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STATE OF WASH.  
UTIL. AND TRANSP.  
COMMISSION

March 14, 2006

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

Attention: Kristen Russell  
Robert Williamson

Reference: SERVICE QUALITY PERFORMANCE REPORT – February, 2006

Dear Ms. Russell:

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

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

## February 2006

EXCHANGE	February 2006												No. of Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. goal 4% or below
	Feb 05	Mar 05	Apr 05	May 05	Jun 05	Jul 05	Aug 05	Sep 05	Oct 05	Nov 05	Dec 05	Jan 06			
ALMIRA	1.52%	1.52%	0.44%	1.98%	1.34%	1.32%	1.55%	0.67%	2.01%	2.05%	0.69%	4.87%	1	0.23%	
AMES LAKE	1.62%	1.36%	3.69%	1.23%	1.26%	1.98%	2.13%	2.55%	1.72%	1.72%	1.15%	1.16%	6	0.87%	
ARLETTA	0.90%	0.59%	0.48%	1.02%	1.03%	0.55%	1.09%	0.95%	1.63%	1.23%	0.77%	1.35%	47	1.42%	
ASHFORD	2.10%	2.48%	1.28%	2.71%	1.51%	2.84%	1.87%	1.89%	3.53%	2.75%	2.75%	3.78%	29	2.69%	
BASIN CITY	0.65%	1.04%	0.65%	0.26%	1.18%	1.05%	1.34%	1.22%	1.10%	0.56%	1.00%	1.14%	5	0.72%	
BEAVER	0.88%	0.22%	0.22%	0.65%	0.22%	0.66%	0.66%	0.44%	0.88%	0.89%	0.90%	1.79%	10	2.25%	
BLAKELY ISL	0.57%	0.29%	0.57%	0.85%	0.56%	1.41%	3.10%	0.87%	0.88%	2.36%	0.89%	0.00%	0	0.00%	
CARNATION	1.00%	1.22%	3.47%	1.92%	1.24%	3.67%	0.97%	2.75%	1.03%	0.92%	1.32%	1.78%	37	2.06%	
CATHLAMET	2.57%	1.21%	0.78%	1.72%	1.71%	1.07%	1.21%	1.70%	4.05%	2.06%	2.49%	1.63%	35	2.49%	
CHENEY / EWU	0.40%	0.63%	0.55%	0.80%	0.91%	0.74%	0.91%	0.91%	0.57%	0.60%	0.50%	1.12%	47	0.95%	
CHEWELAH / VALLEY	1.08%	1.49%	1.67%	1.04%	1.67%	1.50%	1.27%	1.48%	1.16%	1.57%	1.11%	1.88%	59	1.37%	
CHINOOK	1.42%	0.47%	0.93%	1.63%	0.93%	2.11%	1.17%	0.48%	2.15%	0.72%	2.43%	1.97%	5	1.24%	
CLALLAM BAY	1.51%	0.25%	1.01%	1.15%	1.15%	0.77%	1.16%	0.64%	1.16%	1.16%	1.04%	2.60%	17	2.22%	
CLEARWATER	0.00%	0.74%	2.21%	0.00%	0.75%	0.00%	0.73%	0.00%	3.01%	0.00%	0.00%	3.60%	3	2.17%	
CONNELL	0.86%	0.99%	0.25%	0.56%	1.06%	0.57%	0.57%	0.63%	0.76%	0.89%	0.58%	1.22%	8	0.51%	
COULEE CITY	1.17%	1.18%	1.17%	1.51%	0.58%	0.35%	2.68%	1.77%	0.83%	0.96%	1.08%	1.45%	5	0.60%	
COWICHE	0.68%	0.58%	0.58%	1.37%	1.00%	1.49%	0.60%	0.60%	0.80%	0.99%	0.80%	0.70%	5	0.50%	
CRESTON	1.24%	2.20%	0.49%	0.73%	1.95%	0.97%	2.16%	0.72%	3.38%	0.49%	0.99%	0.74%	2	0.49%	
CURTIS	0.21%	0.82%	2.26%	0.00%	1.85%	1.22%	1.63%	1.00%	3.41%	3.39%	2.40%	1.60%	6	1.20%	
DAVENPORT	0.79%	0.79%	0.88%	0.88%	1.71%	1.48%	1.14%	0.70%	1.96%	0.95%	0.81%	1.14%	9	0.43%	
EASTSOUND	0.90%	0.69%	0.87%	0.76%	1.07%	1.48%	1.35%	1.07%	0.93%	1.04%	0.90%	0.96%	30	0.63%	
EDWALL-TYLER	0.73%	3.14%	0.48%	4.61%	1.96%	1.69%	1.46%	0.73%	1.21%	3.58%	3.58%	2.61%	11	2.63%	
ELMA	1.33%	1.08%	1.01%	1.06%	1.20%	0.94%	0.84%	0.76%	1.09%	1.83%	1.72%	2.00%	95	2.15%	
ELTOPTABLE Report	0.34%	2.05%	1.68%	1.36%	0.34%	1.01%	1.37%	0.00%	0.34%	0.69%	1.05%	2.81%	2	0.70%	



