



April 26, 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 – March 2007

Dear Ms. Russell:

Enclosed please find the combined performance results for CenturyTel of Washington for March 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
Lee Massey	Ty Lemaster
Mary Taylor	John Fryling
Steve Densley	Ross Skinner



Trouble Ticket Report

March 2007

EXCHANGE	March 2007												Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
	Mar 06	Apr 06	May 06	Jun 06	Jul 06	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06	Jan 07	Feb 07			
ALMIRA	1.16%	0.93%	2.78%	1.39%	1.36%	0.91%	0.70%	1.40%	0.70%	0.71%	0.95%	2.40%	6	1.44%	
AMES LAKE	1.46%	0.15%	2.20%	0.73%	1.32%	1.63%	0.45%	1.34%	3.12%	2.84%	2.69%	0.88%	6	0.89%	
ARLETTA	1.22%	1.05%	0.72%	1.07%	0.83%	0.95%	0.93%	1.29%	1.93%	1.56%	1.58%	1.18%	37	1.34%	
ASHFORD	1.58%	1.30%	1.66%	1.73%	1.19%	2.10%	0.65%	1.87%	2.52%	3.46%	3.57%	1.69%	15	1.42%	
BASIN CITY	1.29%	0.86%	3.46%	0.58%	0.87%	0.44%	0.30%	0.74%	1.48%	1.04%	1.20%	0.76%	4	0.61%	
BEAVER	0.22%	0.23%	0.23%	0.23%	0.70%	0.23%	1.18%	1.17%	2.84%	1.42%	1.66%	0.96%	5	1.20%	
BLAKELY ISL	1.79%	0.90%	0.60%	2.96%	0.30%	0.59%	0.31%	0.31%	0.00%	1.28%	0.64%	0.32%	4	1.26%	
CARNATION	1.13%	1.03%	1.89%	1.49%	0.63%	1.22%	1.72%	1.72%	2.71%	3.17%	1.53%	0.56%	16	1.00%	
CATHLAMET	2.08%	1.73%	1.88%	1.67%	1.29%	1.28%	1.37%	2.02%	2.38%	1.44%	1.88%	1.45%	30	2.17%	
CHENEY / EWU	0.59%	0.67%	0.69%	0.81%	1.24%	0.59%	0.71%	0.72%	1.59%	0.56%	0.62%	0.39%	22	0.48%	
CHEWELAH / VALLEY	1.61%	0.88%	1.44%	2.31%	1.77%	2.46%	1.31%	1.22%	1.12%	1.08%	0.94%	0.42%	30	0.71%	
CHINOOK	0.99%	1.49%	2.94%	0.98%	1.48%	2.46%	1.00%	1.24%	1.75%	0.51%	2.04%	0.77%	3	0.77%	
CLALLAM BAY	0.78%	0.79%	1.19%	1.59%	0.79%	0.92%	1.46%	1.20%	1.21%	3.09%	1.89%	1.08%	10	1.33%	
CLEARWATER	2.13%	0.71%	1.38%	1.41%	0.00%	0.00%	0.00%	0.76%	2.21%	1.50%	2.29%	0.76%	1	0.76%	
CONNELL	5.93%	0.77%	1.35%	0.84%	0.65%	0.45%	0.20%	0.67%	0.20%	0.33%	0.61%	0.34%	7	0.48%	
COULTEE CITY	0.97%	0.73%	1.09%	1.34%	1.09%	1.93%	0.88%	1.79%	1.70%	0.79%	0.78%	0.78%	2	0.26%	
COWICHE	1.09%	0.89%	0.50%	0.60%	0.70%	0.90%	0.50%	0.51%	1.22%	1.32%	0.51%	0.31%	6	0.61%	
CRESTON	0.49%	0.74%	0.98%	1.22%	0.49%	0.97%	0.75%	1.50%	1.51%	0.51%	1.02%	1.28%	3	0.76%	
CURTIS	0.80%	0.79%	0.40%	3.39%	1.39%	1.39%	1.26%	0.60%	1.61%	2.40%	1.63%	1.21%	7	1.41%	
DAVENPORT	0.91%	0.62%	0.77%	0.91%	0.67%	1.30%	0.98%	1.09%	0.90%	0.80%	0.95%	1.35%	16	0.80%	
EASTSOUND	0.94%	0.62%	0.87%	1.28%	0.72%	0.97%	1.21%	1.21%	1.32%	1.53%	0.92%	0.58%	35	0.75%	
EDWALL-TYLER	1.94%	2.39%	1.45%	1.68%	1.94%	2.18%	2.21%	0.73%	1.95%	1.46%	0.97%	4.60%	13	3.17%	
ELMA <small>Trouble Report</small>	1.76%	1.42%	1.66%	1.25%	1.38%	1.77%	1.18%	1.41%	2.76%	2.54%	2.48%	1.37%	55	1.35%	



