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STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION



February 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 – January, 2006

Dear Ms. Russell:

Enclosed please find the combined performance results for CenturyTel of Washington for January, 2006.

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, with a long horizontal stroke extending to the left.

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

Ty Lemaster

Mary Taylor

Dan Roso

Steve Densley

Ross Skinner



Trouble Ticket Report

January 2006

EXCHANGE	January 2006												No. of Trouble Tickets	No. of Access Lines	% of Trouble Tickets	Trouble Tickets Moved to Lower Index, cal 4% or below
	Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05	Jul 05	Aug 05	Sep 05	Oct 05	Nov 05	Dec 05				
ALMIRA	1.51%	1.52%	1.52%	0.44%	1.98%	1.34%	1.32%	1.55%	0.67%	2.01%	2.05%	0.69%	21	431	4.87%	
AMES LAKE	6.87%	1.62%	1.36%	3.69%	1.23%	1.26%	1.98%	2.13%	2.55%	1.72%	1.72%	1.15%	8	691	1.16%	
ARLETTA	1.37%	0.90%	0.59%	0.48%	1.02%	1.03%	0.55%	1.09%	0.95%	1.63%	1.23%	0.77%	45	3,340	1.35%	
ASHFORD	1.46%	2.10%	2.48%	1.28%	2.71%	1.51%	2.84%	1.87%	1.89%	3.53%	2.75%	2.75%	41	1,086	3.78%	
BASIN CITY	0.52%	0.65%	1.04%	0.65%	0.26%	1.18%	1.05%	1.34%	1.22%	1.10%	0.56%	1.00%	8	701	1.14%	
BEAVER	0.22%	0.88%	0.22%	0.22%	0.65%	0.22%	0.66%	0.66%	0.44%	0.88%	0.89%	0.90%	8	448	1.79%	
BLAKELY ISL	1.14%	0.57%	0.29%	0.57%	0.85%	0.56%	1.41%	3.10%	0.87%	0.88%	2.36%	0.89%	0	338	0.00%	
CARNATION	2.11%	1.00%	1.22%	3.47%	1.92%	1.24%	3.67%	0.97%	2.75%	1.03%	0.92%	1.32%	32	1,802	1.78%	
CATHLAMET	1.85%	2.57%	1.21%	0.78%	1.72%	1.71%	1.07%	1.21%	1.70%	4.05%	2.06%	2.49%	23	1,411	1.63%	
CHENEY / EWU	0.61%	0.40%	0.63%	0.55%	0.80%	0.91%	0.74%	0.91%	0.91%	0.57%	0.60%	0.50%	56	4,980	1.12%	
CHEWELAH / VALLEY	1.52%	1.08%	1.49%	1.67%	1.04%	1.67%	1.50%	1.27%	1.48%	1.16%	1.57%	1.11%	81	4,305	1.88%	
CHINOOK	0.95%	1.42%	0.47%	0.93%	1.63%	0.93%	2.11%	1.17%	0.48%	2.15%	0.72%	2.43%	8	407	1.97%	
CLALLAM BAY	1.26%	1.51%	0.25%	1.01%	1.15%	1.15%	0.77%	1.16%	0.64%	1.16%	1.16%	1.04%	20	770	2.60%	
CLEARWATER	1.53%	0.00%	0.74%	2.21%	0.00%	0.75%	0.00%	0.73%	0.00%	3.01%	0.00%	0.00%	5	139	3.60%	
CONNELL	0.56%	0.86%	0.99%	0.25%	0.56%	1.06%	0.57%	0.57%	0.63%	0.76%	0.89%	0.58%	19	1,556	1.22%	
COULEE CITY	2.00%	1.17%	1.18%	1.17%	1.51%	0.58%	0.35%	2.68%	1.77%	0.83%	0.96%	1.08%	12	826	1.45%	
COWICHE	2.13%	0.68%	0.58%	0.58%	1.37%	1.00%	1.49%	0.60%	0.60%	0.80%	0.99%	0.80%	7	1,004	0.70%	
CRESTON	2.20%	1.24%	2.20%	0.49%	0.73%	1.95%	0.97%	2.16%	0.72%	3.38%	0.49%	0.99%	3	408	0.74%	
CURTIS	1.04%	0.21%	0.82%	2.26%	0.00%	1.85%	1.22%	1.63%	1.00%	3.41%	3.39%	2.40%	8	500	1.60%	
DAVENPORT	0.83%	0.79%	0.79%	0.88%	0.88%	1.71%	1.48%	1.14%	0.70%	1.96%	0.95%	0.81%	24	2,098	1.14%	
EASTSOUND	1.66%	0.90%	0.69%	0.87%	0.76%	1.07%	1.48%	1.35%	1.07%	0.93%	1.04%	0.90%	46	4,777	0.96%	
EDWALL-TYLER	0.00%	0.73%	3.14%	0.48%	4.61%	1.96%	1.69%	1.46%	0.73%	1.21%	3.58%	3.58%	11	422	2.61%	
ELMA	1.52%	1.33%	1.08%	1.01%	1.06%	1.20%	0.94%	0.84%	0.76%	1.09%	1.83%	1.72%	89	4,455	2.00%	
ELTOPP/Apple Report	1.37%	0.34%	2.05%	1.68%	1.36%	0.34%	1.01%	1.37%	0.00%	0.34%	0.69%	1.05%	8	285	2.81%	