# Trouble Ticket Report

## February 2006

EXCHANGE	February 2006												No. of Trouble Tickets	No. of Access Lines	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. (all 4% or below)
	Feb 05	Mar 05	Apr 05	May 05	Jun 05	Jul 05	Aug 05	Sep 05	Oct 05	Nov 05	Dec 05	Jan 06				
EUREKA	0.27%	1.63%	0.54%	0.81%	0.55%	1.37%	1.39%	0.56%	0.84%	0.56%	0.85%	1.12%	5	355	1.41%	
FALL CITY	1.29%	1.16%	2.88%	1.16%	1.14%	0.95%	1.26%	0.66%	1.01%	1.39%	1.34%	1.76%	39	3,392	1.15%	
FORKS	0.99%	0.99%	0.54%	0.59%	0.49%	0.36%	0.85%	0.30%	0.50%	1.05%	0.77%	1.13%	33	3,626	0.91%	
FOX ISLAND	0.91%	0.58%	0.52%	3.03%	0.74%	0.34%	0.85%	1.03%	0.81%	0.76%	1.41%	2.13%	27	1,670	1.62%	
FRIDAY HARBOR	1.03%	1.11%	0.84%	1.24%	1.66%	1.23%	1.51%	1.31%	1.49%	1.41%	2.20%	1.28%	93	6,788	1.37%	
GIG HARBOR	0.87%	0.95%	0.90%	0.72%	0.72%	0.81%	0.98%	0.71%	0.98%	1.01%	1.02%	1.13%	276	25,969	1.06%	
GLENOMA	3.28%	2.21%	2.67%	1.34%	3.17%	3.19%	2.73%	3.01%	5.37%	3.94%	4.18%	3.54%	14	422	3.32%	6
HANSVILLE	0.98%	0.62%	1.30%	1.71%	1.77%	1.25%	1.82%	1.51%	1.42%	1.16%	1.54%	1.76%	23	1,870	1.23%	
HARRINGTON	0.97%	1.56%	0.39%	0.79%	0.60%	0.60%	1.78%	1.20%	0.80%	0.80%	3.04%	2.85%	8	488	1.64%	
HUMPTULIPS	1.29%	1.04%	1.82%	0.52%	0.27%	0.26%	0.79%	0.53%	0.80%	1.07%	0.82%	1.88%	5	368	1.36%	
INCHELIUM/HUNTERS	0.74%	0.87%	0.92%	0.59%	1.12%	0.73%	1.12%	1.17%	0.33%	0.66%	0.53%	0.87%	14	1,500	0.93%	
KAHOTUS	0.47%	0.93%	0.47%	1.40%	1.41%	0.48%	0.48%	0.50%	0.50%	2.03%	0.00%	2.06%	3	194	1.55%	
KETTLE FALLS	0.78%	0.78%	1.07%	0.71%	1.72%	1.64%	1.68%	1.94%	1.30%	1.16%	1.50%	1.69%	42	2,678	1.57%	
KINGSTON	1.42%	1.64%	1.08%	1.03%	1.93%	0.93%	1.99%	2.16%	2.15%	1.29%	1.57%	1.71%	95	5,191	1.83%	
LAKE QUINAULT	2.10%	1.63%	0.82%	2.42%	1.46%	2.10%	1.28%	1.93%	0.49%	1.48%	2.45%	1.98%	12	607	1.98%	
LAKEBAY	0.85%	1.18%	0.96%	1.00%	1.41%	1.04%	1.12%	1.24%	1.57%	1.45%	1.53%	2.00%	161	5,631	2.86%	
LIND	0.36%	2.15%	1.26%	1.45%	0.73%	0.91%	0.92%	0.37%	0.93%	0.57%	0.38%	1.53%	4	520	0.77%	
LONG BEACH	1.35%	1.05%	1.00%	1.81%	1.53%	1.20%	1.18%	0.77%	1.97%	1.83%	1.54%	2.00%	50	4,153	1.20%	
LOPEZ	1.34%	0.96%	0.79%	1.17%	1.08%	1.20%	1.36%	0.71%	1.21%	1.25%	1.21%	0.71%	22	2,390	0.92%	
MATHEWS CORNER	0.56%	1.11%	1.09%	0.74%	0.75%	0.38%	1.74%	1.37%	1.79%	1.21%	1.23%	1.45%	3	477	0.63%	
MCCLEARY	0.86%	0.50%	1.22%	0.65%	0.87%	0.94%	1.09%	0.87%	1.08%	1.16%	1.03%	1.35%	25	1,324	1.89%	
MEDICAL LAKE	0.71%	0.90%	0.81%	1.20%	0.91%	0.72%	1.67%	1.12%	0.59%	0.85%	1.05%	1.48%	23	3,031	0.76%	
MESA	0.63%	0.65%	4.19%	1.29%	0.32%	0.00%	0.98%	0.98%	2.91%	1.94%	0.97%	2.62%	4	300	1.33%	
MINERAL	1.84%	3.34%	1.82%	0.61%	2.17%	2.50%	3.13%	1.26%	0.95%	3.85%	5.13%	3.51%	5	316	1.58%	



