



November 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 – October, 2006

Dear Ms. Russell:

Enclosed please find the combined performance results for CenturyTel of Washington for October, 2006. These include changes to the 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

Quality of Service

October 2006

(3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
11,904	631	0

(4) Installation or Activation of Basic Service

Exchange Name	Total Orders for Month	7 Days or Less
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)
825	2	823	809	14
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)
1076	0	1076	1059	17

**(4) Installation or Activation of Basic Service
Attachment A for October 2006**

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	7 Days or Less
ALMIRA	2	2
AMES LAKE	5	5
ARLETTA	19	19
ASHFORD	21	21
BASIN CITY	7	7
BEAVER	6	6
BLAKELY ISLAND/DECATURE	1	1
CARNATION	12	12
CATHLAMET	23	23
CHENEY	80	80
CHEWELAH	55	55
CHINOOK	6	6
CLALLAM BAY	11	11
CLEARWATER	1	1
CONNELL	23	23
COULEE CITY	10	10
COWICHE	11	11
CRESTON	12	12
CURTIS	9	9
DAVENPORT	28	28
E.W.U.	0	0
EAST SOUND	68	68
EDWALL-TYLER	8	8
ELMA	55	55
ELTOPIA	5	5
EUREKA	6	6
FALL CITY	26	26
FORKS	54	54
FOX ISLAND	14	14
FRIDAY HARBOR	75	75
GIG HARBOR	218	218
GLENOMA	5	5
HANSVILLE	6	6
HARRINGTON	4	4
HUMPTULIPS	9	9
HUNTERS/INCHELIUM	15	14
KAHLOTUS	3	3
KETTLE FALLS	39	39
KINGSTON	53	53
LAKE QUINAULT	7	7
LAKEBAY	77	77
LIND	7	7
LONG BEACH	59	59
LOPEZ/SHAW ISLAND	21	21

(4) Installation or Activation of Basic Service
Attachment A for October 2006

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	7 Days or Less
MATHEWS CORNER	11	11
MCCLEARY	14	14
MEDICAL LAKE	40	40
MESA	1	1
MINERAL	5	5
MONTESANO	32	32
MORTON	25	25
NEAH BAY	14	14
NESPELEM	14	14
NORTH VASHON	16	16
NORTHBEND	63	63
OCEAN PARK	43	43
OCOSTA	4	4
ODESSA	3	3
ORTING	64	64
PACIFIC BEACH	36	36
PACKWOOD	15	15
PE ELL	21	21
PUGET ISLAND	4	4
RANDLE	21	21
RAYMOND	32	32
RAYMOND/LEBAM	7	7
REARDAN	20	20
RIMROCK	1	1
RITZVILLE-BENGE	19	19
ROYAL CITY	27	27
SNOQUALMIE PASS	5	5
SNOQUALMIE RIDGE	27	27
SOUTH BEND	21	21
SOUTH PRAIRIE	40	40
SPANGLE	9	9
SPRAGUE	9	9
STARBUCK	0	0
TIETON	20	20
TWISP	27	27
VADER	22	22
VALLEY	15	15
VASHON	39	39
WASHTUCNA	2	2
WILBUR	14	14
WILSON CREEK	2	2
WINTHROP	34	34
YACOLT	18	18



