



September 29, 2006

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

Attention: Kristen Russell
Robert Williamson

Reference: SERVICE QUALITY PERFORMANCE REPORT – August, 2006

Dear Ms. Russell:

Enclosed please find the combined performance results for CenturyTel of Washington for August, 2006. These include the new Quality of Service Report as requested by Mary Taylor, which we hope meets your approval.

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

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Trouble Ticket Report

August 2006

EXCHANGE	Aug 05	Sep 05	Oct 05	Nov 05	Dec 05	Jan 06	Feb 06	Mar 06	Apr 06	May 06	Jun 06	Jul 06	August Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
ALMIRA	1.55%	0.67%	2.01%	2.05%	0.69%	4.87%	0.23%	1.16%	0.93%	2.78%	1.39%	1.36%	4	0.91%	
AMES LAKE	2.13%	2.55%	1.72%	1.72%	1.15%	1.16%	0.87%	1.46%	0.15%	2.20%	0.73%	1.32%	11	1.63%	
ARLETTA	1.09%	0.95%	1.63%	1.23%	0.77%	1.35%	1.42%	1.22%	1.05%	0.72%	1.07%	0.83%	29	0.95%	
ASHFORD	1.87%	1.89%	3.53%	2.75%	2.75%	3.78%	2.69%	1.58%	1.30%	1.66%	1.73%	1.19%	23	2.10%	
BASIN CITY	1.34%	1.22%	1.10%	0.56%	1.00%	1.14%	0.72%	1.29%	0.86%	3.46%	0.58%	0.87%	3	0.44%	
BEAVER	0.66%	0.44%	0.88%	0.89%	0.90%	1.79%	2.25%	0.22%	0.23%	0.23%	0.23%	0.70%	1	0.23%	
BLAKELY ISL	3.10%	0.87%	0.88%	2.36%	0.89%	0.00%	0.00%	1.79%	0.90%	0.60%	2.96%	0.30%	2	0.59%	
CARNATON	0.97%	2.75%	1.03%	0.92%	1.32%	1.78%	2.06%	1.13%	1.03%	1.89%	1.49%	0.63%	21	1.22%	
CATHLAMET	1.21%	1.70%	4.05%	2.06%	2.49%	1.63%	2.49%	2.08%	1.73%	1.88%	1.67%	1.29%	18	1.28%	
CHENNEY / EWU	0.91%	0.91%	0.57%	0.60%	0.50%	1.12%	0.95%	0.59%	0.67%	0.69%	0.81%	1.24%	28	0.59%	
CHEWELAH / VALLEY	1.27%	1.48%	1.16%	1.57%	1.11%	1.88%	1.37%	1.61%	0.88%	1.44%	2.31%	1.77%	106	2.46%	
CHINOOK	1.17%	0.48%	2.15%	0.72%	2.43%	1.97%	1.24%	0.99%	1.49%	2.94%	0.98%	1.48%	10	2.46%	
CLALLAM BAY	1.16%	0.64%	1.16%	1.16%	1.04%	2.60%	2.22%	0.78%	0.79%	1.19%	1.59%	0.79%	7	0.92%	
CLEARWATER	0.73%	0.00%	3.01%	0.00%	0.00%	3.60%	2.17%	2.13%	0.71%	1.38%	1.41%	0.00%	0	0.00%	
CONNELL	0.57%	0.63%	0.76%	0.89%	0.58%	1.22%	0.51%	5.93%	0.77%	1.35%	0.84%	0.65%	7	0.45%	
COULBE CITY	2.68%	1.77%	0.83%	0.96%	1.08%	1.45%	0.60%	0.97%	0.73%	1.09%	1.34%	1.09%	16	1.93%	
COWICHE	0.60%	0.60%	0.80%	0.99%	0.80%	0.70%	0.50%	1.09%	0.89%	0.50%	0.60%	0.70%	9	0.90%	
CRESTON	2.16%	0.72%	3.38%	0.49%	0.99%	0.74%	0.49%	0.49%	0.74%	0.98%	1.22%	0.49%	4	0.97%	
CURTIS	1.63%	1.00%	3.41%	3.39%	2.40%	1.60%	1.20%	0.80%	0.79%	0.40%	3.39%	1.39%	7	1.39%	
DAVENPORT	1.14%	0.70%	1.96%	0.95%	0.81%	1.14%	0.43%	0.91%	0.62%	0.77%	0.91%	0.67%	27	1.30%	
EASTSOUND	1.35%	1.07%	0.93%	1.04%	0.90%	0.96%	0.63%	0.94%	0.62%	0.87%	1.28%	0.72%	47	0.97%	
EDWALL-TYLER	1.46%	0.73%	1.21%	3.58%	3.58%	2.61%	2.63%	1.94%	2.39%	1.45%	1.68%	1.94%	9	2.18%	
ELMA	0.84%	0.76%	1.09%	1.83%	1.72%	2.00%	2.15%	1.76%	1.42%	1.66%	1.25%	1.38%	75	1.77%	
ELTOPPLE Report	1.37%	0.00%	0.34%	0.69%	1.05%	2.81%	0.70%	1.04%	0.00%	1.41%	3.20%	1.77%	4	1.44%	



