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STATE OF WASH.  
UTIL. AND TRANSP.  
COMMISSION



May 31, 2006

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

Attention: Kristen Russell  
Robert Williamson

Reference: SERVICE QUALITY PERFORMANCE REPORT – April, 2006

Dear Ms. Russell:

Enclosed please find the combined performance results for CenturyTel of Washington for April, 2006. We had hoped to complete the new QSR as requested by Mary Taylor, but did not have the necessary reports to do so by the end of May.

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".

Tim Grigar  
General Manager, WA OR  
CenturyTel of Washington, Inc

cc Distribution Listed Below:

Terry Beeler - Wentzville	Mark Johnston
Cal Simshaw - Vancouver	Ted Hankins – Monroe
Gig Harbor Call Center	Ty Lemaster
Mary Taylor	Dan Roso
Steve Densley	Ross Skinner



# Trouble Ticket Report

April 2006

EXCHANGE	April 2006												April 2006		Trouble Tickets Moved to Lower Index, val 4% or below	
	Apr 05	May 05	Jun 05	Jul 05	Aug 05	Sep 05	Oct 05	Nov 05	Dec 05	Jan 06	Feb 06	Mar 06	No. of Trouble Tickets	No. of Access Lines		% of Trouble Tickets
ALMIRA	0.44%	1.98%	1.34%	1.32%	1.55%	0.67%	2.01%	2.05%	0.69%	4.87%	0.23%	1.16%	4	428	0.93%	
AMES LAKE	3.69%	1.23%	1.26%	1.98%	2.13%	2.55%	1.72%	1.72%	1.15%	1.16%	0.87%	1.46%	1	685	0.15%	
ARLETTA	0.48%	1.02%	1.03%	0.55%	1.09%	0.95%	1.63%	1.23%	0.77%	1.35%	1.42%	1.22%	34	3,246	1.05%	
ASHFORD	1.28%	2.71%	1.51%	2.84%	1.87%	1.89%	3.53%	2.75%	2.75%	3.78%	2.69%	1.58%	14	1,075	1.30%	
BASIN CITY	0.65%	0.26%	1.18%	1.05%	1.34%	1.22%	1.10%	0.56%	1.00%	1.14%	0.72%	1.29%	6	697	0.86%	
BEAVER	0.22%	0.65%	0.22%	0.66%	0.66%	0.44%	0.88%	0.89%	0.90%	1.79%	2.25%	0.22%	1	437	0.23%	