Trouble Ticket Report

January 2006

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	Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05	Jul 05	Aug 05	Sep 05	Oct 05	Nov 05	Dec 05				
EXCHANGE	1.94%	0.27%	1.63%	0.54%	0.81%	0.55%	1.37%	1.39%	0.56%	0.84%	0.56%	0.85%	4	357	1.12%	
EUREKA	1.68%	1.29%	1.16%	2.88%	1.16%	1.14%	0.95%	1.26%	0.66%	1.01%	1.39%	1.34%	60	3,415	1.76%	
FALL CITY	1.33%	0.99%	0.99%	0.54%	0.59%	0.49%	0.36%	0.85%	0.30%	0.50%	1.05%	0.77%	41	3,635	1.13%	
FORKS	0.91%	0.91%	0.58%	0.52%	3.03%	0.74%	0.34%	0.85%	1.03%	0.81%	0.76%	1.41%	36	1,694	2.13%	
FRIDAY HARBOR	1.45%	1.03%	1.11%	0.84%	1.24%	1.66%	1.23%	1.51%	1.31%	1.49%	1.41%	2.20%	87	6,799	1.28%	
GIG HARBOR	1.07%	0.87%	0.95%	0.90%	0.72%	0.72%	0.81%	0.98%	0.71%	0.98%	1.01%	1.02%	296	26,120	1.13%	
GLENOMA	4.38%	3.28%	2.21%	2.67%	1.34%	3.17%	3.19%	2.73%	3.01%	5.37%	3.94%	4.18%	15	424	3.54%	1
HANSVILLE	1.38%	0.98%	0.62%	1.30%	1.71%	1.77%	1.25%	1.82%	1.51%	1.42%	1.16%	1.54%	33	1,875	1.76%	
HARRINGTON	1.16%	0.97%	1.56%	0.39%	0.79%	0.60%	0.60%	1.78%	1.20%	0.80%	0.80%	3.04%	14	491	2.85%	
HUMPTULIPS	1.29%	1.29%	1.04%	1.82%	0.52%	0.27%	0.26%	0.79%	0.53%	0.80%	1.07%	0.82%	7	372	1.88%	
INCHELIUM/HUNTERS	2.36%	0.74%	0.87%	0.92%	0.59%	1.12%	0.73%	1.12%	1.17%	0.33%	0.66%	0.53%	13	1,493	0.87%	
KAHLOTUS	0.93%	0.47%	0.93%	0.47%	1.40%	1.41%	0.48%	0.48%	0.50%	0.50%	2.03%	0.00%	4	194	2.06%	
KETTLE FALLS	1.29%	0.78%	0.78%	1.07%	0.71%	1.72%	1.64%	1.68%	1.94%	1.30%	1.16%	1.50%	45	2,668	1.69%	
KINGSTON	1.85%	1.42%	1.64%	1.08%	1.03%	1.93%	0.93%	1.99%	2.16%	2.15%	1.29%	1.57%	89	5,214	1.71%	
LAKE QUINAULT	1.13%	2.10%	1.63%	0.82%	2.42%	1.46%	2.10%	1.28%	1.93%	0.49%	1.48%	2.45%	12	606	1.98%	
LAKEBAY	1.30%	0.85%	1.18%	0.96%	1.00%	1.41%	1.04%	1.12%	1.24%	1.57%	1.45%	1.53%	113	5,654	2.00%	
LIND	0.36%	0.36%	2.15%	1.26%	1.45%	0.73%	0.91%	0.92%	0.37%	0.93%	0.57%	0.38%	8	524	1.53%	
LONG BEACH	1.43%	1.35%	1.05%	1.00%	1.81%	1.53%	1.20%	1.18%	0.77%	1.97%	1.83%	1.54%	83	4,155	2.00%	
LOPEZ	1.50%	1.34%	0.96%	0.79%	1.17%	1.08%	1.20%	1.36%	0.71%	1.21%	1.25%	1.21%	17	2,390	0.71%	
MATHEWS CORNER	0.56%	0.56%	1.11%	1.09%	0.74%	0.75%	0.38%	1.74%	1.37%	1.79%	1.21%	1.23%	7	484	1.45%	
MCCLEARY	1.07%	0.86%	0.50%	1.22%	0.65%	0.87%	0.94%	1.09%	0.87%	1.08%	1.16%	1.03%	18	1,333	1.35%	
MEDICAL LAKE	0.74%	0.71%	0.90%	0.81%	1.20%	0.91%	0.72%	1.67%	1.12%	0.59%	0.85%	1.05%	45	3,045	1.48%	
MESA	0.94%	0.63%	0.65%	4.19%	1.29%	0.32%	0.00%	0.98%	0.98%	2.91%	1.94%	0.97%	8	305	2.62%	
MINER	2.77%	1.84%	3.34%	1.82%	0.61%	2.17%	2.50%	3.13%	1.26%	0.95%	3.85%	5.13%	11	313	3.51%	