Trouble Ticket Report

August 2006

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EUREKA	1.39%	0.56%	0.84%	0.56%	0.85%	1.12%	1.41%	2.51%	1.13%	3.69%	0.85%	0.87%	1	0.29%	
FALL CITY	1.26%	0.66%	1.01%	1.39%	1.34%	1.76%	1.15%	1.13%	0.96%	1.11%	1.62%	1.30%	46	1.41%	
FORKS	0.85%	0.30%	0.50%	1.05%	0.77%	1.13%	0.91%	0.80%	0.52%	0.50%	0.44%	0.52%	15	0.42%	
FOX ISLAND	0.85%	1.03%	0.81%	0.76%	1.41%	2.13%	1.62%	0.60%	1.16%	0.80%	1.18%	0.44%	16	1.01%	
FRIDAY HARBOR	1.51%	1.31%	1.49%	1.41%	2.20%	1.28%	1.37%	1.17%	0.80%	1.22%	1.35%	1.10%	129	1.89%	
GIG HARBOR	0.98%	0.71%	0.98%	1.01%	1.02%	1.13%	1.06%	0.85%	0.87%	0.73%	0.81%	0.81%	244	0.99%	
GLENOMA	2.73%	3.01%	5.37%	3.94%	4.18%	3.54%	3.32%	2.62%	2.90%	1.92%	3.35%	1.93%	2	0.48%	
HANSVILLE	1.82%	1.51%	1.42%	1.16%	1.54%	1.76%	1.23%	0.81%	0.87%	1.43%	1.32%	1.00%	34	1.89%	
HARRINGTON	1.78%	1.20%	0.80%	0.80%	3.04%	2.85%	1.64%	1.24%	1.24%	1.25%	0.62%	2.08%	4	0.85%	
HUMPTULIPS	0.79%	0.53%	0.80%	1.07%	0.82%	1.88%	1.36%	1.90%	1.34%	1.88%	1.87%	1.08%	6	1.66%	
INCHELJUM/HUNTERS	1.12%	1.17%	0.33%	0.66%	0.53%	0.87%	0.93%	0.80%	0.66%	0.99%	1.05%	0.66%	11	0.72%	
KAHLOTUS	0.48%	0.50%	0.50%	2.03%	0.00%	2.06%	1.55%	1.55%	0.52%	0.00%	1.03%	0.51%	0	0.00%	
KETTLE FALLS	1.68%	1.94%	1.30%	1.16%	1.50%	1.69%	1.57%	1.05%	1.31%	2.83%	2.27%	1.86%	39	1.45%	
KINGSTON	1.99%	2.16%	2.15%	1.29%	1.57%	1.71%	1.83%	1.44%	1.23%	1.22%	1.05%	0.84%	58	1.17%	
LAKE QUINAULT	1.28%	1.93%	0.49%	1.48%	2.45%	1.98%	1.98%	1.31%	1.46%	1.62%	1.29%	2.27%	9	1.46%	
LAKEBAY	1.12%	1.24%	1.57%	1.45%	1.53%	2.00%	2.86%	2.04%	1.29%	1.53%	1.38%	0.95%	70	1.27%	
LIND	0.92%	0.37%	0.93%	0.57%	0.38%	1.53%	0.77%	1.54%	1.17%	0.98%	1.77%	1.20%	5	1.01%	
LONG BEACH	1.18%	0.77%	1.97%	1.83%	1.54%	2.00%	1.20%	1.28%	1.26%	0.87%	1.06%	0.94%	45	1.09%	
LOPEZ	1.36%	0.71%	1.21%	1.25%	1.21%	0.71%	0.92%	1.05%	1.55%	0.88%	1.86%	0.99%	29	1.20%	
MATHEWS CORNER	1.74%	1.37%	1.79%	1.21%	1.23%	1.45%	0.63%	0.63%	1.88%	2.29%	5.03%	1.05%	3	0.63%	
MCCLARY	1.09%	0.87%	1.08%	1.16%	1.03%	1.35%	1.89%	0.69%	0.69%	0.77%	1.01%	0.87%	10	0.79%	
MEDICAL LAKE	1.67%	1.12%	0.59%	0.85%	1.05%	1.48%	0.76%	0.73%	0.93%	1.09%	1.17%	0.97%	39	1.30%	
MESA	0.98%	0.98%	2.91%	1.94%	0.97%	2.62%	1.33%	0.99%	0.66%	0.67%	0.34%	0.00%	0	0.00%	
MINER <small>Report</small>	3.13%	1.26%	0.95%	3.85%	5.13%	3.51%	1.58%	4.76%	3.51%	1.87%	3.45%	2.48%	11	3.41%	