BLAKELY ISL	0.57%	0.85%	0.56%	1.41%	3.10%	0.87%	0.88%	2.36%	0.89%	0.00%	0.00%	1.79%	3	334	0.90%	
CARNATION	3.47%	1.92%	1.24%	3.67%	0.97%	2.75%	1.03%	0.92%	1.32%	1.78%	2.06%	1.13%	18	1,756	1.03%	
CATHLAMET	0.78%	1.72%	1.71%	1.07%	1.21%	1.70%	4.05%	2.06%	2.49%	1.63%	2.49%	2.08%	24	1,390	1.73%	
CHENEY / EWU	0.55%	0.80%	0.91%	0.74%	0.91%	0.91%	0.57%	0.60%	0.50%	1.12%	0.95%	0.59%	33	4,926	0.67%	
CHEWELAH / VALLEY	1.67%	1.04%	1.67%	1.50%	1.27%	1.48%	1.16%	1.57%	1.11%	1.88%	1.37%	1.61%	38	4,296	0.88%	
CHINOOK	0.93%	1.63%	0.93%	2.11%	1.17%	0.48%	2.15%	0.72%	2.43%	1.97%	1.24%	0.99%	6	402	1.49%	
CLALLAM BAY	1.01%	1.15%	1.15%	0.77%	1.16%	0.64%	1.16%	1.16%	1.04%	2.60%	2.22%	0.78%	6	755	0.79%	
CLEARWATER	2.21%	0.00%	0.75%	0.00%	0.73%	0.00%	3.01%	0.00%	0.00%	3.60%	2.17%	2.13%	1	141	0.71%	
CONNELL	0.25%	0.56%	1.06%	0.57%	0.57%	0.63%	0.76%	0.89%	0.58%	1.22%	0.51%	5.93%	12	1,557	0.77%	
COULÉE CITY	1.17%	1.51%	0.58%	0.35%	2.68%	1.77%	0.83%	0.96%	1.08%	1.45%	0.60%	0.97%	6	827	0.73%	
COWICHE	0.58%	1.37%	1.00%	1.49%	0.60%	0.60%	0.80%	0.99%	0.80%	0.70%	0.50%	1.09%	9	1,012	0.89%	
CRESTON	0.49%	0.73%	1.95%	0.97%	2.16%	0.72%	3.38%	0.49%	0.99%	0.74%	0.49%	0.49%	3	408	0.74%	
CURTIS	2.26%	0.00%	1.85%	1.22%	1.63%	1.00%	3.41%	3.39%	2.40%	1.60%	1.20%	0.80%	4	505	0.79%	
DAVENPORT	0.88%	0.88%	1.71%	1.48%	1.14%	0.70%	1.96%	0.95%	0.81%	1.14%	0.43%	0.91%	13	2,093	0.62%	
EASTSOUND	0.87%	0.76%	1.07%	1.48%	1.35%	1.07%	0.93%	1.04%	0.90%	0.96%	0.63%	0.94%	30	4,811	0.62%	
EDWALL-TYLER	0.48%	4.61%	1.96%	1.69%	1.46%	0.73%	1.21%	3.58%	3.58%	2.61%	2.63%	1.94%	10	419	2.39%	
ELMA	1.01%	1.06%	1.20%	0.94%	0.84%	0.76%	1.09%	1.83%	1.72%	2.00%	2.15%	1.76%	62	4,359	1.42%	
ELTOPPLE Report	1.68%	1.36%	0.34%	1.01%	1.37%	0.00%	0.34%	0.69%	1.05%	2.81%	0.70%	1.04%	0	284	0.00%	