Trouble Ticket Report

October 2006

EXCHANGE	October 2006												Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
	Oct 05	Nov 05	Dec 05	Jan 06	Feb 06	Mar 06	Apr 06	May 06	Jun 06	Jul 06	Aug 06	Sep 06			
ALMIRA	2.01%	2.05%	0.69%	4.87%	0.23%	1.16%	0.93%	2.78%	1.39%	1.36%	0.91%	0.70%	6	1.40%	
AMES LAKE	1.72%	1.72%	1.15%	1.16%	0.87%	1.46%	0.15%	2.20%	0.73%	1.32%	1.63%	0.45%	9	1.34%	
ARLETTA	1.63%	1.23%	0.77%	1.35%	1.42%	1.22%	1.05%	0.72%	1.07%	0.83%	0.95%	0.93%	38	1.29%	
ASHFORD	3.53%	2.75%	2.75%	3.78%	2.69%	1.58%	1.30%	1.66%	1.73%	1.19%	2.10%	0.65%	20	1.87%	
BASIN CITY	1.10%	0.56%	1.00%	1.14%	0.72%	1.29%	0.86%	3.46%	0.58%	0.87%	0.44%	0.30%	5	0.74%	
BEAVER	0.88%	0.89%	0.90%	1.79%	2.25%	0.22%	0.23%	0.23%	0.23%	0.70%	0.23%	1.18%	5	1.17%	
BLAKELY ISL	0.88%	2.36%	0.89%	0.00%	0.00%	1.79%	0.90%	0.60%	2.96%	0.30%	0.59%	0.31%	1	0.31%	
CARNATION	1.03%	0.92%	1.32%	1.78%	2.06%	1.13%	1.03%	1.89%	1.49%	0.63%	1.22%	1.72%	29	1.72%	
CATHLAMET	4.05%	2.06%	2.49%	1.63%	2.49%	2.08%	1.73%	1.88%	1.67%	1.29%	1.28%	1.37%	28	2.02%	
CHENEY / EWU	0.57%	0.60%	0.50%	1.12%	0.95%	0.59%	0.67%	0.69%	0.81%	1.24%	0.59%	0.71%	35	0.72%	
CHEWELAH / VALLEY	1.16%	1.57%	1.11%	1.88%	1.37%	1.61%	0.88%	1.44%	2.31%	1.77%	2.46%	1.31%	52	1.22%	
CHINOOK	2.15%	0.72%	2.43%	1.97%	1.24%	0.99%	1.49%	2.94%	0.98%	1.48%	2.46%	1.00%	5	1.24%	
CLALLAM BAY	1.16%	1.16%	1.04%	2.60%	2.22%	0.78%	0.79%	1.19%	1.59%	0.79%	0.92%	1.46%	9	1.20%	
CLEARWATER	3.01%	0.00%	0.00%	3.60%	2.17%	2.13%	0.71%	1.38%	1.41%	0.00%	0.00%	0.00%	1	0.76%	
CONNELL	0.76%	0.89%	0.58%	1.22%	0.51%	5.93%	0.77%	1.35%	0.84%	0.65%	0.45%	0.20%	10	0.67%	
COULTEE CITY	0.83%	0.96%	1.08%	1.45%	0.60%	0.97%	0.73%	1.09%	1.34%	1.09%	1.93%	0.88%	14	1.79%	
COWICHE	0.80%	0.99%	0.80%	0.70%	0.50%	1.09%	0.89%	0.50%	0.60%	0.70%	0.90%	0.50%	5	0.51%	
CRESTON	3.38%	0.49%	0.99%	0.74%	0.49%	0.49%	0.74%	0.98%	1.22%	0.49%	0.97%	0.75%	6	1.50%	
CURTIS	3.41%	3.39%	2.40%	1.60%	1.20%	0.80%	0.79%	0.40%	3.39%	1.39%	1.39%	1.26%	3	0.60%	
DAVENPORT	1.96%	0.95%	0.81%	1.14%	0.43%	0.91%	0.62%	0.77%	0.91%	0.67%	1.30%	0.98%	22	1.09%	
EASTSOUND	0.93%	1.04%	0.90%	0.96%	0.63%	0.94%	0.62%	0.87%	1.28%	0.72%	0.97%	1.21%	57	1.21%	
EDWALL-TYLER	1.21%	3.58%	3.58%	2.61%	2.63%	1.94%	2.39%	1.45%	1.68%	1.94%	2.18%	2.21%	3	0.73%	
ELMA _{Trouble Report}	1.09%	1.83%	1.72%	2.00%	2.15%	1.76%	1.42%	1.66%	1.25%	1.38%	1.77%	1.18%	59	1.41%	



