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STATE OF WASH.  
UTIL. AND TRANSP.  
COMMISSION



February 27, 2007

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

Attention: Kristen Russell  
Robert Williamson

Reference: SERVICE QUALITY PERFORMANCE REPORT – January 2007

Dear Ms. Russell:

Enclosed please find the combined performance results for CenturyTel of Washington for January 2007. 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". The signature is fluid and cursive, with a long horizontal stroke extending to the left.

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

## January 2007

EXCHANGE	January 2007												Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
	Jan 06	Feb 06	Mar 06	Apr 06	May 06	Jun 06	Jul 06	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06			
ALMIRA	4.87%	0.23%	1.16%	0.93%	2.78%	1.39%	1.36%	0.91%	0.70%	1.40%	0.70%	0.71%	4	0.95%	
AMES LAKE	1.16%	0.87%	1.46%	0.15%	2.20%	0.73%	1.32%	1.63%	0.45%	1.34%	3.12%	2.84%	18	2.69%	
ARLETTA	1.35%	1.42%	1.22%	1.05%	0.72%	1.07%	0.83%	0.95%	0.93%	1.29%	1.93%	1.56%	45	1.58%	
ASHFORD	3.78%	2.69%	1.58%	1.30%	1.66%	1.73%	1.19%	2.10%	0.65%	1.87%	2.52%	3.46%	38	3.57%	
BASIN CITY	1.14%	0.72%	1.29%	0.86%	3.46%	0.58%	0.87%	0.44%	0.30%	0.74%	1.48%	1.04%	8	1.20%	
BEAVER	1.79%	2.25%	0.22%	0.23%	0.23%	0.23%	0.70%	0.23%	1.18%	1.17%	2.84%	1.42%	7	1.66%	
BLAKELY ISL	0.00%	0.00%	1.79%	0.90%	0.60%	2.96%	0.30%	0.59%	0.31%	0.31%	0.00%	1.28%	2	0.64%	
CARNATION	1.78%	2.06%	1.13%	1.03%	1.89%	1.49%	0.63%	1.22%	1.72%	1.72%	2.71%	3.17%	25	1.53%	
CATHLAMET	1.63%	2.49%	2.08%	1.73%	1.88%	1.67%	1.29%	1.28%	1.37%	2.02%	2.38%	1.44%	26	1.88%	
CHENEY / EWU	1.12%	0.95%	0.59%	0.67%	0.69%	0.81%	1.24%	0.59%	0.71%	0.72%	1.59%	0.56%	29	0.62%	
CHEWELAH / VALLEY	1.88%	1.37%	1.61%	0.88%	1.44%	2.31%	1.77%	2.46%	1.31%	1.22%	1.12%	1.08%	40	0.94%	
CHINOOK	1.97%	1.24%	0.99%	1.49%	2.94%	0.98%	1.48%	2.46%	1.00%	1.24%	1.75%	0.51%	8	2.04%	
CLALLAM BAY	2.60%	2.22%	0.78%	0.79%	1.19%	1.59%	0.79%	0.92%	1.46%	1.20%	1.21%	3.09%	14	1.89%	
CLEARWATER	3.60%	2.17%	2.13%	0.71%	1.38%	1.41%	0.00%	0.00%	0.00%	0.76%	2.21%	1.50%	3	2.29%	
CONNELL	1.22%	0.51%	5.93%	0.77%	1.35%	0.84%	0.65%	0.45%	0.20%	0.67%	0.20%	0.33%	9	0.61%	
COULÉE CITY	1.45%	0.60%	0.97%	0.73%	1.09%	1.34%	1.09%	1.93%	0.88%	1.79%	1.70%	0.79%	6	0.78%	
COWICHE	0.70%	0.50%	1.09%	0.89%	0.50%	0.60%	0.70%	0.90%	0.50%	0.51%	1.22%	1.32%	5	0.51%	
CRESTON	0.74%	0.49%	0.49%	0.74%	0.98%	1.22%	0.49%	0.97%	0.75%	1.50%	1.51%	0.51%	4	1.02%	
CURTIS	1.60%	1.20%	0.80%	0.79%	0.40%	3.39%	1.39%	1.39%	1.26%	0.60%	1.61%	2.40%	8	1.63%	
DAVENPORT	1.14%	0.43%	0.91%	0.62%	0.77%	0.91%	0.67%	1.30%	0.98%	1.09%	0.90%	0.80%	19	0.95%	
EASTSOUND	0.96%	0.63%	0.94%	0.62%	0.87%	1.28%	0.72%	0.97%	1.21%	1.21%	1.32%	1.53%	43	0.92%	
EDWALL-TYLER	2.61%	2.63%	1.94%	2.39%	1.45%	1.68%	1.94%	2.18%	2.21%	0.73%	1.95%	1.46%	4	0.97%	
ELMA <sub>Trouble Report</sub>	2.00%	2.15%	1.76%	1.42%	1.66%	1.25%	1.38%	1.77%	1.18%	1.41%	2.76%	2.54%	102	2.48%	