# Trouble Ticket Report

April 2006

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	Apr 05	May 05	Jun 05	Jul 05	Aug 05	Sep 05	Oct 05	Nov 05	Dec 05	Jan 06	Feb 06	Mar 06	No. of Trouble Tickets	No. of Access Lines	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. cal 4% or below
EUREKA	0.54%	0.81%	0.55%	1.37%	1.39%	0.56%	0.84%	0.56%	0.85%	1.12%	1.41%	2.51%	4	354	1.13%	
FALL CITY	2.88%	1.16%	1.14%	0.95%	1.26%	0.66%	1.01%	1.39%	1.34%	1.76%	1.15%	1.13%	32	3,350	0.96%	
FORKS	0.54%	0.59%	0.49%	0.36%	0.85%	0.30%	0.50%	1.05%	0.77%	1.13%	0.91%	0.80%	19	3,629	0.52%	
FOX ISLAND	0.52%	3.03%	0.74%	0.34%	0.85%	1.03%	0.81%	0.76%	1.41%	2.13%	1.62%	0.60%	19	1,643	1.16%	
FRIDAY HARBOR	0.84%	1.24%	1.66%	1.23%	1.51%	1.31%	1.49%	1.41%	2.20%	1.28%	1.37%	1.17%	54	6,774	0.80%	
GIG HARBOR	0.90%	0.72%	0.72%	0.81%	0.98%	0.71%	0.98%	1.01%	1.02%	1.13%	1.06%	0.85%	223	25,649	0.87%	
GLENOMA	2.67%	1.34%	3.17%	3.19%	2.73%	3.01%	5.37%	3.94%	4.18%	3.54%	3.32%	2.62%	12	414	2.90%	
HANSVILLE	1.30%	1.71%	1.77%	1.25%	1.82%	1.51%	1.42%	1.16%	1.54%	1.76%	1.23%	0.81%	16	1,837	0.87%	
HARRINGTON	0.39%	0.79%	0.60%	0.60%	1.78%	1.20%	0.80%	0.80%	3.04%	2.85%	1.64%	1.24%	6	482	1.24%	
HUMPTULIPS	1.82%	0.52%	0.27%	0.26%	0.79%	0.53%	0.80%	1.07%	0.82%	1.88%	1.36%	1.90%	5	374	1.34%	
INCHELUM/HUNTERS	0.92%	0.59%	1.12%	0.73%	1.12%	1.17%	0.33%	0.66%	0.53%	0.87%	0.93%	0.80%	10	1,509	0.66%	
KAHLOTUS	0.47%	1.40%	1.41%	0.48%	0.48%	0.50%	0.50%	2.03%	0.00%	2.06%	1.55%	1.55%	1	194	0.52%	
KETTLE FALLS	1.07%	0.71%	1.72%	1.64%	1.68%	1.94%	1.30%	1.16%	1.50%	1.69%	1.57%	1.05%	35	2,673	1.31%	
KINGSTON	1.08%	1.03%	1.93%	0.93%	1.99%	2.16%	2.15%	1.29%	1.57%	1.71%	1.83%	1.44%	63	5,116	1.23%	
LAKE QUINAULT	0.82%	2.42%	1.46%	2.10%	1.28%	1.93%	0.49%	1.48%	2.45%	1.98%	1.98%	1.31%	9	617	1.46%	
LAKEBAY	0.96%	1.00%	1.41%	1.04%	1.12%	1.24%	1.57%	1.45%	1.53%	2.00%	2.86%	2.04%	72	5,580	1.29%	
LIND	1.26%	1.45%	0.73%	0.91%	0.92%	0.37%	0.93%	0.57%	0.38%	1.53%	0.77%	1.54%	6	515	1.17%	
LONG BEACH	1.00%	1.81%	1.53%	1.20%	1.18%	0.77%	1.97%	1.83%	1.54%	2.00%	1.20%	1.28%	52	4,130	1.26%	
LOPEZ	0.79%	1.17%	1.08%	1.20%	1.36%	0.71%	1.21%	1.25%	1.21%	0.71%	0.92%	1.05%	37	2,389	1.55%	
MATHEWS CORNER	1.09%	0.74%	0.75%	0.38%	1.74%	1.37%	1.79%	1.21%	1.23%	1.45%	0.63%	0.63%	9	478	1.88%	
MCCLEARY	1.22%	0.65%	0.87%	0.94%	1.09%	0.87%	1.08%	1.16%	1.03%	1.35%	1.89%	0.69%	9	1,298	0.69%	
MEDICAL LAKE	0.81%	1.20%	0.91%	0.72%	1.67%	1.12%	0.59%	0.85%	1.05%	1.48%	0.76%	0.73%	28	3,015	0.93%	
MESA	4.19%	1.29%	0.32%	0.00%	0.98%	0.98%	2.91%	1.94%	0.97%	2.62%	1.33%	0.99%	2	303	0.66%	
MINER <sup>File</sup>	1.82%	0.61%	2.17%	2.50%	3.13%	1.26%	0.95%	3.85%	5.13%	3.51%	1.58%	4.76%	11	313	3.51%	