Trouble Ticket Report

October 2006

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	Oct 05	Nov 05	Dec 05	Jan 06	Feb 06	Mar 06	Apr 06	May 06	Jun 06	Jul 06	Aug 06	Sep 06			
ELTOPIA	0.34%	0.69%	1.05%	2.81%	0.70%	1.04%	0.00%	1.41%	3.20%	1.77%	1.44%	0.73%	5	1.82%	
EUREKA	0.84%	0.56%	0.85%	1.12%	1.41%	2.51%	1.13%	3.69%	0.85%	0.87%	0.29%	1.57%	3	0.94%	
FAIL CITY	1.01%	1.39%	1.34%	1.76%	1.15%	1.13%	0.96%	1.11%	1.62%	1.30%	1.41%	1.31%	48	1.51%	
FORKS	0.50%	1.05%	0.77%	1.13%	0.91%	0.80%	0.52%	0.50%	0.44%	0.52%	0.42%	0.58%	24	0.67%	
FOX ISLAND	0.81%	0.76%	1.41%	2.13%	1.62%	0.60%	1.16%	0.80%	1.18%	0.44%	1.01%	1.29%	17	1.11%	
FRIDAY HARBOR	1.49%	1.41%	2.20%	1.28%	1.37%	1.17%	0.80%	1.22%	1.35%	1.10%	1.89%	1.91%	102	1.52%	
GIG HARBOR	0.98%	1.01%	1.02%	1.13%	1.06%	0.85%	0.87%	0.73%	0.81%	0.81%	0.99%	0.92%	228	0.96%	
GLENOMA	5.37%	3.94%	4.18%	3.54%	3.32%	2.62%	2.90%	1.92%	3.35%	1.93%	0.48%	1.72%	6	1.48%	
HANSVILLE	1.42%	1.16%	1.54%	1.76%	1.23%	0.81%	0.87%	1.43%	1.32%	1.00%	1.89%	1.75%	34	1.95%	
HARRINGTON	0.80%	0.80%	3.04%	2.85%	1.64%	1.24%	1.24%	1.25%	0.62%	2.08%	0.85%	0.22%	3	0.68%	
HUMPTULIPS	0.80%	1.07%	0.82%	1.88%	1.36%	1.90%	1.34%	1.88%	1.87%	1.08%	1.66%	0.85%	10	2.82%	
INCHELIUM/HUNTERS	0.33%	0.66%	0.53%	0.87%	0.93%	0.80%	0.66%	0.99%	1.05%	0.66%	0.72%	0.80%	15	1.02%	
KAHLOTUS	0.50%	2.03%	0.00%	2.06%	1.55%	1.55%	0.52%	0.00%	1.03%	0.51%	0.00%	0.51%	0	0.00%	
KETTLE FALLS	1.30%	1.16%	1.50%	1.69%	1.57%	1.05%	1.31%	2.83%	2.27%	1.86%	1.45%	1.09%	29	1.09%	
KINGSTON	2.15%	1.29%	1.57%	1.71%	1.83%	1.44%	1.23%	1.22%	1.05%	0.84%	1.17%	1.23%	76	1.57%	
LAKE QUINAULT	0.49%	1.48%	2.45%	1.98%	1.98%	1.31%	1.46%	1.62%	1.29%	2.27%	1.46%	1.49%	5	0.82%	
LAKEBAY	1.57%	1.45%	1.53%	2.00%	2.86%	2.04%	1.29%	1.53%	1.38%	0.95%	1.27%	1.34%	80	1.46%	
LIND	0.93%	0.57%	0.38%	1.53%	0.77%	1.54%	1.17%	0.98%	1.77%	1.20%	1.01%	1.43%	4	0.82%	
LONG BEACH	1.97%	1.83%	1.54%	2.00%	1.20%	1.28%	1.26%	0.87%	1.06%	0.94%	1.09%	1.17%	45	1.10%	
LOPEZ	1.21%	1.25%	1.21%	0.71%	0.92%	1.05%	1.55%	0.88%	1.86%	0.99%	1.20%	1.17%	30	1.26%	
MATHEWS CORNER	1.79%	1.21%	1.23%	1.45%	0.63%	0.63%	1.88%	2.29%	5.03%	1.05%	0.63%	2.32%	7	1.50%	
MCCLEARY	1.08%	1.16%	1.03%	1.35%	1.89%	0.69%	0.69%	0.77%	1.01%	0.87%	0.79%	1.13%	18	1.47%	
MEDICAL LAKE <small>Trouble Report</small>	0.59%	0.85%	1.05%	1.48%	0.76%	0.73%	0.93%	1.09%	1.17%	0.97%	1.30%	0.87%	19	0.64%	