# Trouble Ticket Report

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	Feb 05	Mar 05	Apr 05	May 05	Jun 05	Jul 05	Aug 05	Sep 05	Oct 05	Nov 05	Dec 05	Jan 06				
MONTESANO	0.87%	0.85%	0.66%	0.73%	0.98%	0.78%	0.83%	1.03%	1.18%	1.12%	0.85%	1.42%	61	3,931	1.55%	
MORTON	1.21%	1.80%	0.84%	1.49%	2.15%	1.03%	1.04%	1.62%	2.51%	1.61%	1.68%	1.30%	20	1,517	1.32%	
NEAH BAY	0.74%	0.63%	1.27%	0.42%	0.74%	0.53%	0.64%	0.53%	0.65%	0.54%	0.97%	0.65%	13	935	1.39%	
NESPELEM	2.01%	1.56%	1.41%	2.30%	1.16%	1.75%	1.74%	1.32%	1.59%	1.32%	0.87%	1.91%	9	671	1.34%	
NORTH BEND 831/888	0.69%	0.96%	1.85%	0.76%	0.66%	0.63%	1.12%	0.78%	1.40%	1.14%	0.97%	0.97%	87	8,541	1.02%	
NORTH VASHON	0.71%	1.21%	1.44%	1.01%	1.24%	1.02%	1.17%	1.24%	1.32%	1.62%	1.34%	2.91%	31	1,337	2.32%	
OCEAN PARK	0.80%	0.99%	0.72%	1.10%	1.21%	1.18%	1.63%	0.95%	1.39%	1.73%	1.10%	1.27%	50	3,612	1.38%	
OCOSTA	1.08%	0.87%	1.09%	1.10%	0.44%	1.11%	0.67%	0.92%	1.14%	0.00%	3.04%	2.34%	6	428	1.40%	
ODESSA	0.62%	0.83%	0.62%	1.68%	0.53%	1.17%	1.17%	0.75%	0.65%	1.30%	1.20%	1.97%	7	915	0.77%	
ORTING	1.08%	1.15%	1.24%	1.29%	1.18%	1.02%	1.49%	1.08%	1.38%	1.10%	1.34%	1.21%	79	7,034	1.12%	
PACIFIC BEACH	1.32%	1.11%	1.01%	1.43%	1.33%	1.03%	0.93%	1.77%	1.97%	1.44%	1.74%	2.35%	14	974	1.44%	
PACKWOOD	1.43%	0.75%	0.60%	2.61%	2.45%	3.06%	1.71%	2.24%	1.20%	1.06%	1.36%	1.60%	23	1,310	1.76%	
PE ELL	1.93%	1.36%	1.84%	1.39%	0.82%	0.93%	2.83%	0.95%	2.26%	3.48%	1.08%	2.52%	20	835	2.40%	
PUGET ISLAND	2.43%	1.76%	0.66%	1.77%	2.66%	2.25%	1.82%	0.89%	2.26%	1.81%	3.17%	4.11%	10	434	2.30%	
RANDLE	1.44%	1.18%	1.54%	2.00%	3.38%	1.56%	1.20%	2.31%	2.41%	1.59%	2.35%	4.33%	24	1,058	2.27%	
RAYMOND-LEBAM	0.70%	1.02%	0.82%	1.77%	1.27%	0.98%	1.43%	1.20%	2.32%	2.78%	1.30%	3.08%	72	3,249	2.22%	
REARDAN	3.62%	0.99%	0.82%	1.64%	1.64%	0.66%	1.64%	1.32%	1.55%	1.31%	1.40%	3.30%	19	1,210	1.57%	
RIMROCK/WHITEPASS	0.00%	0.00%	0.36%	0.36%	0.71%	0.00%	0.00%	0.34%	0.00%	1.38%	0.35%	1.37%	3	289	1.04%	
RITZVILLE-BENGE	0.75%	1.04%	0.64%	0.64%	1.34%	1.12%	0.89%	0.30%	0.96%	0.85%	1.03%	0.54%	16	1,645	0.97%	
ROYAL CITY	0.72%	0.72%	1.15%	0.87%	1.06%	1.15%	1.53%	0.77%	0.97%	1.13%	0.69%	1.74%	31	2,002	1.55%	
SNOQUALMIE RIDGE 396	0.54%	0.77%	2.48%	0.37%	0.56%	0.65%	0.77%	0.42%	0.42%	0.51%	0.33%	0.34%	11	2,068	0.53%	
SNOQUALMIE PASS 434	0.43%	1.28%	1.08%	0.22%	0.87%	1.54%	0.87%	0.43%	0.22%	3.95%	1.94%	0.00%	4	459	0.87%	
SOUTH BEND	0.98%	0.93%	1.10%	0.82%	1.18%	0.95%	0.77%	3.79%	2.03%	3.95%	1.68%	2.10%	26	1,657	1.57%	
SOUTHPEPPER RARIE	1.35%	1.69%	1.26%	0.94%	1.55%	0.98%	2.00%	1.50%	1.17%	1.08%	1.63%	1.30%	29	2,744	1.06%	



