



January 3, 2006

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STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

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

Attention: Kristen Russell
Robert Williamson

Reference: SERVICE QUALITY PERFORMANCE REPORT – November, 2006

Dear Ms. Russell:

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



Trouble Ticket Report

November 2006

EXCHANGE	Nov 05	Dec 05	Jan 06	Feb 06	Mar 06	Apr 06	May 06	Jun 06	Jul 06	Aug 06	Sep 06	Oct 06	November 2006 Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
	ALMIRA	2.05%	0.69%	4.87%	0.23%	1.16%	0.93%	2.78%	1.39%	1.36%	0.91%	0.70%	1.40%	3	0.70%
AMES LAKE	1.72%	1.15%	1.16%	0.87%	1.46%	0.15%	2.20%	0.73%	1.32%	1.63%	0.45%	1.34%	21	3.12%	
ARLETTA	1.23%	0.77%	1.35%	1.42%	1.22%	1.05%	0.72%	1.07%	0.83%	0.95%	0.93%	1.29%	56	1.93%	
ASHFORD	2.75%	2.75%	3.78%	2.69%	1.58%	1.30%	1.66%	1.73%	1.19%	2.10%	0.65%	1.87%	27	2.52%	
BASIN CITY	0.56%	1.00%	1.14%	0.72%	1.29%	0.86%	3.46%	0.58%	0.87%	0.44%	0.30%	0.74%	10	1.48%	
BEAVER	0.89%	0.90%	1.79%	2.25%	0.22%	0.23%	0.23%	0.23%	0.70%	0.23%	1.18%	1.17%	12	2.84%	
BLAKELY ISL	2.36%	0.89%	0.00%	0.00%	1.79%	0.90%	0.60%	2.96%	0.30%	0.59%	0.31%	0.31%	0	0.00%	
CARNATION	0.92%	1.32%	1.78%	2.06%	1.13%	1.03%	1.89%	1.49%	0.63%	1.22%	1.72%	1.72%	45	2.71%	
CATHLAMET	2.06%	2.49%	1.63%	2.49%	2.08%	1.73%	1.88%	1.67%	1.29%	1.28%	1.37%	2.02%	33	2.38%	25
CHENEY / EWU	0.60%	0.50%	1.12%	0.95%	0.59%	0.67%	0.69%	0.81%	1.24%	0.59%	0.71%	0.72%	74	1.59%	
CHEWELAH / VALLEY	1.57%	1.11%	1.88%	1.37%	1.61%	0.88%	1.44%	2.31%	1.77%	2.46%	1.31%	1.22%	48	1.12%	
CHNOOK	0.72%	2.43%	1.97%	1.24%	0.99%	1.49%	2.94%	0.98%	1.48%	2.46%	1.00%	1.24%	7	1.75%	
CLALLAM BAY	1.16%	1.04%	2.60%	2.22%	0.78%	0.79%	1.19%	1.59%	0.79%	0.92%	1.46%	1.20%	9	1.21%	22
CLEARWATER	0.00%	0.00%	3.60%	2.17%	2.13%	0.71%	1.38%	1.41%	0.00%	0.00%	0.00%	0.76%	3	2.21%	
CONNELL	0.89%	0.58%	1.22%	0.51%	5.93%	0.77%	1.35%	0.84%	0.65%	0.45%	0.20%	0.67%	3	0.20%	
COULEE CITY	0.96%	1.08%	1.45%	0.60%	0.97%	0.73%	1.09%	1.34%	1.09%	1.93%	0.88%	1.79%	13	1.70%	
COWICHE	0.99%	0.80%	0.70%	0.50%	1.09%	0.89%	0.50%	0.60%	0.70%	0.90%	0.50%	0.51%	12	1.22%	
CRESTON	0.49%	0.99%	0.74%	0.49%	0.49%	0.74%	0.98%	1.22%	0.49%	0.97%	0.75%	1.50%	6	1.51%	
CURTIS	3.39%	2.40%	1.60%	1.20%	0.80%	0.79%	0.40%	3.39%	1.39%	1.39%	1.26%	0.60%	8	1.61%	
DAVENPORT	0.95%	0.81%	1.14%	0.43%	0.91%	0.62%	0.77%	0.91%	0.67%	1.30%	0.98%	1.09%	18	0.90%	
EASTSOUND	1.04%	0.90%	0.96%	0.63%	0.94%	0.62%	0.87%	1.28%	0.72%	0.97%	1.21%	1.21%	62	1.32%	
EDWALL-TYLER	3.58%	3.58%	2.61%	2.63%	1.94%	2.39%	1.45%	1.68%	1.94%	2.18%	2.21%	0.73%	8	1.95%	32
ELMA _{Trouble Report}	1.83%	1.72%	2.00%	2.15%	1.76%	1.42%	1.66%	1.25%	1.38%	1.77%	1.18%	1.41%	115	2.76%	