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EXCHANGE	1.28%	0.87%	0.85%	0.66%	0.73%	0.98%	0.78%	0.83%	1.03%	1.18%	1.12%	0.85%	56	3,956	1.42%	
MONTESANO	2.45%	1.21%	1.80%	0.84%	1.49%	2.15%	1.03%	1.04%	1.62%	2.51%	1.61%	1.68%	20	1,542	1.30%	
MORTON	0.94%	0.74%	0.63%	1.27%	0.42%	0.74%	0.53%	0.64%	0.53%	0.65%	0.54%	0.97%	6	929	0.65%	
NEAH BAY	0.87%	2.01%	1.56%	1.41%	2.30%	1.16%	1.75%	1.74%	1.32%	1.59%	1.32%	0.87%	13	682	1.91%	
NESPELEM	1.24%	0.69%	0.96%	1.85%	0.76%	0.66%	0.63%	1.12%	0.78%	1.40%	1.14%	0.97%	84	8,623	0.97%	
NORTH BEND 831/888	1.43%	0.71%	1.21%	1.44%	1.01%	1.24%	1.02%	1.17%	1.24%	1.32%	1.62%	1.34%	39	1,341	2.91%	
NORTH VASHON	1.35%	0.80%	0.99%	0.72%	1.10%	1.21%	1.18%	1.63%	0.95%	1.39%	1.73%	1.10%	46	3,624	1.27%	
OCEAN PARK	0.65%	1.08%	0.87%	1.09%	1.10%	0.44%	1.11%	0.67%	0.92%	1.14%	0.00%	3.04%	10	427	2.34%	
OCESTA	0.52%	0.62%	0.83%	0.62%	1.68%	0.53%	1.17%	1.17%	0.75%	0.65%	1.30%	1.20%	18	916	1.97%	
ODESSA	2.14%	1.08%	1.15%	1.24%	1.29%	1.18%	1.02%	1.49%	1.08%	1.38%	1.10%	1.34%	86	7,089	1.21%	
ORTING	1.11%	1.32%	1.11%	1.01%	1.43%	1.33%	1.03%	0.93%	1.77%	1.97%	1.44%	1.74%	23	978	2.35%	
PACIFIC BEACH	0.75%	1.43%	0.75%	0.60%	2.61%	2.45%	3.06%	1.71%	2.24%	1.20%	1.06%	1.36%	21	1,312	1.60%	
PACKWOOD	2.36%	1.93%	1.36%	1.84%	1.39%	0.82%	0.93%	2.83%	0.95%	2.26%	3.48%	1.08%	21	834	2.52%	
PE ELL	1.97%	2.43%	1.76%	0.66%	1.77%	2.66%	2.25%	1.82%	0.89%	2.26%	1.81%	3.17%	18	438	4.11%	
PUGET ISLAND	1.36%	1.44%	1.18%	1.54%	2.00%	3.38%	1.56%	1.20%	2.31%	2.41%	1.59%	2.35%	46	1,063	4.33%	
RAYMOND-LEBAM	1.27%	0.70%	1.02%	0.82%	1.77%	1.27%	0.98%	1.43%	1.20%	2.32%	2.78%	1.30%	101	3,281	3.08%	
REARDAN	1.64%	3.62%	0.99%	0.82%	1.64%	1.64%	0.66%	1.64%	1.32%	1.55%	1.31%	1.40%	40	1,212	3.30%	
RIMROCK/WHITEPASS	0.73%	0.00%	0.00%	0.36%	0.36%	0.71%	0.00%	0.00%	0.34%	0.00%	1.38%	0.35%	4	291	1.37%	
RITZVILLE-BENGE	0.68%	0.75%	1.04%	0.64%	0.64%	1.34%	1.12%	0.89%	0.30%	0.96%	0.85%	1.03%	9	1,652	0.54%	
ROYAL CITY	0.63%	0.72%	0.72%	1.15%	0.87%	1.06%	1.15%	1.53%	0.77%	0.97%	1.13%	0.69%	35	2,011	1.74%	
SNOQUALMIE RIDGE 396	1.68%	0.54%	0.77%	2.48%	0.37%	0.56%	0.65%	0.77%	0.42%	0.42%	0.51%	0.33%	7	2,079	0.34%	
SNOQUALMIE PASS 434	0.54%	0.43%	1.28%	1.08%	0.22%	0.87%	1.54%	0.87%	0.43%	0.22%	3.95%	1.94%	0	464	0.00%	
SOUTH BEND	1.38%	0.98%	0.93%	1.10%	0.82%	1.18%	0.95%	0.77%	3.79%	2.03%	3.95%	1.68%	35	1,666	2.10%	
SOUTH FORK PUYE	2.09%	1.35%	1.69%	1.26%	0.94%	1.55%	0.98%	2.00%	1.50%	1.17%	1.08%	1.63%	36	2,778	1.30%	



