



March 27, 2007

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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 – February 2007

Dear Ms. Russell:

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

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 | John Fryling |
| Steve Densley | Ross Skinner |



Trouble Ticket Report

February 2007

EXCHANGE	February 2007												Trouble Tickets Moved to Lower Index: Goal 4% or below		
	Feb 06	Mar 06	Apr 06	May 06	Jun 06	Jul 06	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06	Jan 07		Trouble Tickets	% of Trouble Tickets
ALMIRA	0.23%	1.16%	0.93%	2.78%	1.39%	1.36%	0.91%	0.70%	1.40%	0.70%	0.71%	0.95%	10	2.40%	
AMES LAKE	0.87%	1.46%	0.15%	2.20%	0.73%	1.32%	1.63%	0.45%	1.34%	3.12%	2.84%	2.69%	6	0.88%	
ARLETTA	1.42%	1.22%	1.05%	0.72%	1.07%	0.83%	0.95%	0.93%	1.29%	1.93%	1.56%	1.58%	33	1.18%	
ASHFORD	2.69%	1.58%	1.30%	1.66%	1.73%	1.19%	2.10%	0.65%	1.87%	2.52%	3.46%	3.57%	18	1.69%	
BASIN CITY	0.72%	1.29%	0.86%	3.46%	0.58%	0.87%	0.44%	0.30%	0.74%	1.48%	1.04%	1.20%	5	0.76%	
BEAVER	2.25%	0.22%	0.23%	0.23%	0.23%	0.70%	0.23%	1.18%	1.17%	2.84%	1.42%	1.66%	4	0.96%	
BLAKELY ISL	0.00%	1.79%	0.90%	0.60%	2.96%	0.30%	0.59%	0.31%	0.31%	0.00%	1.28%	0.64%	1	0.32%	
CARNATION	2.06%	1.13%	1.03%	1.89%	1.49%	0.63%	1.22%	1.72%	1.72%	2.71%	3.17%	1.53%	9	0.56%	
CATHLAMET	2.49%	2.08%	1.73%	1.88%	1.67%	1.29%	1.28%	1.37%	2.02%	2.38%	1.44%	1.88%	20	1.45%	
CHENEY / EWU	0.95%	0.59%	0.67%	0.69%	0.81%	1.24%	0.59%	0.71%	0.72%	1.59%	0.56%	0.62%	18	0.39%	
CHEWELAH / VALLEY	1.37%	1.61%	0.88%	1.44%	2.31%	1.77%	2.46%	1.31%	1.22%	1.12%	1.08%	0.94%	18	0.42%	
CHINOOK	1.24%	0.99%	1.49%	2.94%	0.98%	1.48%	2.46%	1.00%	1.24%	1.75%	0.51%	2.04%	3	0.77%	
CLALLAM BAY	2.22%	0.78%	0.79%	1.19%	1.59%	0.79%	0.92%	1.46%	1.20%	1.21%	3.09%	1.89%	8	1.08%	
CLEARWATER	2.17%	2.13%	0.71%	1.38%	1.41%	0.00%	0.00%	0.00%	0.76%	2.21%	1.50%	2.29%	1	0.76%	
CONNELL	0.51%	5.93%	0.77%	1.35%	0.84%	0.65%	0.45%	0.20%	0.67%	0.20%	0.33%	0.61%	5	0.34%	
COULÉE CITY	0.60%	0.97%	0.73%	1.09%	1.34%	1.09%	1.93%	0.88%	1.79%	1.70%	0.79%	0.78%	6	0.78%	
COWICHE	0.50%	1.09%	0.89%	0.50%	0.60%	0.70%	0.90%	0.50%	0.51%	1.22%	1.32%	0.51%	3	0.31%	
CRESTON	0.49%	0.49%	0.74%	0.98%	1.22%	0.49%	0.97%	0.75%	1.50%	1.51%	0.51%	1.02%	5	1.28%	
CURTIS	1.20%	0.80%	0.79%	0.40%	3.39%	1.39%	1.39%	1.26%	0.60%	1.61%	2.40%	1.63%	6	1.21%	
DAVENPORT	0.43%	0.91%	0.62%	0.77%	0.91%	0.67%	1.30%	0.98%	1.09%	0.90%	0.80%	0.95%	27	1.35%	
EASTSOUND	0.63%	0.94%	0.62%	0.87%	1.28%	0.72%	0.97%	1.21%	1.21%	1.32%	1.53%	0.92%	27	0.58%	
EDWALL-TYLER	2.63%	1.94%	2.39%	1.45%	1.68%	1.94%	2.18%	2.21%	0.73%	1.95%	1.46%	0.97%	19	4.60%	4
ELMA <small>Trouble Report</small>	2.15%	1.76%	1.42%	1.66%	1.25%	1.38%	1.77%	1.18%	1.41%	2.76%	2.54%	2.48%	56	1.37%	