Trouble Ticket Report

November 2006

EXCHANGE	Nov 05	Dec 05	Jan 06	Feb 06	Mar 06	Apr 06	May 06	Jun 06	Jul 06	Aug 06	Sep 06	Oct 06	November 2006		Trouble Tickets Moved to Lower Index. Goal 4% or below
													Trouble Tickets	% of Trouble Tickets	
EXCHANGE															
ELTOPIA	0.69%	1.05%	2.81%	0.70%	1.04%	0.00%	1.41%	3.20%	1.77%	1.44%	0.73%	1.82%	5	1.83%	
EUREKA	0.56%	0.85%	1.12%	1.41%	2.51%	1.13%	3.69%	0.85%	0.87%	0.29%	1.57%	0.94%	3	0.94%	
FALL CITY	1.39%	1.34%	1.76%	1.15%	1.13%	0.96%	1.11%	1.62%	1.30%	1.41%	1.31%	1.51%	47	1.49%	
FORKS	1.05%	0.77%	1.13%	0.91%	0.80%	0.52%	0.50%	0.44%	0.52%	0.42%	0.58%	0.67%	72	2.00%	
FOX ISLAND	0.76%	1.41%	2.13%	1.62%	0.60%	1.16%	0.80%	1.18%	0.44%	1.01%	1.29%	1.11%	26	1.73%	
FRIDAY HARBOR	1.41%	2.20%	1.28%	1.37%	1.17%	0.80%	1.22%	1.35%	1.10%	1.89%	1.91%	1.52%	151	2.27%	
GIG HARBOR	1.01%	1.02%	1.13%	1.06%	0.85%	0.87%	0.73%	0.81%	0.81%	0.99%	0.92%	0.96%	303	1.28%	
GLENOMA	3.94%	4.18%	3.54%	3.32%	2.62%	2.90%	1.92%	3.35%	1.93%	0.48%	1.72%	1.48%	10	2.48%	
HANSVILLE	1.16%	1.54%	1.76%	1.23%	0.81%	0.87%	1.43%	1.32%	1.00%	1.89%	1.75%	1.95%	33	1.90%	
HARRINGTON	0.80%	3.04%	2.85%	1.64%	1.24%	1.24%	1.25%	0.62%	2.08%	0.85%	0.22%	0.68%	1	0.23%	
HUMPTULIPS	1.07%	0.82%	1.88%	1.36%	1.90%	1.34%	1.88%	1.87%	1.08%	1.66%	0.85%	2.82%	14	3.94%	
INCHELIUM/HUNTERS	0.66%	0.53%	0.87%	0.93%	0.80%	0.66%	0.99%	1.05%	0.66%	0.72%	0.80%	1.02%	13	0.89%	
KAHLOTUS	2.03%	0.00%	2.06%	1.55%	1.55%	0.52%	0.00%	1.03%	0.51%	0.00%	0.51%	0.00%	1	0.50%	
KETTLE FALLS	1.16%	1.50%	1.69%	1.57%	1.05%	1.31%	2.83%	2.27%	1.86%	1.45%	1.09%	1.09%	26	0.98%	
KINGSTON	1.29%	1.57%	1.71%	1.83%	1.44%	1.23%	1.22%	1.05%	0.84%	1.17%	1.23%	1.57%	76	1.57%	
LAKE QUINAULT	1.48%	2.45%	1.98%	1.98%	1.31%	1.46%	1.62%	1.29%	2.27%	1.46%	1.49%	0.82%	17	2.76%	
LAKEBAY	1.45%	1.53%	2.00%	2.86%	2.04%	1.29%	1.53%	1.38%	0.95%	1.27%	1.34%	1.46%	135	2.48%	
LIND	0.57%	0.38%	1.53%	0.77%	1.54%	1.17%	0.98%	1.77%	1.20%	1.01%	1.43%	0.82%	4	0.82%	
LONG BEACH	1.83%	1.54%	2.00%	1.20%	1.28%	1.26%	0.87%	1.06%	0.94%	1.09%	1.17%	1.10%	83	2.04%	
LOPEZ	1.25%	1.21%	0.71%	0.92%	1.05%	1.55%	0.88%	1.86%	0.99%	1.20%	1.17%	1.26%	51	2.14%	
MATHEWS CORNER	1.21%	1.23%	1.45%	0.63%	0.63%	1.88%	2.29%	5.03%	1.05%	0.63%	2.32%	1.50%	9	1.94%	
MCCLEARY	1.16%	1.03%	1.35%	1.89%	0.69%	0.69%	0.77%	1.01%	0.87%	0.79%	1.13%	1.47%	17	1.40%	
MEDICAL LAKE <small>Trouble Report</small>	0.85%	1.05%	1.48%	0.76%	0.73%	0.93%	1.09%	1.17%	0.97%	1.30%	0.87%	0.64%	25	0.84%	