Trouble Ticket Report

January 2006

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SPANGLE	2.00%	1.27%	0.72%	1.27%	0.90%	1.09%	0.92%	1.65%	0.55%	0.37%	1.29%	0.92%	6	541	1.11%	
SPRAGUE	1.23%	2.66%	1.24%	0.53%	0.89%	1.44%	1.08%	0.90%	0.36%	0.92%	2.38%	2.93%	11	545	2.02%	
STARBUCK	0.66%	0.65%	0.00%	0.00%	1.91%	0.64%	0.63%	2.56%	0.00%	1.30%	0.00%	1.32%	2	152	1.32%	
THELTON	1.40%	0.89%	1.15%	0.77%	0.77%	1.04%	0.39%	0.52%	0.66%	0.39%	0.40%	0.80%	11	739	1.49%	
TWISP	0.65%	0.75%	0.50%	0.75%	0.90%	1.50%	0.94%	1.09%	0.75%	1.35%	1.29%	0.65%	28	1,999	1.40%	
VADER	1.44%	1.44%	1.25%	1.91%	0.29%	1.24%	1.15%	0.87%	0.99%	1.10%	2.00%	1.91%	17	985	1.73%	
VASHON	1.80%	1.15%	1.06%	0.99%	1.08%	1.06%	0.88%	1.18%	1.04%	1.66%	1.69%	1.42%	93	5,393	1.72%	
WASHTUCNA	1.77%	0.70%	1.06%	0.35%	0.36%	0.71%	1.08%	1.09%	0.74%	0.00%	0.75%	0.38%	5	264	1.89%	
WILBUR	0.94%	0.56%	1.79%	0.66%	2.16%	1.22%	0.85%	1.22%	0.85%	0.47%	1.14%	1.52%	21	1048	2.00%	
WILSON CREEK	3.21%	0.00%	0.00%	1.10%	1.92%	1.10%	0.82%	1.10%	0.55%	1.10%	0.54%	1.09%	5	369	1.36%	
WINTHROP	3.45%	0.48%	0.39%	0.95%	2.08%	1.48%	0.92%	1.23%	0.97%	0.93%	0.67%	1.06%	31	2,237	1.39%	
YACOLT	1.17%	2.72%	1.66%	3.03%	1.05%	1.49%	1.11%	1.71%	2.21%	2.79%	1.46%	1.63%	25	1,780	1.40%	
GRAND TOTAL	1.39%	1.02%	1.04%	1.10%	1.08%	1.16%	1.02%	1.24%	1.08%	1.31%	1.30%	1.26%	2,678	175,980	1.52%	

