

UT-921192



May 25, 2007

RECEIVED
RECORDS MANAGEMENT
07 JUN -4, AM 8:50
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 – April 2007

Dear Ms. Russell:

Enclosed please find the combined performance results for CenturyTel of Washington for April 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

April 2007

EXCHANGE	April 2007												Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
	Apr 06	May 06	Jun 06	Jul 06	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06	Jan 07	Feb 07	Mar 07			
ALMIRA	0.93%	2.78%	1.39%	1.36%	0.91%	0.70%	1.40%	0.70%	0.71%	0.95%	2.40%	1.44%	0	0.00%	
AMES LAKE	0.15%	2.20%	0.73%	1.32%	1.63%	0.45%	1.34%	3.12%	2.84%	2.69%	0.88%	0.89%	12	1.80%	
ARLETTA	1.05%	0.72%	1.07%	0.83%	0.95%	0.93%	1.29%	1.93%	1.56%	1.58%	1.18%	1.34%	25	0.91%	
ASHFORD	1.30%	1.66%	1.73%	1.19%	2.10%	0.65%	1.87%	2.52%	3.46%	3.57%	1.69%	1.42%	16	1.50%	
BASIN CITY	0.86%	3.46%	0.58%	0.87%	0.44%	0.30%	0.74%	1.48%	1.04%	1.20%	0.76%	0.61%	5	0.76%	
BEAVER	0.23%	0.23%	0.23%	0.70%	0.23%	1.18%	1.17%	2.84%	1.42%	1.66%	0.96%	1.20%	3	0.72%	
BLAKELY ISL	0.90%	0.60%	2.96%	0.30%	0.59%	0.31%	0.31%	0.00%	1.28%	0.64%	0.32%	1.26%	2	0.63%	
CARNATION	1.03%	1.89%	1.49%	0.63%	1.22%	1.72%	1.72%	2.71%	3.17%	1.53%	0.56%	1.00%	12	0.75%	
CATHLAMET	1.73%	1.88%	1.67%	1.29%	1.28%	1.37%	2.02%	2.38%	1.44%	1.88%	1.45%	2.17%	12	0.87%	
CHENEY / EWU	0.67%	0.69%	0.81%	1.24%	0.59%	0.71%	0.72%	1.59%	0.56%	0.62%	0.39%	0.48%	32	0.69%	
CHEWELAH / VALLEY	0.88%	1.44%	2.31%	1.77%	2.46%	1.31%	1.22%	1.12%	1.08%	0.94%	0.42%	0.71%	29	0.68%	
CHINOOK	1.49%	2.94%	0.98%	1.48%	2.46%	1.00%	1.24%	1.75%	0.51%	2.04%	0.77%	0.77%	2	0.52%	
CLALLAM BAY	0.79%	1.19%	1.59%	0.79%	0.92%	1.46%	1.20%	1.21%	3.09%	1.89%	1.08%	1.33%	6	0.87%	
CLEARWATER	0.71%	1.38%	1.41%	0.00%	0.00%	0.00%	0.76%	2.21%	1.50%	2.29%	0.76%	0.76%	1	0.78%	
CONNELL	0.77%	1.35%	0.84%	0.65%	0.45%	0.20%	0.67%	0.20%	0.33%	0.61%	0.34%	0.48%	11	0.76%	
COULEE CITY	0.73%	1.09%	1.34%	1.09%	1.93%	0.88%	1.79%	1.70%	0.79%	0.78%	0.78%	0.26%	6	0.78%	
COWICHE	0.89%	0.50%	0.60%	0.70%	0.90%	0.50%	0.51%	1.22%	1.32%	0.51%	0.31%	0.61%	8	0.81%	
CRESTON	0.74%	0.98%	1.22%	0.49%	0.97%	0.75%	1.50%	1.51%	0.51%	1.02%	1.28%	0.76%	3	0.77%	
CURTIS	0.79%	0.40%	3.39%	1.39%	1.39%	1.26%	0.60%	1.61%	2.40%	1.63%	1.21%	1.41%	2	0.40%	
DAVENPORT	0.62%	0.77%	0.91%	0.67%	1.30%	0.98%	1.09%	0.90%	0.80%	0.95%	1.35%	0.80%	21	1.05%	
EASTSOUND	0.62%	0.87%	1.28%	0.72%	0.97%	1.21%	1.21%	1.32%	1.53%	0.92%	0.58%	0.75%	37	0.79%	
EDWALL-TYLER	2.39%	1.45%	1.68%	1.94%	2.18%	2.21%	0.73%	1.95%	1.46%	0.97%	4.60%	3.17%	18	4.37%	
ELMA <small>Trouble Report</small>	1.42%	1.66%	1.25%	1.38%	1.77%	1.18%	1.41%	2.76%	2.54%	2.48%	1.37%	1.35%	49	1.21%	