# Trouble Ticket Report

## January 2007

EXCHANGE	January 2007												Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
	Jan 06	Feb 06	Mar 06	Apr 06	May 06	Jun 06	Jul 06	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06			
ELTOPIA	2.81%	0.70%	1.04%	0.00%	1.41%	3.20%	1.77%	1.44%	0.73%	1.82%	1.83%	1.11%	2	0.74%	
EUREKA	1.12%	1.41%	2.51%	1.13%	3.69%	0.85%	0.87%	0.29%	1.57%	0.94%	0.94%	0.92%	3	0.93%	
FALL CITY	1.76%	1.15%	1.13%	0.96%	1.11%	1.62%	1.30%	1.41%	1.31%	1.51%	1.49%	1.28%	80	2.60%	
FORKS	1.13%	0.91%	0.80%	0.52%	0.50%	0.44%	0.52%	0.42%	0.58%	0.67%	2.00%	1.12%	37	1.04%	
FOX ISLAND	2.13%	1.62%	0.60%	1.16%	0.80%	1.18%	0.44%	1.01%	1.29%	1.11%	1.73%	1.34%	14	0.95%	
FRIDAY HARBOR	1.28%	1.37%	1.17%	0.80%	1.22%	1.35%	1.10%	1.89%	1.91%	1.52%	2.27%	1.61%	92	1.38%	
GIG HARBOR	1.13%	1.06%	0.85%	0.87%	0.73%	0.81%	0.81%	0.99%	0.92%	0.96%	1.28%	1.18%	316	1.36%	
GLENOMA	3.54%	3.32%	2.62%	2.90%	1.92%	3.35%	1.93%	0.48%	1.72%	1.48%	2.48%	3.71%	11	2.72%	6
HANSVILLE	1.76%	1.23%	0.81%	0.87%	1.43%	1.32%	1.00%	1.89%	1.75%	1.95%	1.90%	1.73%	19	1.10%	
HARRINGTON	2.85%	1.64%	1.24%	1.24%	1.25%	0.62%	2.08%	0.85%	0.22%	0.68%	0.23%	1.13%	0	0.00%	
HUMPTULIPS	1.88%	1.36%	1.90%	1.34%	1.88%	1.87%	1.08%	1.66%	0.85%	2.82%	3.94%	1.43%	3	0.86%	
INCHELUM/HUNTERS	0.87%	0.93%	0.80%	0.66%	0.99%	1.05%	0.66%	0.72%	0.80%	1.02%	0.89%	1.03%	11	0.75%	
KAHLOTUS	2.06%	1.55%	1.55%	0.52%	0.00%	1.03%	0.51%	0.00%	0.51%	0.00%	0.50%	1.01%	1	0.51%	
KETTLE FALLS	1.69%	1.57%	1.05%	1.31%	2.83%	2.27%	1.86%	1.45%	1.09%	1.09%	0.98%	0.79%	21	0.79%	
KINGSTON	1.71%	1.83%	1.44%	1.23%	1.22%	1.05%	0.84%	1.17%	1.23%	1.57%	1.57%	2.05%	79	1.67%	
LAKE QUINAULT	1.98%	1.98%	1.31%	1.46%	1.62%	1.29%	2.27%	1.46%	1.49%	0.82%	2.76%	2.46%	10	1.64%	
LAKEBAY	2.00%	2.86%	2.04%	1.29%	1.53%	1.38%	0.95%	1.27%	1.34%	1.46%	2.48%	2.31%	135	2.51%	
LIND	1.53%	0.77%	1.54%	1.17%	0.98%	1.77%	1.20%	1.01%	1.43%	0.82%	0.82%	0.21%	3	0.62%	
LONG BEACH	2.00%	1.20%	1.28%	1.26%	0.87%	1.06%	0.94%	1.09%	1.17%	1.10%	2.04%	0.91%	53	1.31%	
LOPEZ	0.71%	0.92%	1.05%	1.55%	0.88%	1.86%	0.99%	1.20%	1.17%	1.26%	2.14%	1.73%	29	1.23%	
MATHEWS CORNER	1.45%	0.63%	0.63%	1.88%	2.29%	5.03%	1.05%	0.63%	2.32%	1.50%	1.94%	1.73%	2	0.43%	
MCCLEARY	1.35%	1.89%	0.69%	0.69%	0.77%	1.01%	0.87%	0.79%	1.13%	1.47%	1.40%	1.25%	21	1.77%	
MEDICAL LAKE <small>Trouble Report</small>	1.48%	0.76%	0.73%	0.93%	1.09%	1.17%	0.97%	1.30%	0.87%	0.64%	0.84%	0.40%	20	0.68%	