Trouble Tickets Over 48 Hours 480-120-440	January 2006			February 2006			March 2006			April 2006			TOT OOS
	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	9	2	82.70%		0	100.00%		0	100.00%		0	100.00%	
Ames Lake	2	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Arletta	20	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Ashford	29	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Basin City	4	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Beaver	6	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Blakely Island	0	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Carnation	21	1	95.20%		0	100.00%		0	100.00%		0	100.00%	
Cathlamet	9	1	88.80%		0	100.00%		0	100.00%		0	100.00%	
Cheney / EWU	42	3	92.80%		0	100.00%		0	100.00%		0	100.00%	
Chewelah	22	2	90.90%		0	100.00%		0	100.00%		0	100.00%	
Chinook	6	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Clallam Bay	8	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Clearwater	1	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Connell	14	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Coulee City	7	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Cowiche	5	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Creston	3	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Curtis	7	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Davenport	13	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
East Sound	22	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Edwall-Tyler	10	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Elma	51	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Eltopia	3	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Eureka	3	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Fall City	41	2	95.10%		0	100.00%		0	100.00%		0	100.00%	
Forks	24	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Fox Island	26	1	96.10%		0	100.00%		0	100.00%		0	100.00%	
Friday Harbor	46	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Gig Harbor	170	1	99.40%		0	100.00%		0	100.00%		0	100.00%	
Glenoma	10	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Hansville	16	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Harrington	6	1	83.30%		0	100.00%		0	100.00%		0	100.00%	
Humptulips	5	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Hunters	9	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Kahlotus	3	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Kettle Falls	21	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Kingston	57	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Lake Quinault	9	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Lakebay	66	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Lind	5	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Long Beach	51	4	92.10%		0	100.00%		0	100.00%		0	100.00%	

Trouble Tickets Over 48 Hours 480-120-440	January 2006			February 2006			March 2006			April 2006			TOT OOS
	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	1	87.50%		0	100.00%		0	100.00%		0	100.00%	
Mathews Corner	6	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
McCleary	9	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Medical Lake	24	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Mesa	8	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Mineral	9	5	44.40%		0	100.00%		0	100.00%		0	100.00%	
Montesano	32	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Morton	11	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Neah Bay	6	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Nespelem	9	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
North Bend	52	1	98.00%		0	100.00%		0	100.00%		0	100.00%	
North Vashon	27	1	96.20%		0	100.00%		0	100.00%		0	100.00%	
Ocean Park	34	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Ocosta	4	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Odessa	13	1	92.30%		0	100.00%		0	100.00%		0	100.00%	
Orting	58	2	96.50%		0	100.00%		0	100.00%		0	100.00%	
Pacific Beach	11	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Packwood	10	1	90.00%		0	100.00%		0	100.00%		0	100.00%	
Pe Ell	14	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Puget Island	6	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Randle	33	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Raymond	63	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Rearadan	24	1	95.80%		0	100.00%		0	100.00%		0	100.00%	
Rimrock	1	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Ritzville-Benge	4	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Royal City	23	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Snoqualmie Pass	0	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Snoqualmie Ridge	1	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
South Bend	22	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
South Prairie	19	1	94.70%		0	100.00%		0	100.00%		0	100.00%	
Spangle	5	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Sprague	9	1	88.80%		0	100.00%		0	100.00%		0	100.00%	
Starbuck	2	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Tieton	4	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Twisp	19	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Vader	9	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Valley	15	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Vashon	47	1	97.80%		0	100.00%		0	100.00%		0	100.00%	
Washtucna	4	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Wilbur	15	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Wilson Creek	3	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Winthrop	14	1	92.80%		0	100.00%		0	100.00%		0	100.00%	
Yacolt	12	0	100.00%		0	100.00%		0	100.00%		0	100.00%	
Total Washington	1581	35	97.80%	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0