Trouble Ticket Report

October 2006

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	Oct 05	Nov 05	Dec 05	Jan 06	Feb 06	Mar 06	Apr 06	May 06	Jun 06	Jul 06	Aug 06	Sep 06			
MESA	2.91%	1.94%	0.97%	2.62%	1.33%	0.99%	0.66%	0.67%	0.34%	0.00%	0.00%	0.68%	1	0.35%	
MINERAL	0.95%	3.85%	5.13%	3.51%	1.58%	4.76%	3.51%	1.87%	3.45%	2.48%	3.41%	1.87%	6	1.88%	
MONTESANO	1.18%	1.12%	0.85%	1.42%	1.55%	0.93%	0.52%	1.10%	0.63%	0.63%	0.72%	0.43%	39	1.06%	
MORTON	2.51%	1.61%	1.68%	1.30%	1.32%	1.65%	1.58%	1.71%	1.06%	1.58%	0.80%	1.20%	16	1.07%	
NEAH BAY	0.65%	0.54%	0.97%	0.65%	1.39%	1.18%	0.32%	1.30%	0.43%	1.19%	0.74%	1.06%	14	1.46%	
NESPELEM	1.59%	1.32%	0.87%	1.91%	1.34%	1.04%	1.75%	1.61%	2.45%	1.18%	2.33%	0.30%	7	1.07%	
NORTH BEND 831/888	1.40%	1.14%	0.97%	0.97%	1.02%	1.10%	0.58%	1.04%	0.98%	0.94%	1.00%	0.89%	90	1.14%	
NORTH VASHON	1.32%	1.62%	1.34%	2.91%	2.32%	1.13%	1.58%	0.83%	0.75%	1.50%	1.53%	1.94%	22	1.74%	
OCEAN PARK	1.39%	1.73%	1.10%	1.27%	1.38%	1.52%	1.13%	0.58%	1.42%	0.72%	1.25%	0.79%	32	0.90%	
OCCOSTA	1.14%	0.00%	3.04%	2.34%	1.40%	0.95%	0.73%	1.98%	0.99%	0.75%	0.51%	0.54%	2	0.54%	
ODESSA	0.65%	1.30%	1.20%	1.97%	0.77%	0.99%	0.88%	1.44%	0.99%	1.11%	1.11%	0.23%	10	1.14%	
ORTING	1.38%	1.10%	1.34%	1.21%	1.12%	1.47%	1.17%	1.47%	1.37%	1.58%	1.39%	1.02%	60	0.94%	
PACIFIC BEACH	1.97%	1.44%	1.74%	2.35%	1.44%	1.33%	1.03%	0.72%	1.64%	1.53%	0.30%	0.72%	15	1.50%	
PACKWOOD	1.20%	1.06%	1.36%	1.60%	1.76%	3.55%	0.85%	1.23%	1.22%	0.61%	1.53%	0.85%	12	0.94%	
PE ELL	2.26%	3.48%	1.08%	2.52%	2.40%	1.21%	1.22%	2.06%	2.06%	0.61%	2.10%	1.15%	11	1.38%	
PUGET ISLAND	2.26%	1.81%	3.17%	4.11%	2.30%	3.51%	1.64%	2.35%	2.35%	1.43%	3.60%	1.95%	8	1.94%	
RANDLE	2.41%	1.59%	2.35%	4.33%	2.27%	2.65%	1.62%	2.49%	1.82%	0.77%	0.86%	1.05%	12	1.15%	
RAYMOND-LEBAM	2.32%	2.78%	1.30%	3.08%	2.22%	1.02%	0.84%	0.82%	1.39%	1.25%	1.36%	0.98%	41	1.36%	
REARDAN	1.55%	1.31%	1.40%	3.30%	1.57%	1.24%	1.08%	0.58%	1.01%	1.08%	2.25%	0.93%	13	1.10%	
RIMROCK/WHITEPASS	0.00%	1.38%	0.35%	1.37%	1.04%	1.04%	0.69%	2.06%	0.68%	0.67%	0.33%	0.67%	0	0.00%	
RITZVILLE-BENGE	0.96%	0.85%	1.03%	0.54%	0.97%	1.03%	0.86%	1.10%	1.16%	0.80%	0.80%	0.76%	9	0.58%	
ROYAL CITY	0.97%	1.13%	0.69%	1.74%	1.55%	1.44%	0.70%	1.00%	0.96%	1.46%	1.62%	1.59%	18	0.93%	
SNOQUALMIE RIDGE 396 <small>Under Report</small>	0.42%	0.51%	0.33%	0.34%	0.53%	0.69%	1.11%	0.36%	0.52%	0.41%	1.39%	0.32%	11	0.60%	