Trouble Ticket Report

April 2007

EXCHANGE	April 2007												Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
	Apr 06	May 06	Jun 06	Jul 06	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06	Jan 07	Feb 07	Mar 07			
ELTOPIA	0.00%	1.41%	3.20%	1.77%	1.44%	0.73%	1.82%	1.83%	1.11%	0.74%	1.11%	1.11%	0	0.00%	
EUREKA	1.13%	3.69%	0.85%	0.87%	0.29%	1.57%	0.94%	0.94%	0.92%	0.93%	0.00%	0.00%	2	0.62%	
FALL CITY	0.96%	1.11%	1.62%	1.30%	1.41%	1.31%	1.51%	1.49%	1.28%	2.60%	0.62%	1.44%	39	1.29%	
FORKS	0.52%	0.50%	0.44%	0.52%	0.42%	0.58%	0.67%	2.00%	1.12%	1.04%	0.25%	0.70%	14	0.39%	
FOX ISLAND	1.16%	0.80%	1.18%	0.44%	1.01%	1.29%	1.11%	1.73%	1.34%	0.95%	1.17%	1.67%	13	0.91%	
FRIDAY HARBOR	0.80%	1.22%	1.35%	1.10%	1.89%	1.91%	1.52%	2.27%	1.61%	1.38%	0.80%	1.02%	55	0.83%	
GIG HARBOR	0.87%	0.73%	0.81%	0.81%	0.99%	0.92%	0.96%	1.28%	1.18%	1.36%	0.87%	0.90%	197	0.87%	
GLENOMA	2.90%	1.92%	3.35%	1.93%	0.48%	1.72%	1.48%	2.48%	3.71%	2.72%	3.45%	1.47%	7	1.73%	
HANSVILLE	0.87%	1.43%	1.32%	1.00%	1.89%	1.75%	1.95%	1.90%	1.73%	1.10%	0.41%	0.75%	7	0.41%	
HARRINGTON	1.24%	1.25%	0.62%	2.08%	0.85%	0.22%	0.68%	0.23%	1.13%	0.00%	0.46%	1.38%	14	3.24%	
HUMPTULIPS	1.34%	1.88%	1.87%	1.08%	1.66%	0.85%	2.82%	3.94%	1.43%	0.86%	1.45%	2.59%	3	0.85%	
INCHHELLUM/HUNTERS	0.66%	0.99%	1.05%	0.66%	0.72%	0.80%	1.02%	0.89%	1.03%	0.75%	0.48%	0.48%	7	0.48%	
KAHILOTUS	0.52%	0.00%	1.03%	0.51%	0.00%	0.51%	0.00%	0.50%	1.01%	0.51%	2.02%	1.52%	1	0.52%	
KETTLE FALLS	1.31%	2.83%	2.27%	1.86%	1.45%	1.09%	1.09%	0.98%	0.79%	0.79%	0.72%	0.72%	29	1.10%	
KINGSTON	1.23%	1.22%	1.05%	0.84%	1.17%	1.23%	1.57%	1.57%	2.05%	1.67%	0.89%	0.77%	26	0.56%	
LAKE QUINAULT	1.46%	1.62%	1.29%	2.27%	1.46%	1.49%	0.82%	2.76%	2.46%	1.64%	0.33%	0.98%	2	0.32%	
LAKEBAY	1.29%	1.53%	1.38%	0.95%	1.27%	1.34%	1.46%	2.48%	2.31%	2.51%	1.49%	1.40%	58	1.08%	
LIND	1.17%	0.98%	1.77%	1.20%	1.01%	1.43%	0.82%	0.82%	0.21%	0.62%	0.42%	0.00%	8	1.66%	
LONG BEACH	1.26%	0.87%	1.06%	0.94%	1.09%	1.17%	1.10%	2.04%	0.91%	1.31%	0.74%	1.06%	41	1.01%	
LOPEZ	1.55%	0.88%	1.86%	0.99%	1.20%	1.17%	1.26%	2.14%	1.73%	1.23%	1.48%	1.36%	38	1.60%	
MATTHEWS CORNER	1.88%	2.29%	5.03%	1.05%	0.63%	2.32%	1.50%	1.94%	1.73%	0.43%	0.43%	1.08%	6	1.28%	
MCCLARY	0.69%	0.77%	1.01%	0.87%	0.79%	1.13%	1.47%	1.40%	1.25%	1.77%	1.36%	1.18%	3	0.26%	
MEDICAL LAKE <small>Youtube Report</small>	0.93%	1.09%	1.17%	0.97%	1.30%	0.87%	0.64%	0.84%	0.40%	0.68%	0.62%	0.72%	27	0.93%	