# Trouble Ticket Report

## January 2007

EXCHANGE	January 2007												Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
	Jan 06	Feb 06	Mar 06	Apr 06	May 06	Jun 06	Jul 06	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06			
MESA	2.62%	1.33%	0.99%	0.66%	0.67%	0.34%	0.00%	0.00%	0.68%	0.35%	0.00%	0.00%	2	0.71%	
MINERAL	3.51%	1.58%	4.76%	3.51%	1.87%	3.45%	2.48%	3.41%	1.87%	1.88%	2.80%	3.40%	11	3.38%	
MONTESANO	1.42%	1.55%	0.93%	0.52%	1.10%	0.63%	0.63%	0.72%	0.43%	1.06%	1.92%	1.57%	54	1.51%	
MORTON	1.30%	1.32%	1.65%	1.58%	1.71%	1.06%	1.58%	0.80%	1.20%	1.07%	1.78%	2.23%	17	1.12%	
NEAH BAY	0.65%	1.39%	1.18%	0.32%	1.30%	0.43%	1.19%	0.74%	1.06%	1.46%	1.05%	1.36%	14	1.47%	
NESPELEM	1.91%	1.34%	1.04%	1.75%	1.61%	2.45%	1.18%	2.33%	0.30%	1.07%	0.61%	0.61%	11	1.70%	
NORTH BEND 831/888	0.97%	1.02%	1.10%	0.58%	1.04%	0.98%	0.94%	1.00%	0.89%	1.14%	1.39%	1.25%	103	1.34%	
NORTH VASHON	2.91%	2.32%	1.13%	1.58%	0.83%	0.75%	1.50%	1.53%	1.94%	1.74%	2.37%	3.41%	26	2.06%	
OCEAN PARK	1.27%	1.38%	1.52%	1.13%	0.58%	1.42%	0.72%	1.25%	0.79%	0.90%	2.47%	1.79%	62	1.76%	
OCESTA	2.34%	1.40%	0.95%	0.73%	1.98%	0.99%	0.75%	0.51%	0.54%	0.54%	3.79%	1.37%	5	1.38%	
ODESSA	1.97%	0.77%	0.99%	0.88%	1.44%	0.99%	1.11%	1.11%	0.23%	1.14%	1.03%	1.74%	13	1.53%	
ORTING	1.21%	1.12%	1.47%	1.17%	1.47%	1.37%	1.58%	1.39%	1.02%	0.94%	1.32%	1.49%	83	1.34%	
PACIFIC BEACH	2.35%	1.44%	1.33%	1.03%	0.72%	1.64%	1.53%	0.30%	0.72%	1.50%	2.20%	1.01%	14	1.40%	
PACKWOOD	1.60%	1.76%	3.55%	0.85%	1.23%	1.22%	0.61%	1.53%	0.85%	0.94%	2.47%	1.35%	18	1.44%	
PELL	2.52%	2.40%	1.21%	1.22%	2.06%	2.06%	0.61%	2.10%	1.15%	1.38%	2.25%	2.64%	15	1.89%	
PUGET ISLAND	4.11%	2.30%	3.51%	1.64%	2.35%	2.35%	1.43%	3.60%	1.95%	1.94%	2.90%	1.94%	12	2.92%	7
RANDLE	4.33%	2.27%	2.65%	1.62%	2.49%	1.82%	0.77%	0.86%	1.05%	1.15%	2.60%	2.89%	19	1.85%	
RAYMOND-LEBAM	3.08%	2.22%	1.02%	0.84%	0.82%	1.39%	1.25%	1.36%	0.98%	1.36%	1.64%	2.62%	58	1.96%	
REARDAN	3.30%	1.57%	1.24%	1.08%	0.58%	1.01%	1.08%	2.25%	0.93%	1.10%	1.35%	1.61%	16	1.35%	
RIMROCK/WHITEPASS	1.37%	1.04%	1.04%	0.69%	2.06%	0.68%	0.67%	0.33%	0.67%	0.00%	0.34%	1.68%	4	1.37%	
RITZVILLE-BENGE	0.54%	0.97%	1.03%	0.86%	1.10%	1.16%	0.80%	0.80%	0.76%	0.58%	0.45%	0.32%	7	0.45%	
ROYAL CITY	1.74%	1.55%	1.44%	0.70%	1.00%	0.96%	1.46%	1.62%	1.59%	0.93%	1.55%	0.73%	20	1.05%	
SNOQUALMIE RIDGE 396 <small>Trouble Report</small>	0.34%	0.53%	0.69%	1.11%	0.36%	0.52%	0.41%	1.39%	0.32%	0.60%	0.94%	1.12%	12	0.68%	