Trouble Ticket Report

October 2006

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	Oct 05	Nov 05	Dec 05	Jan 06	Feb 06	Mar 06	Apr 06	May 06	Jun 06	Jul 06	Aug 06	Sep 06			
SNOQUALMIE PASS 434	0.22%	3.95%	1.94%	0.00%	0.87%	1.32%	0.22%	0.23%	1.82%	1.35%	2.01%	1.37%	1	0.23%	
SOUTH BEND	2.03%	3.95%	1.68%	2.10%	1.57%	1.27%	1.15%	1.88%	1.40%	1.48%	0.93%	1.89%	21	1.33%	
SOUTH PRAIRIE	1.17%	1.08%	1.63%	1.30%	1.06%	1.15%	0.83%	1.78%	1.59%	1.60%	1.42%	1.31%	33	1.33%	
SPANGLE	0.37%	1.29%	0.92%	1.11%	1.11%	1.12%	0.56%	0.38%	0.57%	0.95%	1.72%	0.19%	4	0.77%	
SPRAGUE	0.92%	2.38%	2.93%	2.02%	0.55%	1.11%	1.48%	0.38%	0.55%	1.85%	1.85%	2.20%	5	1.02%	
STARBUCK	1.30%	0.00%	1.32%	1.32%	0.00%	3.33%	1.31%	2.58%	3.25%	0.65%	0.66%	0.00%	1	0.74%	
TIE TON	0.39%	0.40%	0.80%	1.49%	1.49%	0.67%	0.54%	0.68%	0.95%	0.54%	0.54%	0.55%	6	0.83%	
TWISP	1.35%	1.29%	0.65%	1.40%	0.30%	1.26%	0.55%	1.01%	1.91%	1.61%	0.80%	1.04%	14	0.70%	
VADER	1.10%	2.00%	1.91%	1.73%	1.93%	1.02%	1.12%	0.92%	1.75%	1.24%	1.24%	2.12%	12	1.27%	
VASHON	1.66%	1.69%	1.42%	1.72%	1.26%	1.29%	1.11%	0.66%	1.10%	1.32%	1.14%	1.23%	68	1.34%	
WASHTUCNA	0.00%	0.75%	0.38%	1.89%	0.00%	0.00%	1.87%	0.38%	0.38%	0.77%	3.05%	1.55%	3	1.17%	
WILBUR	0.47%	1.14%	1.52%	2.00%	0.67%	1.65%	0.88%	1.20%	0.60%	1.10%	1.31%	0.62%	6	0.62%	
WILSON CREEK	1.10%	0.54%	1.09%	1.36%	0.54%	0.82%	0.00%	1.62%	0.27%	1.90%	3.00%	0.55%	5	1.40%	
WINTHROP	0.93%	0.67%	1.06%	1.39%	0.85%	0.27%	0.67%	0.90%	0.76%	1.42%	1.19%	0.75%	18	0.80%	
YACOLT	2.79%	1.46%	1.63%	1.40%	2.24%	1.91%	0.56%	1.11%	1.83%	1.16%	1.22%	0.67%	23	1.29%	
GRAND TOTAL	1.31%	1.30%	1.26%	1.52%	1.32%	1.23%	0.96%	1.12%	1.21%	1.05%	1.21%	1.06%	1,899	1.14%	



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
October 2006

EXCHANGE	Month/Year	REASON TROUBLE INDEX IS OVER 4 % (If NO, add to this list)
Almira	January 2006	2 - Translation trouble
Connell	March 2006	Drop repair (4); cable repair (5); mice in ped (1); bad test module (2); switch down (1)
	December 2005	2 - Repaired cable on US Hwy 12
Glenoma	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 Siscoore Noisy