Trouble Ticket Report

March 2007

	March 2007												Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below		
	Mar 06	Apr 06	May 06	Jun 06	Jul 06	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06	Jan 07	Feb 07					
EXCHANGE																	
MESA	0.99%	0.66%	0.67%	0.34%	0.00%	0.00%	0.68%	0.35%	0.00%	0.00%	0.71%	1.06%	1.75%	5			
MINERAL	4.76%	3.51%	1.87%	3.45%	2.48%	3.41%	1.87%	1.88%	2.80%	3.40%	3.38%	2.77%	3.41%	11		3	
MONTESANO	0.93%	0.52%	1.10%	0.63%	0.63%	0.72%	0.43%	1.06%	1.92%	1.57%	1.51%	0.67%	1.02%	36			
MORTON	1.65%	1.58%	1.71%	1.06%	1.58%	0.80%	1.20%	1.07%	1.78%	2.23%	1.12%	1.26%	0.40%	6			
NEAH BAY	1.18%	0.32%	1.30%	0.43%	1.19%	0.74%	1.06%	1.46%	1.05%	1.36%	1.47%	0.21%	0.94%	9			
NESPELEM	1.04%	1.75%	1.61%	2.45%	1.18%	2.33%	0.30%	1.07%	0.61%	0.61%	1.70%	1.38%	0.91%	6			
NORTH BEND 831/888	1.10%	0.58%	1.04%	0.98%	0.94%	1.00%	0.89%	1.14%	1.39%	1.25%	1.34%	0.84%	0.85%	64			
NORTH VASHON	1.13%	1.58%	0.83%	0.75%	1.50%	1.53%	1.94%	1.74%	2.37%	3.41%	2.06%	1.92%	0.80%	10			
OCEAN PARK	1.52%	1.13%	0.58%	1.42%	0.72%	1.25%	0.79%	0.90%	2.47%	1.79%	1.76%	1.17%	0.98%	34			
OCOSTA	0.95%	0.73%	1.98%	0.99%	0.75%	0.51%	0.54%	0.54%	3.79%	1.37%	1.38%	1.69%	0.86%	3			
ODESSA	0.99%	0.88%	1.44%	0.99%	1.11%	1.11%	0.23%	1.14%	1.03%	1.74%	1.53%	0.24%	0.47%	4			
ORTING	1.47%	1.17%	1.47%	1.37%	1.58%	1.39%	1.02%	0.94%	1.32%	1.49%	1.34%	1.35%	1.14%	69			
PACIFIC BEACH	1.33%	1.03%	0.72%	1.64%	1.53%	0.30%	0.72%	1.50%	2.20%	1.01%	1.40%	0.80%	0.90%	9			
PACKWOOD	3.55%	0.85%	1.23%	1.22%	0.61%	1.53%	0.85%	0.94%	2.47%	1.35%	1.44%	0.40%	0.40%	5			
PE ELL	1.21%	1.22%	2.06%	2.06%	0.61%	2.10%	1.15%	1.38%	2.25%	2.64%	1.89%	2.53%	1.52%	12			
PUGET ISLAND	3.51%	1.64%	2.35%	2.35%	1.43%	3.60%	1.95%	1.94%	2.90%	1.94%	2.92%	0.98%	1.71%	7		7	
RANDLE	2.65%	1.62%	2.49%	1.82%	0.77%	0.86%	1.05%	1.15%	2.60%	2.89%	1.85%	0.40%	1.58%	16			
RAYMOND-LEBAM	1.02%	0.84%	0.82%	1.39%	1.25%	1.36%	0.98%	1.36%	1.64%	2.62%	1.96%	1.32%	0.92%	27			
REARDAN	1.24%	1.08%	0.58%	1.01%	1.08%	2.25%	0.93%	1.10%	1.35%	1.61%	1.35%	1.61%	1.96%	23			
RIMROCK/WHITEPASS	1.04%	0.69%	2.06%	0.68%	0.67%	0.33%	0.67%	0.00%	0.34%	1.68%	1.37%	0.34%	0.00%	0			
RITZVILLE-BENGE	1.03%	0.86%	1.10%	1.16%	0.80%	0.80%	0.76%	0.58%	0.45%	0.32%	0.45%	0.58%	0.71%	11			
ROYAL CITY	1.44%	0.70%	1.00%	0.96%	1.46%	1.62%	1.59%	0.93%	1.55%	0.73%	1.05%	0.63%	0.79%	15			
SNOQUALMIE RIDGE 396 <small>Trouble Report</small>	0.69%	1.11%	0.36%	0.52%	0.41%	1.39%	0.32%	0.60%	0.94%	1.12%	0.68%	0.51%	0.40%	7			