Standard is 95%

Used Total OOS column TRPR8141

Use TRPR8141

Used TRPR8147 Trouble Index Summary OOS w/I 48 Hours column

and TRPR 8147

Trouble Tickets Over 72 Hours 480-120-440	January 2006			February 2006			March 2006			April 2006			May 2006	
	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
Almira	9	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Ames Lake	2	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Arletta	20	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Ashford	29	1	96.50%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Basin City	4	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Beaver	6	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Blakely Island	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Carnation	21	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Cathlamet	9	1	88.80%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Cheney / EWU	42	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Chewelah	22	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Chinook	6	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Clallam Bay	8	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Clearwater	1	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Connell	14	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Coulee City	7	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Cowiche	5	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Creston	3	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Curtis	7	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Davenport	13	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
East Sound	22	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Edwall-Tyler	10	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Elma	51	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Eltopia	3	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Eureka	3	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Fall City	41	1	97.50%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Forks	24	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Fox Island	26	1	96.10%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Friday Harbor	46	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Gig Harbor	170	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Glenoma	10	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Hansville	16	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Harrington	6	1	83.30%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Humptulips	5	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Hunters	9	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Kahlotus	3	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Kettle Falls	21	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Kingston	57	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Lake Quinault	9	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Lakebay	66	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Lind	5	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Long Beach	51	3	94.10%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Lopez	8	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Mathews Corner	6	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
McCleary	9	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Medical Lake	24	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Mesa	8	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Mineral	9	3	66.60%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Montesano	32	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Morton	11	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Neah Bay	6	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Nespelem	9	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
North Bend	52	1	98.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
North Vashon	27	1	96.20%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Ocean Park	34	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Ocosta	4	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Odessa	13	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Orting	58	1	98.20%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Pacific Beach	11	0	100.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0
Packwood	10	1	90.00%	0	0	100.00%	0	0	100.00%	0	0	100.00%	0	0

Trouble Tickets Over 72 Hours 480-120-440	January 2006			February 2006			March 2006			April 2006			May 2006	
	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
Pe Ell	14	0	100.00%		0	100.00%		0	100.00%		0	100.00%		0
Puget Island	6	0	100.00%		0	100.00%		0	100.00%		0	100.00%		0
Randle	33	0	100.00%		0	100.00%		0	100.00%		0	100.00%		0
Raymond	63	0	100.00%		0	100.00%		0	100.00%		0	100.00%		0
Reardan	24	0	100.00%		0	100.00%		0	100.00%		0	100.00%		0
Rimrock	1	0	100.00%		0	100.00%		0	100.00%		0	100.00%		0
Ritzville-Benge	4	0	100.00%		0	100.00%		0	100.00%		0	100.00%		0
Royal City	23	0	100.00%		0	100.00%		0	100.00%		0	100.00%		0
Snoqualmie Pass	0	0	100.00%		0	100.00%		0	100.00%		0	100.00%		0
Snoqualmie Ridge	1	0	100.00%		0	100.00%		0	100.00%		0	100.00%		0
South Bend	22	0	100.00%		0	100.00%		0	100.00%		0	100.00%		0
South Prairie	19	1	94.70%		0	100.00%		0	100.00%		0	100.00%		0
Spangle	5	0	100.00%		0	100.00%		0	100.00%		0	100.00%		0
Sprague	9	1	88.80%		0	100.00%		0	100.00%		0	100.00%		0
Starbuck	2	0	100.00%		0	100.00%		0	100.00%		0	100.00%		0
Tieton	4	0	100.00%		0	100.00%		0	100.00%		0	100.00%		0
Twisp	19	0	100.00%		0	100.00%		0	100.00%		0	100.00%		0
Vader	9	0	100.00%		0	100.00%		0	100.00%		0	100.00%		0
Valley	15	0	100.00%		0	100.00%		0	100.00%		0	100.00%		0
Vashon	47	1	97.80%		0	100.00%		0	100.00%		0	100.00%		0
Washtucna	4	0	100.00%		0	100.00%		0	100.00%		0	100.00%		0
Wilbur	15	0	100.00%		0	100.00%		0	100.00%		0	100.00%		0
Wilson Creek	3	0	100.00%		0	100.00%		0	100.00%		0	100.00%		0
Winthrop	14	1	92.80%		0	100.00%		0	100.00%		0	100.00%		0
Yacolt	12	0	100.00%		0	100.00%		0	100.00%		0	100.00%		0
Total Washington	1581	19	98.78%	0	0	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!	0	0