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	Apr 05	May 05	Jun 05	Jul 05	Aug 05	Sep 05	Oct 05	Nov 05	Dec 05	Jan 06	Feb 06	Mar 06				
EXCHANGE	Apr 05	May 05	Jun 05	Jul 05	Aug 05	Sep 05	Oct 05	Nov 05	Dec 05	Jan 06	Feb 06	Mar 06	20	3,862	0.52%	
MONTESANO	0.66%	0.73%	0.98%	0.78%	0.83%	1.03%	1.18%	1.12%	0.85%	1.42%	1.55%	0.93%	20	3,862	0.52%	
MORTON	0.84%	1.49%	2.15%	1.03%	1.04%	1.62%	2.51%	1.61%	1.68%	1.30%	1.32%	1.65%	24	1,516	1.58%	
NEAH BAY	1.27%	0.42%	0.74%	0.53%	0.64%	0.53%	0.65%	0.54%	0.97%	0.65%	1.39%	1.18%	3	925	0.32%	
NESPELEM	1.41%	2.30%	1.16%	1.75%	1.74%	1.32%	1.59%	1.32%	0.87%	1.91%	1.34%	1.04%	12	685	1.75%	
NORTH BEND 831/888	1.85%	0.76%	0.66%	0.63%	1.12%	0.78%	1.40%	1.14%	0.97%	0.97%	1.02%	1.10%	49	8,421	0.58%	
NORTH VASHON	1.44%	1.01%	1.24%	1.02%	1.17%	1.24%	1.32%	1.62%	1.34%	2.91%	2.32%	1.13%	21	1,329	1.58%	
OCEAN PARK	0.72%	1.10%	1.21%	1.18%	1.63%	0.95%	1.39%	1.73%	1.10%	1.27%	1.38%	1.52%	41	3,614	1.13%	
OCCOSTA	1.09%	1.10%	0.44%	1.11%	0.67%	0.92%	1.14%	0.00%	3.04%	2.34%	1.40%	0.95%	3	413	0.73%	
ODESSA	0.62%	1.68%	0.53%	1.17%	1.17%	0.75%	0.65%	1.30%	1.20%	1.97%	0.77%	0.99%	8	913	0.88%	
ORTING	1.24%	1.29%	1.18%	1.02%	1.49%	1.08%	1.38%	1.10%	1.34%	1.21%	1.12%	1.47%	81	6,899	1.17%	
PACIFIC BEACH	1.01%	1.43%	1.33%	1.03%	0.93%	1.77%	1.97%	1.44%	1.74%	2.35%	1.44%	1.33%	10	972	1.03%	
PACKWOOD	0.60%	2.61%	2.45%	3.06%	1.71%	2.24%	1.20%	1.06%	1.36%	1.60%	1.76%	3.55%	11	1,295	0.85%	
PE ELL	1.84%	1.39%	0.82%	0.93%	2.83%	0.95%	2.26%	3.48%	1.08%	2.52%	2.40%	1.21%	10	822	1.22%	
PUGET ISLAND	0.66%	1.77%	2.66%	2.25%	1.82%	0.89%	2.26%	1.81%	3.17%	4.11%	2.30%	3.51%	7	428	1.64%	
RANDLE	1.54%	2.00%	3.38%	1.56%	1.20%	2.31%	2.41%	1.59%	2.35%	4.33%	2.27%	2.65%	17	1,048	1.62%	
RAYMOND-LEBAM	0.82%	1.77%	1.27%	0.98%	1.43%	1.20%	2.32%	2.78%	1.30%	3.08%	2.22%	1.02%	27	3,201	0.84%	
REARDAN	0.82%	1.64%	1.64%	0.66%	1.64%	1.32%	1.55%	1.31%	1.40%	3.30%	1.57%	1.24%	13	1,201	1.08%	
RIMROCK/WHITEPASS	0.36%	0.36%	0.71%	0.00%	0.00%	0.34%	0.00%	1.38%	0.35%	1.37%	1.04%	1.04%	2	289	0.69%	
RITZVILLE-BENGE	0.64%	0.64%	1.34%	1.12%	0.89%	0.30%	0.96%	0.85%	1.03%	0.54%	0.97%	1.03%	14	1,634	0.86%	
ROYAL CITY	1.15%	0.87%	1.06%	1.15%	1.53%	0.77%	0.97%	1.13%	0.69%	1.74%	1.55%	1.44%	14	2,012	0.70%	
SNOQUALMIE RIDGE 396	2.48%	0.37%	0.56%	0.65%	0.77%	0.42%	0.42%	0.51%	0.33%	0.34%	0.53%	0.69%	22	1,986	1.11%	
SNOQUALMIE PASS 434	1.08%	0.22%	0.87%	1.54%	0.87%	0.43%	0.22%	3.95%	1.94%	0.00%	0.87%	1.32%	1	447	0.22%	
SOUTH BEND	1.10%	0.82%	1.18%	0.95%	0.77%	3.79%	2.03%	3.95%	1.68%	2.10%	1.57%	1.27%	19	1,653	1.15%	
SOUTHPEOPLE REPORT	1.26%	0.94%	1.55%	0.98%	2.00%	1.50%	1.17%	1.08%	1.63%	1.30%	1.06%	1.15%	22	2,655	0.83%	