Trouble Ticket Report

March 2007

EXCHANGE	March 2007												March 2007 Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
	Mar 06	Apr 06	May 06	Jun 06	Jul 06	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06	Jan 07	Feb 07			
SNOQUALMIE PASS 434	1.32%	0.22%	0.23%	1.82%	1.35%	2.01%	1.37%	0.23%	0.91%	0.67%	0.68%	0.91%	3	0.69%	
SOUTH BEND	1.27%	1.15%	1.88%	1.40%	1.48%	0.93%	1.89%	1.33%	2.72%	1.91%	1.54%	1.03%	11	0.72%	
SOUTH PRAIRIE	1.15%	0.83%	1.78%	1.59%	1.60%	1.42%	1.31%	1.33%	1.67%	3.05%	2.00%	1.26%	20	0.85%	
SPANGLE	1.12%	0.56%	0.38%	0.57%	0.95%	1.72%	0.19%	0.77%	1.74%	0.95%	0.58%	0.58%	5	0.97%	
SPRAGUE	1.11%	1.48%	1.48%	0.55%	1.85%	1.85%	2.20%	1.02%	1.64%	0.41%	0.21%	1.86%	4	0.81%	
STARBUCK	3.33%	1.31%	2.58%	3.25%	0.65%	0.66%	0.00%	0.74%	0.75%	2.27%	1.47%	1.46%	0	0.00%	
TIETON	0.67%	0.54%	0.68%	0.95%	0.54%	0.54%	0.55%	0.83%	0.96%	0.96%	1.23%	0.00%	5	0.69%	
TWISP	1.26%	0.55%	1.01%	1.91%	1.61%	0.80%	1.04%	0.70%	2.27%	1.11%	1.27%	0.35%	7	0.36%	
VADER	1.02%	1.12%	0.92%	1.75%	1.24%	1.24%	2.12%	1.27%	2.24%	2.02%	1.62%	1.73%	9	0.97%	
VASHON	1.29%	1.11%	0.66%	1.10%	1.32%	1.14%	1.23%	1.34%	1.13%	3.22%	2.16%	0.89%	49	1.00%	
WASHTUCNA	0.00%	1.87%	0.38%	0.38%	0.77%	3.05%	1.55%	1.17%	0.78%	0.00%	0.78%	1.56%	3	1.15%	
WILBUR	1.65%	0.88%	1.20%	0.60%	1.10%	1.31%	0.62%	0.62%	0.62%	1.24%	1.55%	0.93%	7	0.73%	
WILSON CREEK	0.82%	0.00%	1.62%	0.27%	1.90%	3.00%	0.55%	1.40%	0.84%	0.56%	0.85%	1.13%	3	0.85%	
WINTHROP	0.27%	0.67%	0.90%	0.76%	1.42%	1.19%	0.75%	0.80%	0.89%	0.94%	0.90%	0.49%	20	0.90%	
YACOLT	1.91%	0.56%	1.11%	1.83%	1.16%	1.22%	0.67%	1.29%	1.18%	1.30%	1.36%	1.20%	28	1.60%	
GRAND TOTAL	1.23%	0.96%	1.12%	1.21%	1.05%	1.21%	1.06%	1.14%	1.62%	1.52%	1.42%	0.91%	1,561	0.96%	

Quality of Service

March 2007

(3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
11,255	302	3

(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)
736	0	736	715	21
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)
829	0	829	814	15

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	7 Days or Less
ALMIRA	4	4
AMES LAKE	1	1
ARLETTA	25	25
ASHFORD	11	11
BASIN CITY	8	8
BEAVER	4	4
BLAKELY ISLAND/DECATURE	5	5
CARNATION	13	13
CATHLAMET	24	24
CHENEY	39	39
CHEWELAH	46	45
CHINOOK	8	8
CLALLAM BAY	15	15
CLEARWATER	4	4
CONNELL	8	8
COULEE CITY	4	4
COWICHE	10	10
CRESTON	4	4
CURTIS	4	4
DAVENPORT	23	23
E.W.U.	0	0
EAST SOUND	56	56
EDWALL-TYLER	6	6
ELMA	38	38
ELTOPIA	2	2
EUREKA	3	3
FALL CITY	28	28
FORKS	43	43
FOX ISLAND	12	12
FRIDAY HARBOR	66	66
GIG HARBOR	179	179
GLENOMA	4	4
HANSVILLE	19	19
HARRINGTON	5	5
HUMPTULIPS	6	6
HUNTERS/INCHELIUM	16	16
KAHLOTUS	2	2
KETTLE FALLS	30	30
KINGSTON	36	36
LAKE QUINAULT	8	8
LAKEBAY	60	60
LIND	6	6
LONG BEACH	50	50
LOPEZ/SHAW ISLAND	18	18