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MONTESANO	0.83%	1.03%	1.18%	1.12%	0.85%	1.42%	1.55%	0.93%	0.52%	1.10%	0.63%	0.63%	27	0.72%	
MORTON	1.04%	1.62%	2.51%	1.61%	1.68%	1.30%	1.32%	1.65%	1.58%	1.71%	1.06%	1.58%	12	0.80%	
NEAH BAY	0.64%	0.53%	0.65%	0.54%	0.97%	0.65%	1.39%	1.18%	0.32%	1.30%	0.43%	1.19%	7	0.74%	
NESPELEM	1.74%	1.32%	1.59%	1.32%	0.87%	1.91%	1.34%	1.04%	1.75%	1.61%	2.45%	1.18%	16	2.33%	
NORTH BEND <small>831/888</small>	1.12%	0.78%	1.40%	1.14%	0.97%	0.97%	1.02%	1.10%	0.58%	1.04%	0.98%	0.94%	81	1.00%	
NORTH VASHON	1.17%	1.24%	1.32%	1.62%	1.34%	2.91%	2.32%	1.13%	1.58%	0.83%	0.75%	1.50%	20	1.53%	
OCEAN PARK	1.63%	0.95%	1.39%	1.73%	1.10%	1.27%	1.38%	1.52%	1.13%	0.58%	1.42%	0.72%	45	1.25%	
OCOSTA	0.67%	0.92%	1.14%	0.00%	3.04%	2.34%	1.40%	0.95%	0.73%	1.98%	0.99%	0.75%	2	0.51%	
ODESSA	1.17%	0.75%	0.65%	1.30%	1.20%	1.97%	0.77%	0.99%	0.88%	1.44%	0.99%	1.11%	10	1.11%	
ORTING	1.49%	1.08%	1.38%	1.10%	1.34%	1.21%	1.12%	1.47%	1.17%	1.47%	1.37%	1.58%	91	1.39%	
PACIFIC BEACH	0.93%	1.77%	1.97%	1.44%	1.74%	2.35%	1.44%	1.33%	1.03%	0.72%	1.64%	1.53%	3	0.30%	
PACKWOOD	1.71%	2.24%	1.20%	1.06%	1.36%	1.60%	1.76%	3.55%	0.85%	1.23%	1.22%	0.61%	20	1.53%	
PE ELL	2.83%	0.95%	2.26%	3.48%	1.08%	2.52%	2.40%	1.21%	1.22%	2.06%	2.06%	0.61%	17	2.10%	
PUGET ISLAND	1.82%	0.89%	2.26%	1.81%	3.17%	4.11%	2.30%	3.51%	1.64%	2.35%	2.35%	1.43%	15	3.60%	
RANDLE	1.20%	2.31%	2.41%	1.59%	2.35%	4.33%	2.27%	2.65%	1.62%	2.49%	1.82%	0.77%	9	0.86%	
RAYMOND-LEBAM	1.43%	1.20%	2.32%	2.78%	1.30%	3.08%	2.22%	1.02%	0.84%	0.82%	1.39%	1.25%	42	1.36%	
REARDAN	1.64%	1.32%	1.55%	1.31%	1.40%	3.30%	1.57%	1.24%	1.08%	0.58%	1.01%	1.08%	27	2.25%	
RIMROCK/WHITEPASS	0.00%	0.34%	0.00%	1.38%	0.35%	1.37%	1.04%	1.04%	0.69%	2.06%	0.68%	0.67%	1	0.33%	
RTZVILLE-BENGE	0.89%	0.30%	0.96%	0.85%	1.03%	0.54%	0.97%	1.03%	0.86%	1.10%	1.16%	0.80%	13	0.80%	
ROYAL CITY	1.53%	0.77%	0.97%	1.13%	0.69%	1.74%	1.55%	1.44%	0.70%	1.00%	0.96%	1.46%	32	1.62%	
SNOQUALMIE RIDGE <small>396</small>	0.77%	0.42%	0.42%	0.51%	0.33%	0.34%	0.53%	0.69%	1.11%	0.36%	0.52%	0.41%	27	1.39%	
SNOQUALMIE PASS <small>434</small>	0.87%	0.43%	0.22%	3.95%	1.94%	0.00%	0.87%	1.32%	0.22%	0.23%	1.82%	1.35%	9	2.01%	
SOUTH BEND	0.77%	3.79%	2.03%	3.95%	1.68%	2.10%	1.57%	1.27%	1.15%	1.88%	1.40%	1.48%	15	0.93%	
SOUTH <small>Popple</small> <small>Report</small>	2.00%	1.50%	1.17%	1.08%	1.63%	1.30%	1.06%	1.15%	0.83%	1.78%	1.59%	1.60%	36	1.42%	