Trouble Ticket Report

February 2007

													February 2007		% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
	EXCHANGE	Feb 06	Mar 06	Apr 06	May 06	Jun 06	Jul 06	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06	Jan 07	Trouble Tickets		
ELTOPIA	0.70%	1.04%	0.00%	1.41%	3.20%	1.77%	1.44%	0.73%	1.82%	1.83%	1.11%	0.74%	3	1.11%		
EUREKA	1.41%	2.51%	1.13%	3.69%	0.85%	0.87%	0.29%	1.57%	0.94%	0.94%	0.92%	0.93%	0	0.00%		
FALL CITY	1.15%	1.13%	0.96%	1.11%	1.62%	1.30%	1.41%	1.31%	1.51%	1.49%	1.28%	2.60%	19	0.62%		
FORKS	0.91%	0.80%	0.52%	0.50%	0.44%	0.52%	0.42%	0.58%	0.67%	2.00%	1.12%	1.04%	9	0.25%		
FOX ISLAND	1.62%	0.60%	1.16%	0.80%	1.18%	0.44%	1.01%	1.29%	1.11%	1.73%	1.34%	0.95%	17	1.17%		
FRIDAY HARBOR	1.37%	1.17%	0.80%	1.22%	1.35%	1.10%	1.89%	1.91%	1.52%	2.27%	1.61%	1.38%	53	0.80%		
GIG HARBOR	1.06%	0.85%	0.87%	0.73%	0.81%	0.81%	0.99%	0.92%	0.96%	1.28%	1.18%	1.36%	201	0.87%		
GLENOMA	3.32%	2.62%	2.90%	1.92%	3.35%	1.93%	0.48%	1.72%	1.48%	2.48%	3.71%	2.72%	14	3.45%		
HANSVILLE	1.23%	0.81%	0.87%	1.43%	1.32%	1.00%	1.89%	1.75%	1.95%	1.90%	1.73%	1.10%	7	0.41%		
HARRINGTON	1.64%	1.24%	1.24%	1.25%	0.62%	2.08%	0.85%	0.22%	0.68%	0.23%	1.13%	0.00%	2	0.46%		
HUMPTULIPS	1.36%	1.90%	1.34%	1.88%	1.87%	1.08%	1.66%	0.85%	2.82%	3.94%	1.43%	0.86%	5	1.45%		
INCHELIUM/HUNTERS	0.93%	0.80%	0.66%	0.99%	1.05%	0.66%	0.72%	0.80%	1.02%	0.89%	1.03%	0.75%	7	0.48%		
KAHLOTUS	1.55%	1.55%	0.52%	0.00%	1.03%	0.51%	0.00%	0.51%	0.00%	0.50%	1.01%	0.51%	4	2.02%		
KETTLE FALLS	1.57%	1.05%	1.31%	2.83%	2.27%	1.86%	1.45%	1.09%	1.09%	0.98%	0.79%	0.79%	19	0.72%		
KINGSTON	1.83%	1.44%	1.23%	1.22%	1.05%	0.84%	1.17%	1.23%	1.57%	1.57%	2.05%	1.67%	42	0.89%		
LAKE QUINAULT	1.98%	1.31%	1.46%	1.62%	1.29%	2.27%	1.46%	1.49%	0.82%	2.76%	2.46%	1.64%	2	0.33%		
LAKEBAY	2.86%	2.04%	1.29%	1.53%	1.38%	0.95%	1.27%	1.34%	1.46%	2.48%	2.31%	2.51%	80	1.49%		
LIND	0.77%	1.54%	1.17%	0.98%	1.77%	1.20%	1.01%	1.43%	0.82%	0.82%	0.21%	0.62%	2	0.42%		
LONG BEACH	1.20%	1.28%	1.26%	0.87%	1.06%	0.94%	1.09%	1.17%	1.10%	2.04%	0.91%	1.31%	30	0.74%		
LOPEZ	0.92%	1.05%	1.55%	0.88%	1.86%	0.99%	1.20%	1.17%	1.26%	2.14%	1.73%	1.23%	35	1.48%		
MATHEWS CORNER	0.63%	0.63%	1.88%	2.29%	5.03%	1.05%	0.63%	2.32%	1.50%	1.94%	1.73%	0.43%	2	0.43%		
MCCLEARY	1.89%	0.69%	0.69%	0.77%	1.01%	0.87%	0.79%	1.13%	1.47%	1.40%	1.25%	1.77%	16	1.36%		
MEDICAL LAKE <small>Youtube Report</small>	0.76%	0.73%	0.93%	1.09%	1.17%	0.97%	1.30%	0.87%	0.64%	0.84%	0.40%	0.68%	18	0.62%		