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SPANGLE	1.27%	0.90%	1.09%	0.92%	1.65%	0.55%	0.37%	1.29%	0.92%	1.11%	1.11%	1.12%	3	535	0.56%	
SPRAGUE	0.53%	0.89%	1.44%	1.08%	0.90%	0.36%	0.92%	2.38%	2.93%	2.02%	0.55%	1.11%	8	540	1.48%	
STARBUCK	0.00%	1.91%	0.64%	0.63%	2.56%	0.00%	1.30%	0.00%	1.32%	1.32%	0.00%	3.33%	2	153	1.31%	
TIEFON	0.77%	0.77%	1.04%	0.39%	0.52%	0.66%	0.39%	0.40%	0.80%	1.49%	1.49%	0.67%	4	746	0.54%	
TWISP	0.75%	0.90%	1.50%	0.94%	1.09%	0.75%	1.35%	1.29%	0.65%	1.40%	0.30%	1.26%	11	1,987	0.55%	
VADER	1.91%	0.29%	1.24%	1.15%	0.87%	0.99%	1.10%	2.00%	1.91%	1.73%	1.93%	1.02%	11	978	1.12%	
VASHON	0.99%	1.08%	1.06%	0.88%	1.18%	1.04%	1.66%	1.69%	1.42%	1.72%	1.26%	1.29%	59	5,336	1.11%	
WASHTUCNA	0.35%	0.36%	0.71%	1.08%	1.09%	0.74%	0.00%	0.75%	0.38%	1.89%	0.00%	0.00%	5	267	1.87%	
WILBUR	0.66%	2.16%	1.22%	0.85%	1.22%	0.85%	0.47%	1.14%	1.52%	2.00%	0.67%	1.65%	9	1026	0.88%	
WILSON CREEK	1.10%	1.92%	1.10%	0.82%	1.10%	0.55%	1.10%	0.54%	1.09%	1.36%	0.54%	0.82%	0	365	0.00%	
WINTHROP	0.95%	2.08%	1.48%	0.92%	1.23%	0.97%	0.93%	0.67%	1.06%	1.39%	0.85%	0.27%	15	2,232	0.67%	
YACOLT	3.03%	1.05%	1.49%	1.11%	1.71%	2.21%	2.79%	1.46%	1.63%	1.40%	2.24%	1.91%	10	1,793	0.56%	
GRAND TOTAL	1.10%	1.08%	1.16%	1.02%	1.24%	1.08%	1.31%	1.30%	1.26%	1.52%	1.32%	1.23%	1,660	173,657	0.96%	

Trouble Tickets Over 48 Hours 480-120-440	April 2006		
	Net Report	Trouble Over 48 Hours	% Trouble Index Per 100
Almira	4	0	100.00%
Ames Lake	1	0	100.00%
Arletta	34	0	100.00%
Ashford	14	0	100.00%
Basin City	6	0	100.00%
Beaver	1	0	100.00%
Blakely Island	3	2	50.00%
Carnation	18	0	100.00%
Cathlamet	24	0	100.00%
Cheney / EWU	33	0	100.00%
Chewelah/Valley	38	0	100.00%
Chinook	6	0	100.00%
Clallam Bay	6	0	100.00%
Clearwater	1	0	100.00%
Connell	12	0	100.00%
Coulee City	6	0	100.00%
Cowiche	9	0	100.00%
Creston	3	0	100.00%
Curtis	4	0	100.00%
Davenport	13	0	100.00%
East Sound	30	0	100.00%
Edwall-Tyler	10	0	100.00%
Elma	62	0	100.00%
Eltopia	0	0	100.00%
Eureka	4	0	100.00%
Fall City	32	6	80.00%
Forks	19	0	100.00%
Fox Island	19	0	100.00%
Friday Harbor	54	0	100.00%
Gig Harbor	223	3	98.80%
Glenoma	12	0	100.00%
Hansville	16	0	100.00%
Harrington	6	0	100.00%
Humptulips	5	0	100.00%
Hunters	10	0	100.00%
Kahlotus	1	0	100.00%
Kettle Falls	35	0	100.00%
Kingston	63	0	100.00%
Lake Quinault	9	0	100.00%
Lakebay	72	2	97.20%
Lind	6	0	100.00%
Long Beach	52	0	100.00%