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SPANGLE	1.27%	0.72%	1.27%	0.90%	1.09%	0.92%	1.65%	0.55%	0.37%	1.29%	0.92%	1.11%	6	539	1.11%	
SPRAGUE	2.66%	1.24%	0.53%	0.89%	1.44%	1.08%	0.90%	0.36%	0.92%	2.38%	2.93%	2.02%	3	541	0.55%	
STARBUCK	0.65%	0.00%	0.00%	1.91%	0.64%	0.63%	2.56%	0.00%	1.30%	0.00%	1.32%	1.32%	0	148	0.00%	
TIETON	0.89%	1.15%	0.77%	0.77%	1.04%	0.39%	0.52%	0.66%	0.39%	0.40%	0.80%	1.49%	11	738	1.49%	
TWISP	0.75%	0.50%	0.75%	0.90%	1.50%	0.94%	1.09%	0.75%	1.35%	1.29%	0.65%	1.40%	6	1,997	0.30%	
VADER	1.44%	1.25%	1.91%	0.29%	1.24%	1.15%	0.87%	0.99%	1.10%	2.00%	1.91%	1.73%	19	987	1.93%	
VASHON	1.15%	1.06%	0.99%	1.08%	1.06%	0.88%	1.18%	1.04%	1.66%	1.69%	1.42%	1.72%	68	5,377	1.26%	
WASHTUCNA	0.70%	1.06%	0.35%	0.36%	0.71%	1.08%	1.09%	0.74%	0.00%	0.75%	0.38%	1.89%	0	264	0.00%	
WILBUR	0.56%	1.79%	0.66%	2.16%	1.22%	0.85%	1.22%	0.85%	0.47%	1.14%	1.52%	2.00%	7	1044	0.67%	
WILSON CREEK	0.00%	0.00%	1.10%	1.92%	1.10%	0.82%	1.10%	0.55%	1.10%	0.54%	1.09%	1.36%	2	368	0.54%	
WINTHROP	0.48%	0.39%	0.95%	2.08%	1.48%	0.92%	1.23%	0.97%	0.93%	0.67%	1.06%	1.39%	19	2,235	0.85%	
YACOLT	2.72%	1.66%	3.03%	1.05%	1.49%	1.11%	1.71%	2.21%	2.79%	1.46%	1.63%	1.40%	40	1,783	2.24%	
<b>GRAND TOTAL</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>1.30%</b>	<b>1.26%</b>	<b>1.52%</b>	<b>2,306</b>	<b>175,183</b>	<b>1.32%</b>	