# Trouble Ticket Report

## January 2007

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	Jan 06	Feb 06	Mar 06	Apr 06	May 06	Jun 06	Jul 06	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06		Trouble Tickets	% of Trouble Tickets
SNOQUALMIE PASS 434	0.00%	0.87%	1.32%	0.22%	0.23%	1.82%	1.35%	2.01%	1.37%	0.23%	0.91%	0.67%	3	0.68%	
SOUTH BEND	2.10%	1.57%	1.27%	1.15%	1.88%	1.40%	1.48%	0.93%	1.89%	1.33%	2.72%	1.91%	24	1.54%	
SOUTH PRAIRIE	1.30%	1.06%	1.15%	0.83%	1.78%	1.59%	1.60%	1.42%	1.31%	1.33%	1.67%	3.05%	48	2.00%	
SPANGLE	1.11%	1.11%	1.12%	0.56%	0.38%	0.57%	0.95%	1.72%	0.19%	0.77%	1.74%	0.95%	3	0.58%	
SPRAGUE	2.02%	0.55%	1.11%	1.48%	1.48%	0.55%	1.85%	1.85%	2.20%	1.02%	1.64%	0.41%	1	0.21%	
STARBUCK	1.32%	0.00%	3.33%	1.31%	2.58%	3.25%	0.65%	0.66%	0.00%	0.74%	0.75%	2.27%	2	1.47%	
TIETON	1.49%	1.49%	0.67%	0.54%	0.68%	0.95%	0.54%	0.54%	0.55%	0.83%	0.96%	0.96%	9	1.23%	
TWISP	1.40%	0.30%	1.26%	0.55%	1.01%	1.91%	1.61%	0.80%	1.04%	0.70%	2.27%	1.11%	25	1.27%	
VADER	1.73%	1.93%	1.02%	1.12%	0.92%	1.75%	1.24%	1.24%	2.12%	1.27%	2.24%	2.02%	15	1.62%	
VASHON	1.72%	1.26%	1.29%	1.11%	0.66%	1.10%	1.32%	1.14%	1.23%	1.34%	1.13%	3.22%	107	2.16%	
WASHUCUNA	1.89%	0.00%	0.00%	1.87%	0.38%	0.38%	0.77%	3.05%	1.55%	1.17%	0.78%	0.00%	2	0.78%	
WILBUR	2.00%	0.67%	1.65%	0.88%	1.20%	0.60%	1.10%	1.31%	0.62%	0.62%	0.62%	1.24%	15	1.55%	
WILSON CREEK	1.36%	0.54%	0.82%	0.00%	1.62%	0.27%	1.90%	3.00%	0.55%	1.40%	0.84%	0.56%	3	0.85%	
WINTHROP	1.39%	0.85%	0.27%	0.67%	0.90%	0.76%	1.42%	1.19%	0.75%	0.80%	0.89%	0.94%	20	0.90%	
YACOLT	1.40%	2.24%	1.91%	0.56%	1.11%	1.83%	1.16%	1.22%	0.67%	1.29%	1.18%	1.30%	24	1.36%	
<b>GRAND TOTAL</b>	<b>1.52%</b>	<b>1.32%</b>	<b>1.23%</b>	<b>0.96%</b>	<b>1.12%</b>	<b>1.21%</b>	<b>1.05%</b>	<b>1.21%</b>	<b>1.06%</b>	<b>1.14%</b>	<b>1.62%</b>	<b>1.52%</b>	<b>2,326</b>	<b>1.42%</b>	