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	7 Days or Less
MATHEWS CORNER	9	9
MCCLEARY	14	14
MEDICAL LAKE	28	28
MESA	6	6
MINERAL	3	3
MONTESANO	24	24
MORTON	9	9
NEAH BAY	10	10
NESPELEM	15	15
NORTH VASHON	18	18
NORTHBEND	56	56
OCEAN PARK	36	35
OCOSTA	2	2
ODESSA	2	2
ORTING	51	51
PACIFIC BEACH	10	10
PACKWOOD	9	9
PE ELL	6	6
PUGET ISLAND	2	2
RANDLE	11	11
RAYMOND	33	33
RAYMOND/LEBAM	1	1
REARDAN	11	11
RIMROCK	3	3
RITZVILLE-BENGE	15	15
ROYAL CITY	26	26
SNOQUALMIE PASS	2	2
SNOQUALMIE RIDGE	18	18
SOUTH BEND	20	20
SOUTH PRAIRIE	20	19
SPANGLE	5	5
SPRAGUE	12	12
STARBUCK	3	3
TIETON	13	13
TWISP	17	16
VADER	13	13
VALLEY	11	11
VASHON	33	33
WASHTUCNA	3	3
WILBUR	6	6
WILSON CREEK	2	2
WINTHROP	25	25
YACOLT	23	23

(4) Installation or Activation of Basic Service
Attachment B for 1st Qtr 2007

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	90 Days or Less
ALMIRA	4	4
AMES LAKE	1	1
ARLETTA	25	25
ASHFORD	11	11
BASIN CITY	8	8
BEAVER	4	4
BLAKELY ISLAND/DECATURE	5	5
CARNATION	13	13
CATHLAMET	24	23
CHENEY	39	37
CHEWELAH	46	43
CHINOOK	8	8
CLALLAM BAY	15	15
CLEARWATER	4	4
CONNELL	8	8
COULEE CITY	4	4
COWICHE	10	8
CRESTON	4	4
CURTIS	4	4
DAVENPORT	23	22
E.W.U.	0	0
EAST SOUND	56	56
EDWALL-TYLER	6	6
ELMA	38	38
ELTOPIA	2	2
EUREKA	3	3
FALL CITY	28	28
FORKS	43	43
FOX ISLAND	12	12
FRIDAY HARBOR	66	66
GIG HARBOR	179	179
GLENOMA	4	4
HANSVILLE	19	19
HARRINGTON	5	5
HUMPTULIPS	6	6
HUNTERS/INCHELIUM	16	13
KAHLOTUS	2	2
KETTLE FALLS	30	28
KINGSTON	36	36
LAKE QUINAULT	8	8
LAKEBAY	60	60
LIND	6	6
LONG BEACH	50	48
LOPEZ/SHAW ISLAND	18	18
MATHEWS CORNER	9	9
MCCLEARY	14	14
MEDICAL LAKE	28	28

(4) Installation or Activation of Basic Service
Attachment B for 1st Qtr 2007

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	90 Days or Less
MESA	6	6
MINERAL	3	3
MONTESANO	24	24
MORTON	9	9
NEAH BAY	10	10
NESPELEM	15	14
NORTH VASHON	18	18
NORTHBEND	56	56
OCEAN PARK	36	36
OCOSTA	2	2
ODESSA	2	2
ORTING	51	51
PACIFIC BEACH	10	10
PACKWOOD	9	9
PE ELL	6	6
PUGET ISLAND	2	2
RANDLE	11	11
RAYMOND	33	33
RAYMOND/LEBAM	1	1
REARDAN	11	9
RIMROCK	3	3
RITZVILLE-BENGE	15	15
ROYAL CITY	26	26
SNOQUALMIE PASS	2	2
SNOQUALMIE RIDGE	18	18
SOUTH BEND	20	20
SOUTH PRAIRIE	20	20
SPANGLE	5	4
SPRAGUE	12	12
STARBUCK	3	3
TIETON	13	13
TWISP	17	18
VADER	13	12
VALLEY	11	10
VASHON	33	33
WASHTUCNA	3	3
WILBUR	6	6
WILSON CREEK	2	1
WINTHROP	25	22
YACOLT	23	23



WASHINGTON STATE
DETAIL OF TICKETS EXCLUDED
FROM TROUBLE INDEX REPORT

March 2007

EXCHANGE	TOTAL EXCLUDED	REASON
Mineral	3	2 were natural causes and 1 was "no trouble found"



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
March 2007

EXCHANGE	Month/Year	REASON TROUBLE INDEX IS OVER 4 % (IF NO, add to this list)
Mathews Corner	June 2006	21 - Blown fuse / raccoon damages
Edwall Tyler	February 2007	10 - Intermittent problems with outside equipment cabinet