00%	15	0	100.00%	12	0	100.00%	9	0	100.00%
Packwood	21	1	95.20%	27	0	100.00%	10	2	80.00%	11	0	100.00%	17	2	88.20%
Pe Ell	16	0	100.00%	4	0	100.00%	12	0	100.00%	45	0	100.00%	4	0	100.00%
Puget Island	7	0	100.00%	1	0	100.00%	4	0	100.00%	7	0	100.00%	5	0	100.00%
Randle	8	0	100.00%	19	0	100.00%	13	0	100.00%	9	0	100.00%	17	0	100.00%

Trouble Tickets Over 72 Hours 480-120-440	August 2005			September 2005			October 2005			November 2005			December 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	19	0	100.00%	16	0	100.00%	65	1	98.40%	55	0	100.00%	24	0	100.00%
Reardan	10	0	100.00%	8	0	100.00%	9	1	88.80%	8	0	100.00%	7	0	100.00%
Rimrock	0	0	100.00%	1	0	100.00%	0	0	100.00%	3	0	100.00%	0	0	100.00%
Ritzville-Benge	10	0	100.00%	3	0	100.00%	10	0	100.00%	11	0	100.00%	10	0	100.00%
Royal City	23	0	100.00%	9	0	100.00%	16	0	100.00%	13	0	100.00%	6	0	100.00%
Snoqualmie Pass	3	1	66.60%	1	0	100.00%	1	0	100.00%	17	0	100.00%	4	0	100.00%
Snoqualmie Ridge	8	0	100.00%	4	0	100.00%	3	0	100.00%	5	0	100.00%	4	0	100.00%
South Bend	4	0	100.00%	86	0	100.00%	16	0	100.00%	50	0	100.00%	16	0	100.00%
South Prairie	33	0	100.00%	25	11	56.00%	21	0	100.00%	23	1	95.60%	29	1	96.50%
Spangle	5	0	100.00%	2	0	100.00%	2	0	100.00%	3	0	100.00%	4	0	100.00%
Sprague	1	0	100.00%	0	0	100.00%	3	0	100.00%	12	0	100.00%	13	0	100.00%
Starbuck	3	0	100.00%	0	0	100.00%	2	0	100.00%	0	0	100.00%	1	0	100.00%
Tieton	2	0	100.00%	3	0	100.00%	2	0	100.00%	1	0	100.00%	6	0	100.00%
Twisp	16	0	100.00%	11	0	100.00%	16	0	100.00%	22	0	100.00%	8	0	100.00%
Vader	5	0	100.00%	2	0	100.00%	5	0	100.00%	9	0	100.00%	12	0	100.00%
Valley	3	0	100.00%	4	0	100.00%	8	0	100.00%	13	1	92.30%	7	0	100.00%
Vashon	29	0	100.00%	28	0	100.00%	42	0	100.00%	64	0	100.00%	34	0	100.00%
Washtucna	1	0	100.00%	2	0	100.00%	0	0	100.00%	1	0	100.00%	1	0	100.00%
Wilbur	10	0	100.00%	5	0	100.00%	2	0	100.00%	6	0	100.00%	10	0	100.00%
Wilson Creek	2	0	100.00%	1	0	100.00%	2	0	100.00%	1	0	100.00%	1	0	100.00%
Winthrop	22	0	100.00%	12	0	100.00%	14	0	100.00%	8	0	100.00%	10	0	100.00%
Yacolt	14	0	100.00%	27	0	100.00%	20	0	100.00%	8	0	100.00%	17	0	100.00%
Total Washington	1294	6	99.57%	1191	20	98.31%	1447	11	99.23%	1447	21	98.52%	1374	16	98.82%

Use TRPR8141
and TRPR 8147



Quality of Service Washington State December 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	2,211
Total Number Service Orders Missed	126	159	172	142	142	179	213	185	261	211	550	492
Total Number Trouble Reports	2584	1857	1,980	2,069	1,982	2,069	1,923	2,314	2,057	2,357	2,438	2,267
Total Number Trouble Reports Missed	150	90	46	62	96	119	118	136	71	149	296	277
Commitments Met	95%	93%	94%	95%	95%	94%	93%	95%	93%	92%	77%	78%

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%	99.14%
% 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%	0.77%
% 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%	0.41%
Total Held Orders:	124	128	136	115	109	120	115	117	101	74	63	60
# Held - 0 - 29 Days:	96	96	107	93	89	101	64	57	45	35	29	19
# Held - 90 Days:	22	18	23	19	16	16	35	46	44	27	23	29
# Held - 180 Days:	6	14	6	3	4	3	16	14	12	12	11	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	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	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	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	4,077
Handled:	6,131	4,615	5,227	5,354	5,037	4,675	3,174	3,407	3,108	3,618	4,181	3,990
Service Level:	84%	92%	90%	80%	71%	61%	63%	88%	93%	90%	90%	84%

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	21,667
Handled:	28,176	26,003	33,251	26,059	23,203	26,220	21,265	27,656	27,061	22,881	19,641	19,814
Service Level:	59%	70%	60%	69%	60%	60%	55%	74%	66%	85%	72%	85%



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
December 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	December 2005	2 - Repaired cable on US Hwy 12
	October 2005	3 - Repaired cable:
	October 2005	3 - Meade Hill work order scheduled to install Digital System to remove AMLs out of range
Mesa	April 2005	6 - No Dial tone reports - trouble came clear while testing
Mineral	December 2005	6 Total - 4 @ Technician's error and 2 @ repaired cable on State Route 7