Trouble Ticket Report

November 2006

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	MESA	1.94%	0.97%	2.62%	1.33%	0.99%	0.66%	0.67%	0.34%	0.00%	0.00%	0.68%	0.35%	0	0.00%
MINERAL	3.85%	5.13%	3.51%	1.58%	4.76%	3.51%	1.87%	3.45%	2.48%	3.41%	1.87%	1.88%	9	2.80%	
MONTESANO	1.12%	0.85%	1.42%	1.55%	0.93%	0.52%	1.10%	0.63%	0.63%	0.72%	0.43%	1.06%	70	1.92%	
MORTON	1.61%	1.68%	1.30%	1.32%	1.65%	1.58%	1.71%	1.06%	1.58%	0.80%	1.20%	1.07%	27	1.78%	
NEAH BAY	0.54%	0.97%	0.65%	1.39%	1.18%	0.32%	1.30%	0.43%	1.19%	0.74%	1.06%	1.46%	10	1.05%	
NESPELEM	1.32%	0.87%	1.91%	1.34%	1.04%	1.75%	1.61%	2.45%	1.18%	2.33%	0.30%	1.07%	4	0.61%	
NORTH BEND 831/888	1.14%	0.97%	0.97%	1.02%	1.10%	0.58%	1.04%	0.98%	0.94%	1.00%	0.89%	1.14%	109	1.39%	
NORTH VASHON	1.62%	1.34%	2.91%	2.32%	1.13%	1.58%	0.83%	0.75%	1.50%	1.53%	1.94%	1.74%	30	2.37%	
OCEAN PARK	1.73%	1.10%	1.27%	1.38%	1.52%	1.13%	0.58%	1.42%	0.72%	1.25%	0.79%	0.90%	87	2.47%	
OCOSTA	0.00%	3.04%	2.34%	1.40%	0.95%	0.73%	1.98%	0.99%	0.75%	0.51%	0.54%	0.54%	14	3.79%	
ODESSA	1.30%	1.20%	1.97%	0.77%	0.99%	0.88%	1.44%	0.99%	1.11%	1.11%	0.23%	1.14%	9	1.03%	
ORTING	1.10%	1.34%	1.21%	1.12%	1.47%	1.17%	1.47%	1.37%	1.58%	1.39%	1.02%	0.94%	83	1.32%	
PACIFIC BEACH	1.44%	1.74%	2.35%	1.44%	1.33%	1.03%	0.72%	1.64%	1.53%	0.30%	0.72%	1.50%	22	2.20%	
PACKWOOD	1.06%	1.36%	1.60%	1.76%	3.55%	0.85%	1.23%	1.22%	0.61%	1.53%	0.85%	0.94%	31	2.47%	
PE ELL	3.48%	1.08%	2.52%	2.40%	1.21%	1.22%	2.06%	2.06%	0.61%	2.10%	1.15%	1.38%	18	2.25%	
PUGET ISLAND	1.81%	3.17%	4.11%	2.30%	3.51%	1.64%	2.35%	2.35%	1.43%	3.60%	1.95%	1.94%	12	2.90%	
RANDLE	1.59%	2.35%	4.33%	2.27%	2.65%	1.62%	2.49%	1.82%	0.77%	0.86%	1.05%	1.15%	27	2.60%	21
RAYMOND-LEBAM	2.78%	1.30%	3.08%	2.22%	1.02%	0.84%	0.82%	1.39%	1.25%	1.36%	0.98%	1.36%	49	1.64%	
REARDAN	1.31%	1.40%	3.30%	1.57%	1.24%	1.08%	0.58%	1.01%	1.08%	2.25%	0.93%	1.10%	16	1.35%	
RIMROCK/WHITEPASS	1.38%	0.35%	1.37%	1.04%	1.04%	0.69%	2.06%	0.68%	0.67%	0.33%	0.67%	0.00%	1	0.34%	
RITZVILLE-BENGE	0.85%	1.03%	0.54%	0.97%	1.03%	0.86%	1.10%	1.16%	0.80%	0.80%	0.76%	0.58%	7	0.45%	
ROYAL CITY	1.13%	0.69%	1.74%	1.55%	1.44%	0.70%	1.00%	0.96%	1.46%	1.62%	1.59%	0.93%	30	1.55%	
SNOQUALMIE RIDGE 396 <small>Trouble Report</small>	0.51%	0.33%	0.34%	0.53%	0.69%	1.11%	0.36%	0.52%	0.41%	1.39%	0.32%	0.60%	17	0.94%	