Trouble Ticket Report

February 2007

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	Feb 06	Mar 06	Apr 06	May 06	Jun 06	Jul 06	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06	Jan 07			
MESA	1.33%	0.99%	0.66%	0.67%	0.34%	0.00%	0.00%	0.68%	0.35%	0.00%	0.00%	0.71%	3	1.06%	
MINERAL	1.58%	4.76%	3.51%	1.87%	3.45%	2.48%	3.41%	1.87%	1.88%	2.80%	3.40%	3.38%	9	2.77%	
MONTESANO	1.55%	0.93%	0.52%	1.10%	0.63%	0.63%	0.72%	0.43%	1.06%	1.92%	1.57%	1.51%	24	0.67%	
MORTON	1.32%	1.65%	1.58%	1.71%	1.06%	1.58%	0.80%	1.20%	1.07%	1.78%	2.23%	1.12%	19	1.26%	
NEAH BAY	1.39%	1.18%	0.32%	1.30%	0.43%	1.19%	0.74%	1.06%	1.46%	1.05%	1.36%	1.47%	2	0.21%	
NESPELEM	1.34%	1.04%	1.75%	1.61%	2.45%	1.18%	2.33%	0.30%	1.07%	0.61%	0.61%	1.70%	9	1.38%	
NORTH BEND <small>831/888</small>	1.02%	1.10%	0.58%	1.04%	0.98%	0.94%	1.00%	0.89%	1.14%	1.39%	1.25%	1.34%	64	0.84%	
NORTH VASHON	2.32%	1.13%	1.58%	0.83%	0.75%	1.50%	1.53%	1.94%	1.74%	2.37%	3.41%	2.06%	24	1.92%	
OCEAN PARK	1.38%	1.52%	1.13%	0.58%	1.42%	0.72%	1.25%	0.79%	0.90%	2.47%	1.79%	1.76%	41	1.17%	
OCCOSTA	1.40%	0.95%	0.73%	1.98%	0.99%	0.75%	0.51%	0.54%	0.54%	3.79%	1.37%	1.38%	6	1.69%	
ODESSA	0.77%	0.99%	0.88%	1.44%	0.99%	1.11%	1.11%	0.23%	1.14%	1.03%	1.74%	1.53%	2	0.24%	
ORTING	1.12%	1.47%	1.17%	1.47%	1.37%	1.58%	1.39%	1.02%	0.94%	1.32%	1.49%	1.34%	83	1.35%	
PACIFIC BEACH	1.44%	1.33%	1.03%	0.72%	1.64%	1.53%	0.30%	0.72%	1.50%	2.20%	1.01%	1.40%	8	0.80%	
PACKWOOD	1.76%	3.55%	0.85%	1.23%	1.22%	0.61%	1.53%	0.85%	0.94%	2.47%	1.35%	1.44%	5	0.40%	
PE ELL	2.40%	1.21%	1.22%	2.06%	2.06%	0.61%	2.10%	1.15%	1.38%	2.25%	2.64%	1.89%	20	2.53%	
PUGET ISLAND	2.30%	3.51%	1.64%	2.35%	2.35%	1.43%	3.60%	1.95%	1.94%	2.90%	1.94%	2.92%	4	0.98%	7
RANDLE	2.27%	2.65%	1.62%	2.49%	1.82%	0.77%	0.86%	1.05%	1.15%	2.60%	2.89%	1.85%	4	0.40%	
RAYMOND-LEBBAM	2.22%	1.02%	0.84%	0.82%	1.39%	1.25%	1.36%	0.98%	1.36%	1.64%	2.62%	1.96%	39	1.32%	
REARDAN	1.57%	1.24%	1.08%	0.58%	1.01%	1.08%	2.25%	0.93%	1.10%	1.35%	1.61%	1.35%	19	1.61%	
RIMROCK/WHITEPASS	1.04%	1.04%	0.69%	2.06%	0.68%	0.67%	0.33%	0.67%	0.00%	0.34%	1.68%	1.37%	1	0.34%	
RITZVILLE-BENGE	0.97%	1.03%	0.86%	1.10%	1.16%	0.80%	0.80%	0.76%	0.58%	0.45%	0.32%	0.45%	9	0.58%	
ROYAL CITY	1.55%	1.44%	0.70%	1.00%	0.96%	1.46%	1.62%	1.59%	0.93%	1.55%	0.73%	1.05%	12	0.63%	
SNOQUALMIE RIDGE <small>396</small> <small>Trade Report</small>	0.53%	0.69%	1.11%	0.36%	0.52%	0.41%	1.39%	0.32%	0.60%	0.94%	1.12%	0.68%	9	0.51%	