Trouble Ticket Report

April 2007

EXCHANGE	April 2007												Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index: Goal 4% or below
	Apr 06	May 06	Jun 06	Jul 06	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06	Jan 07	Feb 07	Mar 07			
MESA	0.66%	0.67%	0.34%	0.00%	0.00%	0.68%	0.35%	0.00%	0.00%	0.71%	1.06%	1.75%	3	1.05%	
MINERAL	3.51%	1.87%	3.45%	2.48%	3.41%	1.87%	1.88%	2.80%	3.40%	3.38%	2.77%	3.41%	7	2.17%	
MONTESANO	0.52%	1.10%	0.63%	0.63%	0.72%	0.43%	1.06%	1.92%	1.57%	1.51%	0.67%	1.02%	20	0.57%	
MORTON	1.58%	1.71%	1.06%	1.58%	0.80%	1.20%	1.07%	1.78%	2.23%	1.12%	1.26%	0.40%	16	1.06%	
NEAH BAY	0.32%	1.30%	0.43%	1.19%	0.74%	1.06%	1.46%	1.05%	1.36%	1.47%	0.21%	0.94%	8	0.84%	
NESPELLEM	1.75%	1.61%	2.45%	1.18%	2.33%	0.30%	1.07%	0.61%	0.61%	1.70%	1.38%	0.91%	3	0.46%	
NORTH BEND 831/888	0.58%	1.04%	0.98%	0.94%	1.00%	0.89%	1.14%	1.39%	1.25%	1.34%	0.84%	0.85%	47	0.63%	
NORTH VASHON	1.58%	0.83%	0.75%	1.50%	1.53%	1.94%	1.74%	2.37%	3.41%	2.06%	1.92%	0.80%	9	0.72%	
OCEAN PARK	1.13%	0.58%	1.42%	0.72%	1.25%	0.79%	0.90%	2.47%	1.79%	1.76%	1.17%	0.98%	33	0.95%	
OCOSTA	0.73%	1.98%	0.99%	0.75%	0.51%	0.54%	0.54%	3.79%	1.37%	1.38%	1.69%	0.86%	7	2.03%	
ODESSA	0.88%	1.44%	0.99%	1.11%	1.11%	0.23%	1.14%	1.03%	1.74%	1.53%	0.24%	0.47%	9	1.06%	
ORTING	1.17%	1.47%	1.37%	1.58%	1.39%	1.02%	0.94%	1.32%	1.49%	1.34%	1.35%	1.14%	45	0.75%	
PACIFIC BEACH	1.03%	0.72%	1.64%	1.53%	0.30%	0.72%	1.50%	2.20%	1.01%	1.40%	0.80%	0.90%	12	1.20%	
PACKWOOD	0.85%	1.23%	1.22%	0.61%	1.53%	0.85%	0.94%	2.47%	1.35%	1.44%	0.40%	0.40%	6	0.48%	
PE ELL	1.22%	2.06%	2.06%	0.61%	2.10%	1.15%	1.38%	2.25%	2.64%	1.89%	2.53%	1.52%	17	2.14%	
PUGET ISLAND	1.64%	2.35%	2.35%	1.43%	3.60%	1.95%	1.94%	2.90%	1.94%	2.92%	0.98%	1.71%	8	1.97%	
RANDLE	1.62%	2.49%	1.82%	0.77%	0.86%	1.05%	1.15%	2.60%	2.89%	1.85%	0.40%	1.58%	5	0.50%	
RAYMOND-LEBAM	0.84%	0.82%	1.39%	1.25%	1.36%	0.98%	1.36%	1.64%	2.62%	1.96%	1.32%	0.92%	29	0.98%	
REARDAN	1.08%	0.58%	1.01%	1.08%	2.25%	0.93%	1.10%	1.35%	1.61%	1.35%	1.61%	1.96%	13	1.10%	
RIMROCK/WHITEPASS	0.69%	2.06%	0.68%	0.67%	0.33%	0.67%	0.00%	0.34%	1.68%	1.37%	0.34%	0.00%	1	0.34%	
RTZVILLE-BENGE	0.86%	1.10%	1.16%	0.80%	0.80%	0.76%	0.58%	0.45%	0.32%	0.45%	0.58%	0.71%	16	1.04%	
ROYAL CITY	0.70%	1.00%	0.96%	1.46%	1.62%	1.59%	0.93%	1.55%	0.73%	1.05%	0.63%	0.79%	18	0.95%	
SNOQUALMIE RIDGE 396 <small>10 days Report</small>	1.11%	0.36%	0.52%	0.41%	1.39%	0.32%	0.60%	0.94%	1.12%	0.68%	0.51%	0.40%	8	0.46%	