Trouble Tickets Over 48 Hours 480-120-440	January 2006			February 2006			March 2006			April 2006		
	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	0	100.00%		0	100.00%		0	100.00%
Ames Lake	2	0	100.00%	2	0	100.00%		0	100.00%		0	100.00%
Arletta	20	0	100.00%	32	0	100.00%		0	100.00%		0	100.00%
Ashford	29	0	100.00%	17	1	94.10%		0	100.00%		0	100.00%
Basin City	4	0	100.00%	1	0	100.00%		0	100.00%		0	100.00%
Beaver	6	0	100.00%	4	0	100.00%		0	100.00%		0	100.00%
Blakely Island	0	0	100.00%	0	0	100.00%		0	100.00%		0	100.00%
Carnation	21	1	95.20%	23	0	100.00%		0	100.00%		0	100.00%
Cathlamet	9	1	88.80%	19	0	100.00%		0	100.00%		0	100.00%
Cheney / EWU	42	3	92.80%	33	0	100.00%		0	100.00%		0	100.00%
Chewelah	22	2	90.90%	25	0	100.00%		0	100.00%		0	100.00%
Chinook	6	0	100.00%	3	0	100.00%		0	100.00%		0	100.00%
Clallam Bay	8	0	100.00%	18	0	100.00%		0	100.00%		0	100.00%
Clearwater	1	0	100.00%	2	0	100.00%		0	100.00%		0	100.00%
Connell	14	0	100.00%	4	0	100.00%		0	100.00%		0	100.00%
Coulee City	7	0	100.00%	3	0	100.00%		0	100.00%		0	100.00%
Cowiche	5	0	100.00%	4	0	100.00%		0	100.00%		0	100.00%
Creston	3	0	100.00%	0	0	100.00%		0	100.00%		0	100.00%
Curtis	7	0	100.00%	1	0	100.00%		0	100.00%		0	100.00%
Davenport	13	0	100.00%	7	0	100.00%		0	100.00%		0	100.00%
East Sound	22	0	100.00%	21	0	100.00%		0	100.00%		0	100.00%
Edwall-Tyler	10	0	100.00%	4	0	100.00%		0	100.00%		0	100.00%
Elma	51	0	100.00%	64	0	100.00%		0	100.00%		0	100.00%
Eltopia	3	0	100.00%	1	0	100.00%		0	100.00%		0	100.00%
Eureka	3	0	100.00%	2	0	100.00%		0	100.00%		0	100.00%
Fall City	41	2	95.10%	29	2	93.10%		0	100.00%		0	100.00%
Forks	24	0	100.00%	26	0	100.00%		0	100.00%		0	100.00%
Fox Island	26	1	96.10%	17	0	100.00%		0	100.00%		0	100.00%
Friday Harbor	46	0	100.00%	50	0	100.00%		0	100.00%		0	100.00%
Gig Harbor	170	1	99.40%	191	5	97.30%		0	100.00%		0	100.00%
Glenoma	10	0	100.00%	12	1	91.60%		0	100.00%		0	100.00%
Hansville	16	0	100.00%	21	0	100.00%		0	100.00%		0	100.00%
Harrington	6	1	83.30%	5	0	100.00%		0	100.00%		0	100.00%
Humtulsips	5	0	100.00%	2	0	100.00%		0	100.00%		0	100.00%
Hunters	9	0	100.00%	7	0	100.00%		0	100.00%		0	100.00%
Kahlotus	3	0	100.00%	1	0	100.00%		0	100.00%		0	100.00%
Kettle Falls	21	0	100.00%	14	0	100.00%		0	100.00%		0	100.00%
Kingston	57	0	100.00%	72	0	100.00%		0	100.00%		0	100.00%
Lake Quinault	9	0	100.00%	9	0	100.00%		0	100.00%		0	100.00%
Lakebay	66	0	100.00%	112	3	97.30%		0	100.00%		0	100.00%
Lind	5	0	100.00%	2	0	100.00%		0	100.00%		0	100.00%
Long Beach	51	4	92.10%	35	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	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%	17	1	94.10%		0	100.00%		0	100.00%