Trouble Ticket Report

February 2007

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	Feb 06	Mar 06	Apr 06	May 06	Jun 06	Jul 06	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06	Jan 07			
SNOQUALMIE PASS 434	0.87%	1.32%	0.22%	0.23%	1.82%	1.35%	2.01%	1.37%	0.23%	0.91%	0.67%	0.68%	4	0.91%	
SOUTH BEND	1.57%	1.27%	1.15%	1.88%	1.40%	1.48%	0.93%	1.89%	1.33%	2.72%	1.91%	1.54%	16	1.03%	
SOUTH PRAIRIE	1.06%	1.15%	0.83%	1.78%	1.59%	1.60%	1.42%	1.31%	1.33%	1.67%	3.05%	2.00%	30	1.26%	
SPANGLE	1.11%	1.12%	0.56%	0.38%	0.57%	0.95%	1.72%	0.19%	0.77%	1.74%	0.95%	0.58%	3	0.58%	
SPRAGUE	0.55%	1.11%	1.48%	1.48%	0.55%	1.85%	1.85%	2.20%	1.02%	1.64%	0.41%	0.21%	9	1.86%	
STARBUCK	0.00%	3.33%	1.31%	2.58%	3.25%	0.65%	0.66%	0.00%	0.74%	0.75%	2.27%	1.47%	2	1.46%	
TIETON	1.49%	0.67%	0.54%	0.68%	0.95%	0.54%	0.54%	0.55%	0.83%	0.96%	0.96%	1.23%	0	0.00%	
TWISP	0.30%	1.26%	0.55%	1.01%	1.91%	1.61%	0.80%	1.04%	0.70%	2.27%	1.11%	1.27%	7	0.35%	
VADER	1.93%	1.02%	1.12%	0.92%	1.75%	1.24%	1.24%	2.12%	1.27%	2.24%	2.02%	1.62%	16	1.73%	
VASHON	1.26%	1.29%	1.11%	0.66%	1.10%	1.32%	1.14%	1.23%	1.34%	1.13%	3.22%	2.16%	44	0.89%	
WASHTUCNA	0.00%	0.00%	1.87%	0.38%	0.38%	0.77%	3.05%	1.55%	1.17%	0.78%	0.00%	0.78%	4	1.56%	
WILBUR	0.67%	1.65%	0.88%	1.20%	0.60%	1.10%	1.31%	0.62%	0.62%	0.62%	1.24%	1.55%	9	0.93%	
WILSON CREEK	0.54%	0.82%	0.00%	1.62%	0.27%	1.90%	3.00%	0.55%	1.40%	0.84%	0.56%	0.85%	4	1.13%	
WINTHROP	0.85%	0.27%	0.67%	0.90%	0.76%	1.42%	1.19%	0.75%	0.80%	0.89%	0.94%	0.90%	11	0.49%	
YACOLT	2.24%	1.91%	0.56%	1.11%	1.83%	1.16%	1.22%	0.67%	1.29%	1.18%	1.30%	1.36%	21	1.20%	
GRAND TOTAL	1.32%	1.23%	0.96%	1.12%	1.21%	1.05%	1.21%	1.06%	1.14%	1.62%	1.52%	1.42%	1,491	0.91%	