Use Total OOS column TRPR8141

Use TRPR8141
and TRPR 8147

Used TRPR8147 Trouble Index Summary OOS w/ 72 Hours column



**Quality of Service
Washington State
January 2006**

WAC 480-120-439

Missed Appointment Report Includes Trouble Tickets, Installs and Repairs												
	Jan 06	Feb 06	Mar 06	Apr 06	May 06	Jun 06	Jul 06	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06
Total Number Service Orders	2277											
Total Number Service Orders Missed	244											
Total Number Trouble Reports	2679											
Total Number Trouble Reports Missed	266											
Commitments Met	89%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	78%

WAC 480-120-439

Installation/Activation of Basic Service (Held Orders)												
	Jan 06	Feb 06	Mar 06	Apr 06	May 06	Jun 06	Jul 06	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06
% Held this Period (Goal 90%)	98.55%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
% Held Over 90 Days (Goal 1%)	0.70%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
% Held Over 180 Days (Goal 0%)	0.67%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Total Held Orders:	72	0	0	0	0	0	0	0	0	0	0	0
# Held - 0 - 29 Days:	33											
# Held - 90 Days:	18											
# Held - 180 Days:	21											

WAC 480-120-412

Major Outages Over 48 Hours												
	Jan 06	Feb 06	Mar 06	Apr 06	May 06	Jun 06	Jul 06	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06
# Over 48 Hours:	None											

WAC 480-120-401

Trunk Blocking Report

	Jan 06	Feb 06	Mar 06	Apr 06	May 06	Jun 06	Jul 06	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06
On Track for Month?	Yes											
Exception:												
Switches - Dial Service												
On Track for Month?	Jan 06	Feb 06	Mar 06	Apr 06	May 06	Jun 06	Jul 06	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06
	Yes											

WAC 480-120-133

Business Office / Repair Answering Reports

Repair Center												
	Jan 06	Feb 06	Mar 06	Apr 06	May 06	Jun 06	Jul 06	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06
Offered:	4,534											
Handled:	4,483											
Service Level:	94%											

Call Center

	Jan 06	Feb 06	Mar 06	Apr 06	May 06	Jun 06	Jul 06	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06
Offered:	23,465											
Handled:	22,125											
Service Level:	83%											



WASHINGTON STATE
DETAIL OF TICKETS EXCLUDED
FROM TROUBLE INDEX REPORT

January 2006

EXCHANGE	TOTAL EXCLUDED	REASON
Almira	1	Wrong Code/DSL Problem
Almira	1	Wrong Code Line Verification Requested by Qwest
Randle	1	Ped hit by mower



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
January 2006

EXCHANGE	Month/Year	REASON TROUBLE INDEX IS OVER 4 %
Almira	January 2006	2 - Translation trouble
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;
Mesa	October 2005	3 - Meade Hill work order scheduled to install Digital System to remove AMLs out of range
	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
Puget Island	January 2006	3 - System 706 Siscoore Noisy