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SPANGLE	1.65%	0.55%	0.37%	1.29%	0.92%	1.11%	1.11%	1.12%	0.56%	0.38%	0.57%	0.95%	9	1.72%	
SPRAGUE	0.90%	0.36%	0.92%	2.38%	2.93%	2.02%	0.55%	1.11%	1.48%	1.48%	0.55%	1.85%	10	1.85%	
STARBUCK	2.56%	0.00%	1.30%	0.00%	1.32%	1.32%	0.00%	3.33%	1.31%	2.58%	3.25%	0.65%	1	0.66%	
TIETON	0.52%	0.66%	0.39%	0.40%	0.80%	1.49%	1.49%	0.67%	0.54%	0.68%	0.95%	0.54%	4	0.54%	
TWISP	1.09%	0.75%	1.35%	1.29%	0.65%	1.40%	0.30%	1.26%	0.55%	1.01%	1.91%	1.61%	16	0.80%	
VADER	0.87%	0.99%	1.10%	2.00%	1.91%	1.73%	1.93%	1.02%	1.12%	0.92%	1.75%	1.24%	12	1.24%	
VASHON	1.18%	1.04%	1.66%	1.69%	1.42%	1.72%	1.26%	1.29%	1.11%	0.66%	1.10%	1.32%	59	1.14%	
WASHTUCNA	1.09%	0.74%	0.00%	0.75%	0.38%	1.89%	0.00%	0.00%	1.87%	0.38%	0.38%	0.77%	8	3.05%	
WILBUR	1.22%	0.85%	0.47%	1.14%	1.52%	2.00%	0.67%	1.65%	0.88%	1.20%	0.60%	1.10%	13	1.31%	
WILSON CREEK	1.10%	0.55%	1.10%	0.54%	1.09%	1.36%	0.54%	0.82%	0.00%	1.62%	0.27%	1.90%	11	3.00%	
WINTHROP	1.23%	0.97%	0.93%	0.67%	1.06%	1.39%	0.85%	0.27%	0.67%	0.90%	0.76%	1.42%	27	1.19%	
YACOLT	1.71%	2.21%	2.79%	1.46%	1.63%	1.40%	2.24%	1.91%	0.56%	1.11%	1.83%	1.16%	22	1.22%	
GRAND TOTAL	1.24%	1.08%	1.31%	1.30%	1.26%	1.52%	1.32%	1.23%	0.96%	1.12%	1.21%	1.05%	2,063	1.21%	