Quality of Service

February 2007

(3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
11,076	323	4

(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)
770	3	767	742	25
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)
752	4	748	721	27

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	7 Days or Less
ALMIRA	2	2
AMES LAKE	6	6
ARLETTA	14	14
ASHFORD	11	11
BASIN CITY	6	6
BEAVER	0	0
BLAKELY ISLAND/DECATURE	0	0
CARNATION	10	10
CATHLAMET	17	17
CHENEY	46	46
CHEWELAH	33	33
CHINOOK	3	3
CLALLAM BAY	6	6
CLEARWATER	1	1
CONNELL	22	22
COULEE CITY	6	6
COWICHE	14	14
CRESTON	2	2
CURTIS	6	6
DAVENPORT	23	23
E.W.U.	0	0
EAST SOUND	47	47
EDWALL-TYLER	5	5
ELMA	55	55
ELTOPIA	2	2
EUREKA	6	6
FALL CITY	29	29
FORKS	39	39
FOX ISLAND	8	8
FRIDAY HARBOR	61	61
GIG HARBOR	156	156
GLENOMA	4	4
HANSVILLE	6	6
HARRINGTON	3	3
HUMPTULIPS	3	3
HUNTERS/INCHELIUM	19	19
KAHLOTUS	4	3
KETTLE FALLS	24	24
KINGSTON	39	39
LAKE QUINAULT	6	6
LAKEBAY	61	61
LIND	8	8
LONG BEACH	45	44
LOPEZ/SHAW ISLAND	15	15

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	7 Days or Less
MATHEWS CORNER	5	5
MCCLEARY	13	13
MEDICAL LAKE	36	36
MESA	5	5
MINERAL	2	2
MONTESANO	30	30
MORTON	18	18
NEAH BAY	11	11
NESPELEM	13	13
NORTH VASHON	13	13
NORTHBEND	64	64
OCEAN PARK	41	41
OCOSTA	2	2
ODESSA	9	9
ORTING	65	65
PACIFIC BEACH	14	14
PACKWOOD	14	14
PE ELL	17	17
PUGET ISLAND	3	3
RANDLE	8	8
RAYMOND	31	31
RAYMOND/LEBAM	3	3
REARDAN	9	9
RIMROCK	1	1
RITZVILLE-BENGE	12	12
ROYAL CITY	26	26
SNOQUALMIE PASS	2	2
SNOQUALMIE RIDGE	9	9
SOUTH BEND	6	6
SOUTH PRAIRIE	17	17
SPANGLE	2	2
SPRAGUE	10	10
STARBUCK	2	2
TIETON	13	13
TWISP	15	14
VADER	12	12
VALLEY	9	9
VASHON	34	34
WASHTUCNA	4	4
WILBUR	3	3
WILSON CREEK	5	5
WINTHROP	15	15
YACOLT	17	17



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
February 2007

EXCHANGE	Month/Year	REASON TROUBLE INDEX IS OVER 4 % (If NO, add to this list)
Connell	March 2006	Drop repair (4); cable repair (5); mice in ped (1); bad test module (2); switch down (1)
Mathews Corner	June 2006	21 - Blown fuse / raccoon damages
Edwall Tyler	February 2007	10 - Intermittent problems with outside equipment cabinet



WASHINGTON STATE
DETAIL OF TICKETS EXCLUDED
FROM TROUBLE INDEX REPORT

February 2007

EXCHANGE	TOTAL EXCLUDED	REASON
		Nothing to exclude in February 2007