# Quality of Service

January 2007

## (3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
12,533	792	13

## (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)
1,231	41	1,190	1,075	115
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)
1,158	26	1,132	1,044	88

**(4) Installation or Activation of Basic Service  
Attachment A for January 2007**

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	7 Days or Less
ALMIRA	2	2
AMES LAKE	8	8
ARLETTA	25	25
ASHFORD	12	12
BASIN CITY	6	6
BEAVER	3	3
BLAKELY ISLAND/DECATURE	2	2
CARNATION	9	9
CATHLAMET	17	17
CHENEY	71	69
CHEWELAH	40	40
CHINOOK	7	7
CLALLAM BAY	3	3
CLEARWATER	3	3
CONNELL	23	23
COULEE CITY	8	8
COWICHE	12	12
CRESTON	2	2
CURTIS	2	2
DAVENPORT	17	17
E.W.U.	0	0
EAST SOUND	47	47
EDWALL-TYLER	4	4
ELMA	47	47
ELTOPIA	0	0
EUREKA	5	5
FALL CITY	24	24
FORKS	50	50
FOX ISLAND	7	7
FRIDAY HARBOR	75	75
GIG HARBOR	204	204
GLENOMA	5	5
HANSVILLE	17	17
HARRINGTON	2	2
HUMPTULIPS	4	4
HUNTERS/INCHELIUM	25	25
KAHLOTUS	5	5
KETTLE FALLS	25	25
KINGSTON	39	39
LAKE QUINAULT	6	6
LAKEBAY	61	59
LIND	7	7
LONG BEACH	48	48
LOPEZ/SHAW ISLAND	10	10

**(4) Installation or Activation of Basic Service  
Attachment A for January 2007**

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	7 Days or Less
MATHEWS CORNER	5	5
MCCLEARY	16	16
MEDICAL LAKE	46	45
MESA	3	3
MINERAL	5	5
MONTESANO	24	24
MORTON	16	16
NEAH BAY	9	9
NESPELEM	15	15
NORTH VASHON	18	17
NORTHBEND	82	82
OCEAN PARK	43	41
OCOSTA	2	2
ODESSA	5	5
ORTING	54	52
PACIFIC BEACH	16	16
PACKWOOD	15	15
PE ELL	14	14
PUGET ISLAND	6	6
RANDLE	9	9
RAYMOND	18	18
RAYMOND/LEBAM	2	2
REARDAN	16	15
RIMROCK	0	0
RITZVILLE-BENGE	16	16
ROYAL CITY	26	26
SNOQUALMIE PASS	4	4
SNOQUALMIE RIDGE	19	19
SOUTH BEND	13	13
SOUTH PRAIRIE	25	25
SPANGLE	1	1
SPRAGUE	1	1
STARBUCK	5	5
TIETON	17	17
TWISP	11	11
VADER	8	8
VALLEY	12	12
VASHON	21	21
WASHTUCNA	0	0
WILBUR	6	6
WILSON CREEK	3	3
WINTHROP	11	11
YACOLT	20	19







WASHINGTON STATE SERVICE QUALITY REPORT  
EXPLANATION OF EXCEPTIONS  
January 2007

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)
	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
Puget Island	January 2006	3 - System 706 Sicscore Noisy