Quality of Service

August 2006

(3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
12,134	587	0

(4) Installation or Activation of Basic Service

Exchange Name	Total Orders for Month	Orders Not Completed in 5 Business Days
Monthly Report:	See Attachment A	

(5) Major Outages Over 48 Hours

# Over 48 Hours:	None
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(7) Switches - Dial Tone

On Track for Month?	Yes
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(8) Trunk Blocking

On Track for Month?	Yes
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(9) Repair Report / Repair Appointments Met

Total OOS	Total OOS Exempted by Rule	Net Trouble (total exempt)	Total of Net Trouble Cleared in 48 Hrs (Appts Met)	Total Net Not Cleared within 48 Hrs (Appointments Missed)
928	6	922	884	38
Total Other Regulated Tickets	Total Exempted	Net Trouble Tickets (total exempt)	Total of Net Trouble Cleared in 72 Hrs (Appts Met)	Total Net Tickets Cleared in 72 Hours (Appointments Missed)
1177	3	1174	1133	41

**(4) Installation or Activation of Basic Service
Attachment A**

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	5 Days of Less
ALMIRA	6	6
AMES LAKE	5	5
ARLETTA	25	25
ASHFORD	14	14
BASIN CITY	6	6
BEAVER	0	0
BLAKELY ISLAND/DECATURE	3	3
CARNATION	15	15
CATHLAMET	23	23
CHENEY	118	118
CHEWELAH	71	71
CHINOOK	10	10
CLALLAM BAY	15	15
CLEARWATER	1	1
CONNELL	31	31
COULEE CITY	14	14
COWICHE	10	10
CRESTON	4	4
CURTIS	10	10
DAVENPORT	40	40
E.W.U.	0	0
EAST SOUND	63	63
EDWALL-TYLER	7	6
ELMA	73	73
ELTOPIA	4	4
EUREKA	9	9
FALL CITY	25	25
FORKS	43	43
FOX ISLAND	15	15
FRIDAY HARBOR	89	89
GIG HARBOR	270	268
GLENOMA	5	5
HANSVILLE	19	19
HARRINGTON	4	4
HUMPTULIPS	10	10
HUNTERS/INCHELIUM	27	27
KAHLOTUS	2	2
KETTLE FALLS	42	42
KINGSTON	55	55
LAKE QUINAULT	11	11
LAKEBAY	94	94
LIND	6	6
LONG BEACH	80	80
LOPEZ/SHAW ISLAND	23	23

**(4) Installation or Activation of Basic Service
Attachment A**

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	5 Days of Less
MATHEWS CORNER	8	8
MCCLEARY	15	15
MEDICAL LAKE	61	61
MESA	3	3
MINERAL	7	7
MONTESANO	38	38
MORTON	15	15
NEAH BAY	11	11
NESPELEM	30	30
NORTH VASHON	16	16
NORTHBEND	94	91
OCEAN PARK	51	50
OCOSTA	3	3
ODESSA	9	9
ORTING	78	78
PACIFIC BEACH	22	22
PACKWOOD	13	13
PE ELL	15	15
PUGET ISLAND	10	10
RANDLE	27	27
RAYMOND	32	32
RAYMOND/LEBAM	1	1
REARDAN	15	15
RIMROCK	7	7
RITZVILLE-BENGE	26	25
ROYAL CITY	33	33
SNOQUALMIE PASS	10	10
SNOQUALMIE RIDGE	44	44
SOUTH BEND	20	19
SOUTH PRAIRIE	48	48
SPANGLE	4	4
SPRAGUE	6	6
STARBUCK	0	0
TIETON	12	12
TWISP	49	49
VADER	14	14
VALLEY	15	15
VASHON	46	46
WASHTUCNA	4	4
WILBUR	8	8
WILSON CREEK	3	3
WINTHROP	34	34
YACOLT	20	19



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
August 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 Poteico
Connell	March 2006	Drop repair (4); cable repair (5); mice in ped (1); bad test module (2); switch down (1)
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
Mathews Corner	February 2006	14 - Replaced module, bad pair, repaired cable, repaired drop, power supply problem, tree fell on line.
	June 2006	21 - Blown fuse / raccoon damages
Mineral	December 2005	6 Total - 4 @ Technician's error and 2 @ repaired cable on State Route 7
Puget Island	January 2006	3 - System 706 Slicscore Noisy