Trouble Tickets Over 48 Hours 480-120-440	April 2006		
	Net Report	Trouble Over 48 Hours	% Trouble Index Per 100
Lopez	37	0	100.00%
Mathews Corner	9	0	100.00%
McCleary	9	0	100.00%
Medical Lake	28	1	95.80%
Mesa	2	0	100.00%
Mineral	11	0	100.00%
Montesano	20	0	100.00%
Morton	24	2	92.80%
Neah Bay	3	0	100.00%
Nespelem	12	3	75.00%
North Bend	49	0	100.00%
North Vashon	21	0	100.00%
Ocean Park	41	0	100.00%
Ocosta	3	0	100.00%
Odessa	8	0	100.00%
Orting	81	0	100.00%
Pacific Beach	10	0	100.00%
Packwood	11	0	100.00%
Pe Ell	10	0	100.00%
Puget Island	7	0	100.00%
Randle	17	0	100.00%
Raymond	27	0	100.00%
Reardan	13	2	85.70%
Rimrock	2	0	100.00%
Ritzville-Benge	14	0	100.00%
Royal City	14	0	100.00%
Snoqualmie Ridge	22	0	100.00%
Snoqualmie Pass	1	0	100.00%
South Bend	19	0	100.00%
South Prairie	22	3	87.50%
Spangle	3	0	100.00%
Sprague	8	0	100.00%
Starbuck	2	0	100.00%
Tieton	4	0	100.00%
Twisp	11	0	100.00%
Vader	11	0	100.00%
Vashon	59	0	100.00%
Washtucna	5	0	100.00%
Wilbur	9	0	100.00%
Wilson Creek	0	0	100.00%
Winthrop	15	0	100.00%
Yacolt	10	1	87.50%
<b>Total Washington</b>	<b>1660</b>	<b>24</b>	<b>98.53%</b>

Standard is 100%

Use TRPR8141

and TRPR 8147

Trouble Tickets Over 72 Hours 480-120-440	April 2006		
	Net Report	Trouble Over 72 Hours	% Trouble Index Per 100
Almira	4	0	100.00%
Ames Lake	1	0	100.00%
Arietta	34	0	100.00%
Ashford	14	0	100.00%
Basin City	6	0	100.00%
Beaver	1	0	100.00%
Blakely Island	3	2	50.00%
Carnation	18	0	100.00%
Cathlamet	24	0	100.00%
Cheney / EWU	33	0	100.00%
Chewelah	38	0	100.00%
Chinook	6	0	100.00%
Clallam Bay	6	0	100.00%
Clearwater	1	0	100.00%
Connell	12	0	100.00%
Coulee City	6	0	100.00%
Cowiche	9	0	100.00%
Creston	3	0	100.00%
Curtis	4	0	100.00%
Davenport	13	0	100.00%
East Sound	30	0	100.00%
Edwall-Tyler	10	0	100.00%
Elma	62	0	100.00%
Eitopia	0	0	100.00%
Eureka	4	0	100.00%
Fall City	32	6	80.00%
Forks	19	0	100.00%
Fox Island	19	0	100.00%
Friday Harbor	54	0	100.00%
Gig Harbor	223	3	98.80%
Glenoma	12	0	100.00%
Hansville	16	0	100.00%
Harrington	6	0	100.00%
Humtulsips	5	0	100.00%
Hunters	10	0	100.00%
Kahlotus	1	0	100.00%
Kettle Falls	35	0	100.00%
Kingston	63	0	100.00%
Lake Quinault	9	0	100.00%
Lakebay	72	2	97.20%
Lind	6	0	100.00%
Long Beach	52	0	100.00%
Lopez	37	0	100.00%
Mathews Corner	9	0	100.00%
McCleary	9	0	100.00%
Medical Lake	28	0	100.00%
Mesa	2	0	100.00%
Mineral	11	0	100.00%
Montesano	20	0	100.00%
Morton	24	0	100.00%
Neah Bay	3	0	100.00%
Nespelem	12	0	100.00%
North Bend	49	0	100.00%
North Vashon	21	0	100.00%
Ocean Park	41	0	100.00%
Ocosta	3	0	100.00%
Odessa	8	0	100.00%
Orting	81	0	100.00%
Pacific Beach	10	0	100.00%
Packwood	11	0	100.00%