Trouble Ticket Report

November 2006

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													Trouble Tickets	% of Trouble Tickets	
SNOQUALMIE PASS 434	3.95%	1.94%	0.00%	0.87%	1.32%	0.22%	0.23%	1.82%	1.35%	2.01%	1.37%	0.23%	4	0.91%	
SOUTH BEND	3.95%	1.68%	2.10%	1.57%	1.27%	1.15%	1.88%	1.40%	1.48%	0.93%	1.89%	1.33%	43	2.72%	
SOUTH PRAIRIE	1.08%	1.63%	1.30%	1.06%	1.15%	0.83%	1.78%	1.59%	1.60%	1.42%	1.31%	1.33%	41	1.67%	
SPANGLE	1.29%	0.92%	1.11%	1.11%	1.12%	0.56%	0.38%	0.57%	0.95%	1.72%	0.19%	0.77%	9	1.74%	
SPRAGUE	2.38%	2.93%	2.02%	0.55%	1.11%	1.48%	1.48%	0.55%	1.85%	1.85%	2.20%	1.02%	8	1.64%	
STARBUCK	0.00%	1.32%	1.32%	0.00%	3.33%	1.31%	2.58%	3.25%	0.65%	0.66%	0.00%	0.74%	1	0.75%	
TIETON	0.40%	0.80%	1.49%	1.49%	0.67%	0.54%	0.68%	0.95%	0.54%	0.54%	0.55%	0.83%	7	0.96%	
TWISP	1.29%	0.65%	1.40%	0.30%	1.26%	0.55%	1.01%	1.91%	1.61%	0.80%	1.04%	0.70%	45	2.27%	
VADER	2.00%	1.91%	1.73%	1.93%	1.02%	1.12%	0.92%	1.75%	1.24%	1.24%	2.12%	1.27%	21	2.24%	
VASHON	1.69%	1.42%	1.72%	1.26%	1.29%	1.11%	0.66%	1.10%	1.32%	1.14%	1.23%	1.34%	57	1.13%	
WASHTUCNA	0.75%	0.38%	1.89%	0.00%	0.00%	1.87%	0.38%	0.38%	0.77%	3.05%	1.55%	1.17%	2	0.78%	
WILBUR	1.14%	1.52%	2.00%	0.67%	1.65%	0.88%	1.20%	0.60%	1.10%	1.31%	0.62%	0.62%	6	0.62%	
WILSON CREEK	0.54%	1.09%	1.36%	0.54%	0.82%	0.00%	1.62%	0.27%	1.90%	3.00%	0.55%	1.40%	3	0.84%	
WINTHROP	0.67%	1.06%	1.39%	0.85%	0.27%	0.67%	0.90%	0.76%	1.42%	1.19%	0.75%	0.80%	20	0.89%	
YACOLT	1.46%	1.63%	1.40%	2.24%	1.91%	0.56%	1.11%	1.83%	1.16%	1.22%	0.67%	1.29%	21	1.18%	
GRAND TOTAL	1.30%	1.26%	1.52%	1.32%	1.23%	0.96%	1.12%	1.21%	1.05%	1.21%	1.06%	1.14%	2,685	1.62%	