Trouble Ticket Report

April 2007

EXCHANGE	April 2007												Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index: Goal 4% or below
	Apr 06	May 06	Jun 06	Jul 06	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06	Jan 07	Feb 07	Mar 07			
SNOQUALMIE PASS 434	0.22%	0.23%	1.82%	1.35%	2.01%	1.37%	0.23%	0.91%	0.67%	0.68%	0.91%	0.69%	1	0.23%	
SOUTH BEND	1.15%	1.88%	1.40%	1.48%	0.93%	1.89%	1.33%	2.72%	1.91%	1.54%	1.03%	0.72%	22	1.44%	
SOUTH PRAIRIE	0.83%	1.78%	1.59%	1.60%	1.42%	1.31%	1.33%	1.67%	3.05%	2.00%	1.26%	0.85%	22	0.95%	
SPANGLE	0.56%	0.38%	0.57%	0.95%	1.72%	0.19%	0.77%	1.74%	0.95%	0.58%	0.58%	0.97%	3	0.58%	
SPRAGUE	1.48%	1.48%	0.55%	1.85%	1.85%	2.20%	1.02%	1.64%	0.41%	0.21%	1.86%	0.81%	2	0.41%	
STARBUCK	1.31%	2.58%	3.25%	0.65%	0.66%	0.00%	0.74%	0.75%	2.27%	1.47%	1.46%	0.00%	3	2.17%	
TIETON	0.54%	0.68%	0.95%	0.54%	0.54%	0.55%	0.83%	0.96%	0.96%	1.23%	0.00%	0.69%	7	0.96%	
TWISP	0.55%	1.01%	1.91%	1.61%	0.80%	1.04%	0.70%	2.27%	1.11%	1.27%	0.35%	0.36%	9	0.46%	
VADER	1.12%	0.92%	1.75%	1.24%	1.24%	2.12%	1.27%	2.24%	2.02%	1.62%	1.73%	0.97%	9	0.97%	
VASHON	1.11%	0.66%	1.10%	1.32%	1.14%	1.23%	1.34%	1.13%	3.22%	2.16%	0.89%	1.00%	42	0.86%	
WASHTUONA	1.87%	0.38%	0.38%	0.77%	3.05%	1.55%	1.17%	0.78%	0.00%	0.78%	1.56%	1.15%	4	1.54%	
WILBUR	0.88%	1.20%	0.60%	1.10%	1.31%	0.62%	0.62%	0.62%	1.24%	1.55%	0.93%	0.73%	10	1.03%	
WILSON CREEK	0.00%	1.62%	0.27%	1.90%	3.00%	0.55%	1.40%	0.84%	0.56%	0.85%	1.13%	0.85%	2	0.56%	
WINTHROP	0.67%	0.90%	0.76%	1.42%	1.19%	0.75%	0.80%	0.89%	0.94%	0.90%	0.49%	0.90%	12	0.54%	
YACOLT	0.56%	1.11%	1.83%	1.16%	1.22%	0.67%	1.29%	1.18%	1.30%	1.36%	1.20%	1.60%	19	1.10%	
GRAND TOTAL	1.23%	0.96%	1.12%	1.21%	1.05%	1.21%	1.06%	1.14%	1.62%	1.52%	1.42%	0.96%	1,416	0.87%	