Mathews Corner	6	0	100.00%	2	0	100.00%		0	100.00%		0	100.00%
McCleary	9	0	100.00%	16	1	93.70%		0	100.00%		0	100.00%
Medical Lake	24	0	100.00%	10	0	100.00%		0	100.00%		0	100.00%
Mesa	8	0	100.00%	3	0	100.00%		0	100.00%		0	100.00%
Mineral	9	5	44.40%	4	0	100.00%		0	100.00%		0	100.00%
Montesano	32	0	100.00%	37	0	100.00%		0	100.00%		0	100.00%
Morton	11	0	100.00%	12	1	91.60%		0	100.00%		0	100.00%
Neah Bay	6	0	100.00%	11	1	90.90%		0	100.00%		0	100.00%
Nespelem	9	0	100.00%	5	0	100.00%		0	100.00%		0	100.00%
North Bend	52	1	98.00%	54	2	96.20%		0	100.00%		0	100.00%
North Vashon	27	1	96.20%	21	1	95.20%		0	100.00%		0	100.00%
Ocean Park	34	0	100.00%	30	4	86.60%		0	100.00%		0	100.00%
Ocosta	4	0	100.00%	4	0	100.00%		0	100.00%		0	100.00%
Odessa	13	1	92.30%	5	0	100.00%		0	100.00%		0	100.00%
Orting	58	2	96.50%	49	3	93.80%		0	100.00%		0	100.00%
Pacific Beach	11	0	100.00%	8	0	100.00%		0	100.00%		0	100.00%
Packwood	10	1	90.00%	16	1	93.70%		0	100.00%		0	100.00%
Pe Ell	14	0	100.00%	10	0	100.00%		0	100.00%		0	100.00%
Puget Island	6	0	100.00%	3	0	100.00%		0	100.00%		0	100.00%
Randle	33	0	100.00%	11	0	100.00%		0	100.00%		0	100.00%
Raymond	63	0	100.00%	47	0	100.00%		0	100.00%		0	100.00%
Reardan	24	1	95.80%	10	1	90.00%		0	100.00%		0	100.00%
Rimrock	1	0	100.00%	3	0	100.00%		0	100.00%		0	100.00%
Ritzville-Benge	4	0	100.00%	10	0	100.00%		0	100.00%		0	100.00%
Royal City	23	0	100.00%	19	0	100.00%		0	100.00%		0	100.00%
Snoqualmie Pass	0	0	100.00%	4	0	100.00%		0	100.00%		0	100.00%
Snoqualmie Ridge	1	0	100.00%	5	0	100.00%		0	100.00%		0	100.00%
South Bend	22	0	100.00%	16	0	100.00%		0	100.00%		0	100.00%
South Prairie	19	1	94.70%	17	0	100.00%		0	100.00%		0	100.00%
Spangle	5	0	100.00%	3	0	100.00%		0	100.00%		0	100.00%
Sprague	9	1	88.80%	1	0	100.00%		0	100.00%		0	100.00%
Starbuck	2	0	100.00%	0	0	100.00%		0	100.00%		0	100.00%
Tieton	4	0	100.00%	6	0	100.00%		0	100.00%		0	100.00%
Twisp	19	0	100.00%	4	0	100.00%		0	100.00%		0	100.00%
Vader	9	0	100.00%	12	0	100.00%		0	100.00%		0	100.00%
Valley	15	0	100.00%	3	0	100.00%		0	100.00%		0	100.00%
Vashon	47	1	97.80%	34	3	91.10%		0	100.00%		0	100.00%
Washtucna	4	0	100.00%	0	0	100.00%		0	100.00%		0	100.00%
Wilbur	15	0	100.00%	3	0	100.00%		0	100.00%		0	100.00%
Wilson Creek	3	0	100.00%	2	0	100.00%		0	100.00%		0	100.00%
Winthrop	14	1	92.80%	11	0	100.00%		0	100.00%		0	100.00%
Yacolt	12	0	100.00%	20	1	95.00%		0	100.00%		0	100.00%
<b>Total Washington</b>	<b>1581</b>	<b>35</b>	<b>97.80%</b>	<b>1453</b>	<b>32</b>	<b>97.77%</b>	<b>0</b>	<b>0</b>	<b>#DIV/0!</b>	<b>0</b>	<b>0</b>	<b>#DIV/0!</b>