Quality of Service

November 2006

(3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
10,357	397	100

(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)
1531	15	1516	1453	63
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)
1274	5	1269	1223	46

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	7 Days or Less
ALMIRA	4	4
AMES LAKE	7	7
ARLETTA	18	18
ASHFORD	17	17
BASIN CITY	8	8
BEAVER	4	4
BLAKELY ISLAND/DECATURE	0	0
CARNATION	13	13
CATHLAMET	18	18
CHENEY	53	52
CHEWELAH	61	60
CHINOOK	4	4
CLALLAM BAY	9	9
CLEARWATER	6	6
CONNELL	17	17
COULEE CITY	4	4
COWICHE	13	13
CRESTON	3	3
CURTIS	1	1
DAVENPORT	21	20
E.W.U.	0	0
EAST SOUND	42	41
EDWALL-TYLER	6	5
ELMA	54	53
ELTOPIA	3	3
EUREKA	3	3
FALL CITY	23	23
FORKS	42	42
FOX ISLAND	11	11
FRIDAY HARBOR	63	61
GIG HARBOR	153	153
GLENOMA	7	7
HANSVILLE	7	7
HARRINGTON	7	7
HUMPTULIPS	3	3
HUNTERS/INCHELIUM	18	18
KAHLOTUS	1	1
KETTLE FALLS	40	39
KINGSTON	47	47
LAKE QUINAULT	6	6
LAKEBAY	66	65
LIND	2	2
LONG BEACH	38	38
LOPEZ/SHAW ISLAND	25	24

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	7 Days or Less
MATHEWS CORNER	6	6
MCCLEARY	18	18
MEDICAL LAKE	36	36
MESA	6	6
MINERAL	1	1
MONTESANO	26	26
MORTON	22	22
NEAH BAY	7	7
NESPELEM	13	13
NORTH VASHON	14	14
NORTHBEND	71	71
OCEAN PARK	28	28
OCOSTA	3	3
ODESSA	10	10
ORTING	56	56
PACIFIC BEACH	24	24
PACKWOOD	25	25
PE ELL	8	8
PUGET ISLAND	3	3
RANDLE	14	14
RAYMOND	31	31
RAYMOND/LEBAM	4	4
REARDAN	10	10
RIMROCK	4	4
RITZVILLE-BENGE	8	8
ROYAL CITY	27	27
SNOQUALMIE PASS	14	14
SNOQUALMIE RIDGE	21	21
SOUTH BEND	18	18
SOUTH PRAIRIE	27	24
SPANGLE	1	1
SPRAGUE	5	5
STARBUCK	3	3
TIETON	18	18
TWISP	16	16
VADER	9	8
VALLEY	13	13
VASHON	25	24
WASHTUCNA	3	3
WILBUR	8	8
WILSON CREEK	1	1
WINTHROP	25	25
YACOLT	12	12



WASHINGTON STATE
DETAIL OF TICKETS EXCLUDED
FROM TROUBLE INDEX REPORT

November 2006

EXCHANGE	TOTAL EXCLUDED	REASON
Edwall-Tyler	32	Windstorm caused power surge at Tyler cabinet, affecting ringing generator card. 32 tickets related to the failed ringing generator card
Clallam Bay	22	All miscoded tickets for VM, DSL and cable TV
Cathlamet	25	Down drops from weather, plus major wash out from flooding.
Randle	21	Flooding - T-1a feeding carrier systems were under water.



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
November 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)
Glenoma	December 2005	2 - Repaired cable on US Hwy 12
	February 2006	14 - Replaced module, bad pair, repaired cable, repaired drop, power supply problem, tree fell on line.
Mathews Corner	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 Sicscore Noisy