Trouble Tickets Over 72 Hours 480-120-440	April 2006		
	Net Report	Trouble Over 72 Hours	% Trouble Index Per 100
Pe Ell	10	0	100.00%
Puget Island	7	0	100.00%
Randle	17	0	100.00%
Raymond	27	0	100.00%
Reardan	13	0	100.00%
Rimrock	2	0	100.00%
Ritzville-Benge	14	0	100.00%
Royal City	14	0	100.00%
Snoqualmie Pass	22	0	100.00%
Snoqualmie Ridge	1	0	100.00%
South Bend	19	0	100.00%
South Prairie	22	0	100.00%
Spangle	3	0	100.00%
Sprague	8	0	100.00%
Starbuck	2	0	100.00%
Tieton	4	0	100.00%
Twisp	11	0	100.00%
Vader	11	0	100.00%
Vashon	59	0	100.00%
Washtucna	5	0	100.00%
Wilbur	9	0	100.00%
Wilson Creek	0	0	100.00%
Winthrop	15	0	100.00%
Yacolt	10	1	87.50%
<b>Total Washington</b>	<b>1660</b>	<b>14</b>	<b>99.17%</b>

Use TRPR8141  
and TRPR 8147



**Quality of Service  
Washington State  
YTD 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	1,987	1,911								
Total Number Service Orders Missed	227	173	227	190								
Total Number Trouble Reports	2679	2312	2,147	1,660								
Total Number Trouble Reports Missed	266	221	135	77								
Commitments Met	90%	90%	89%	90%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	78%

(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%	98.89%	99.11%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
% Held Over 90 Days (Goal 1%)	0.70%	0.46%	1.22%	0.79%	0.00%	0.00%	0.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
% Held Over 180 Days (Goal 0%)	0.67%	0.63%	0.50%	0.77%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	#DIV/0!	#DIV/0!
Total Held Orders:	72	69	68	55	0	0	0	0	0	0	0	0
# Held - 0 - 29 Days:	33	35	22	17								
# Held - 90 Days:	18	11	27	18								
# Held - 180 Days:	21	23	19	20								

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	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	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	Yes	Yes								



**WASHINGTON STATE SERVICE QUALITY REPORT**  
**EXPLANATION OF EXCEPTIONS**  
**April 2006**

<b>EXCHANGE</b>	<b>Month/Year</b>	<b>REASON TROUBLE INDEX IS OVER 4 % (If NO, add to this list)</b>
Almira	January 2006	2 - Translation trouble
Cathlamet	October 2005	15 - Repaired cable cut by Potelco
Connell	March 2006	Drop repair (4); cable repair (5); mice in ped (1); bad test module (2); switch down (1)
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
Glenoma	February 2006	14 - Replaced module, bad pair, repaired cable, repaired drop, power supply problem, tree fell on line.
	December 2005	6 Total - 4 @ Technician's error and 2 @ repaired cable on State Route 7
Mineral	December 2005	6 Total - 4 @ Technician's error and 2 @ repaired cable on State Route 7
Puget Island	January 2006	3 - System 706 Sioscore Noisy



WASHINGTON STATE  
DETAIL OF TICKETS EXCLUDED  
FROM TROUBLE INDEX REPORT

April 2006

EXCHANGE	TOTAL EXCLUDED	REASON
		None to exclude in April