Standard is 95%

Used Total OOS column TRPR8141

Use TRPR8141

Used TRPR8147 Trouble Index Summary OOS w/1 48 Hours column

and TRPR 8147

Trouble Tickets Over 72 Hours 480-120-440	January 2006			February 2006			March 2006			April 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
Almira	9	0	100.00%	0	0	100.00%		0	100.00%		0	100.00%
Ames Lake	2	0	100.00%	2	0	100.00%		0	100.00%		0	100.00%
Arietta	20	0	100.00%	32	0	100.00%		0	100.00%		0	100.00%
Ashford	29	1	96.50%	17	1	94.10%		0	100.00%		0	100.00%
Basin City	4	0	100.00%	1	0	100.00%		0	100.00%		0	100.00%
Beaver	6	0	100.00%	4	0	100.00%		0	100.00%		0	100.00%
Blakely Island	0	0	100.00%	0	0	100.00%		0	100.00%		0	100.00%
Carnation	21	0	100.00%	23	0	100.00%		0	100.00%		0	100.00%
Cathlamet	9	1	88.80%	19	0	100.00%		0	100.00%		0	100.00%
Cheney / EWU	42	0	100.00%	33	0	100.00%		0	100.00%		0	100.00%
Chewelah	22	0	100.00%	25	0	100.00%		0	100.00%		0	100.00%
Chinook	6	0	100.00%	3	0	100.00%		0	100.00%		0	100.00%
Clallam Bay	8	0	100.00%	18	0	100.00%		0	100.00%		0	100.00%
Clearwater	1	0	100.00%	2	0	100.00%		0	100.00%		0	100.00%
Connell	14	0	100.00%	4	0	100.00%		0	100.00%		0	100.00%
Coulee City	7	0	100.00%	3	0	100.00%		0	100.00%		0	100.00%
Cowiche	5	0	100.00%	4	0	100.00%		0	100.00%		0	100.00%
Creston	3	0	100.00%	0	0	100.00%		0	100.00%		0	100.00%
Curtis	7	0	100.00%	1	0	100.00%		0	100.00%		0	100.00%
Davenport	13	0	100.00%	7	0	100.00%		0	100.00%		0	100.00%
East Sound	22	0	100.00%	21	0	100.00%		0	100.00%		0	100.00%
Edwall-Tyler	10	0	100.00%	4	0	100.00%		0	100.00%		0	100.00%
Elma	51	0	100.00%	64	0	100.00%		0	100.00%		0	100.00%
Eltopia	3	0	100.00%	1	0	100.00%		0	100.00%		0	100.00%
Eureka	3	0	100.00%	2	0	100.00%		0	100.00%		0	100.00%
Fall City	41	1	97.50%	29	0	100.00%		0	100.00%		0	100.00%
Forks	24	0	100.00%	26	0	100.00%		0	100.00%		0	100.00%
Fox Island	26	1	96.10%	17	0	100.00%		0	100.00%		0	100.00%
Friday Harbor	46	0	100.00%	50	0	100.00%		0	100.00%		0	100.00%
Gig Harbor	170	0	100.00%	191	4	97.90%		0	100.00%		0	100.00%
Glenoma	10	0	100.00%	12	0	100.00%		0	100.00%		0	100.00%
Hansville	16	0	100.00%	21	0	100.00%		0	100.00%		0	100.00%
Harrington	6	1	83.30%	5	0	100.00%		0	100.00%		0	100.00%
Humtulsips	5	0	100.00%	2	0	100.00%		0	100.00%		0	100.00%
Hunters	9	0	100.00%	7	0	100.00%		0	100.00%		0	100.00%
Kahlotus	3	0	100.00%	1	0	100.00%		0	100.00%		0	100.00%
Kettle Falls	21	0	100.00%	14	0	100.00%		0	100.00%		0	100.00%
Kingston	57	0	100.00%	72	0	100.00%		0	100.00%		0	100.00%
Lake Quinault	9	0	100.00%	9	0	100.00%		0	100.00%		0	100.00%
Lakebay	66	0	100.00%	112	1	99.10%		0	100.00%		0	100.00%
Lind	5	0	100.00%	2	0	100.00%		0	100.00%		0	100.00%
Long Beach	51	3	94.10%	35	0	100.00%		0	100.00%		0	100.00%
Lopez	8	0	100.00%	17	1	94.10%		0	100.00%		0	100.00%
Mathews Corner	6	0	100.00%	2	0	100.00%		0	100.00%		0	100.00%
McCleary	9	0	100.00%	16	1	93.70%		0	100.00%		0	100.00%
Medical Lake	24	0	100.00%	10	0	100.00%		0	100.00%		0	100.00%
Mesa	8	0	100.00%	3	0	100.00%		0	100.00%		0	100.00%
Mineral	9	3	66.60%	4	0	100.00%		0	100.00%		0	100.00%
Montesano	32	0	100.00%	37	0	100.00%		0	100.00%		0	100.00%
Morton	11	0	100.00%	12	0	100.00%		0	100.00%		0	100.00%
Neah Bay	6	0	100.00%	11	0	100.00%		0	100.00%		0	100.00%
Nespelem	9	0	100.00%	5	0	100.00%		0	100.00%		0	100.00%
North Bend	52	1	98.00%	54	0	100.00%		0	100.00%		0	100.00%
North Vashon	27	1	96.20%	21	0	100.00%		0	100.00%		0	100.00%
Ocean Park	34	0	100.00%	30	3	90.00%		0	100.00%		0	100.00%
Ocosta	4	0	100.00%	4	0	100.00%		0	100.00%		0	100.00%
Odessa	13	0	100.00%	5	0	100.00%		0	100.00%		0	100.00%
Orting	58	1	98.20%	49	3	93.80%		0	100.00%		0	100.00%
Pacific Beach	11	0	100.00%	8	0	100.00%		0	100.00%		0	100.00%
Packwood	10	1	90.00%	16	0	100.00%		0	100.00%		0	100.00%



Trouble Tickets Over 72 Hours 480-120-440	January 2006			February 2006			March 2006			April 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
Pe Ell	14	0	100.00%	10	0	100.00%		0	100.00%		0	100.00%
Puget Island	6	0	100.00%	3	0	100.00%		0	100.00%		0	100.00%
Randle	33	0	100.00%	11	0	100.00%		0	100.00%		0	100.00%
Raymond	63	0	100.00%	47	0	100.00%		0	100.00%		0	100.00%
Rearadan	24	0	100.00%	10	1	90.00%		0	100.00%		0	100.00%
Rimrock	1	0	100.00%	3	0	100.00%		0	100.00%		0	100.00%
Ritzville-Benge	4	0	100.00%	10	0	100.00%		0	100.00%		0	100.00%
Royal City	23	0	100.00%	19	0	100.00%		0	100.00%		0	100.00%
Snoqualmie Pass	0	0	100.00%	4	0	100.00%		0	100.00%		0	100.00%
Snoqualmie Ridge	1	0	100.00%	5	0	100.00%		0	100.00%		0	100.00%
South Bend	22	0	100.00%	16	0	100.00%		0	100.00%		0	100.00%
South Prairie	19	1	94.70%	17	0	100.00%		0	100.00%		0	100.00%
Spangle	5	0	100.00%	3	0	100.00%		0	100.00%		0	100.00%
Sprague	9	1	88.80%	1	0	100.00%		0	100.00%		0	100.00%
Starbuck	2	0	100.00%	0	0	100.00%		0	100.00%		0	100.00%
Tieton	4	0	100.00%	6	0	100.00%		0	100.00%		0	100.00%
Twisp	19	0	100.00%	4	0	100.00%		0	100.00%		0	100.00%
Vader	9	0	100.00%	12	0	100.00%		0	100.00%		0	100.00%
Valley	15	0	100.00%	3	0	100.00%		0	100.00%		0	100.00%
Vashon	47	1	97.80%	34	0	100.00%		0	100.00%		0	100.00%
Washtucna	4	0	100.00%	0	0	100.00%		0	100.00%		0	100.00%
Wilbur	15	0	100.00%	3	0	100.00%		0	100.00%		0	100.00%
Wilson Creek	3	0	100.00%	2	0	100.00%		0	100.00%		0	100.00%
Winthrop	14	1	92.80%	11	0	100.00%		0	100.00%		0	100.00%
Yacolt	12	0	100.00%	20	0	100.00%		0	100.00%		0	100.00%
<b>Total Washington</b>	<b>1581</b>	<b>19</b>	<b>98.78%</b>	<b>1453</b>	<b>15</b>	<b>98.96%</b>	<b>0</b>	<b>0</b>	<b>#DIV/0!</b>	<b>0</b>	<b>0</b>	<b>#DIV/0!</b>

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  
February 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	1739										
Total Number Service Orders Missed	227	173										
Total Number Trouble Reports:	2679	2312										
Total Number Trouble Reports Missed	266	221										
<b>Commitments Met</b>	<b>90%</b>	<b>90%</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>#DIV/0!</b>	<b>78%</b>

(Jan revised)

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%	97.99%	#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%	0.43%	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%	0.73%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Total Held Orders:	72	69	0	0	0	0	0	0	0	0	0	0
# Held - 0 - 29 Days:	33	35										
# Held - 90 Days:	18	11										
# Held - 180 Days:	21	23										

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	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	Yes									
Exception:											

Switches - Dial Service											
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	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	3,613									
Handled:	4,483	3,575									
Service Level:	94%	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	20,868									
Handled:	22,125	19,692									
Service Level:	83%	80%									



WASHINGTON STATE  
DETAIL OF TICKETS EXCLUDED  
FROM TROUBLE INDEX REPORT

February 2006

EXCHANGE	TOTAL EXCLUDED	REASON
Glenoma	6	1 - cable cut by contractor
		3 - Beaver chewed cable
		1 - temporary drop cut by state highway mower
		1 - Drop cut by contractor



WASHINGTON STATE SERVICE QUALITY REPORT  
EXPLANATION OF EXCEPTIONS  
February 2006

EXCHANGE	Month/Year	REASON TROUBLE INDEX IS OVER 4 % (If NO, add to this list)
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;
	October 2005	3 - Meade Hill work order scheduled to install Digital System to remove AMLs out of range
Mesa	February 2006	14 - Replaced module, bad pair, repaired cable, repaired drop, power supply problem, tree fell on line.
	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 Sicscore Noisy