Quality of Service

April 2007

(3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
9,822	269	2

(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
------------------	------

(7) Switches - Dial Tone

On Track for Month?	Yes
---------------------	-----

(8) Trunk Blocking

On Track for Month?	Yes
---------------------	-----

(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)
743	2	741	728	13
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)
701	2	699	683	16

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	7 Days or Less
LONG BEACH	64	64
OCEAN PARK	46	46
CHINOOK	2	2
GIG HARBOR	180	179
FOX ISLAND	10	10
ARLETTA	13	13
MORTON	15	15
MINERAL	3	3
GLENOMA	1	1
RANDLE	15	15
PACKWOOD	14	14
ASHFORD	11	11
YACOLT	16	16
ORTING	48	48
SOUTH PRAIRIE	19	19
CONNELL	20	20
MESA	7	7
BASIN CITY	6	6
ELTOPIA	0	0
MATHEWS CORNER	12	12
KAHLOTUS	1	1
WASHTUCNA	2	2
LIND	3	3
STARBUCK	5	5
EUREKA	4	4
ROYAL CITY	28	28
LOPEZ/SHAW ISLAND	22	22
PUGET ISLAND	4	3
RAYMOND	28	27
RAYMOND/LEBAM	2	2
CATHLAMET	16	16
SOUTH BEND	12	12
OCOSTA	3	3
CURTIS	3	3
PE ELL	12	12
VADER	12	12
LAKEBAY	60	58
MCCLEARY	10	10
ELMA	33	33
MONTESANO	20	20
KINGSTON	41	41
HANSVILLE	9	9
TWISP	21	21
WINTHROP	39	39

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	7 Days or Less
VASHON	33	33
NORTH VASHON	9	9
CHENEY	70	70
E.W.U.	0	0
SPANGLE	2	2
MEDICAL LAKE	45	45
REARDAN	13	12
DAVENPORT	16	15
CRESTON	4	4
HUNTERS/INCHELIUM	25	25
VALLEY	9	9
CHEWELAH	37	34
KETTLE FALLS	26	25
WILBUR	9	9
ODESSA	7	7
HARRINGTON	8	8
ALMIRA	2	2
COULEE CITY	9	9
WILSON CREEK	2	2
NESPELEM	11	11
RITZVILLE-BENGE	14	14
SPRAGUE	3	3
EDWALL-TYLER	6	6
NORTHBEND	42	41
SNOQUALMIE PASS	2	2
FALL CITY	17	17
CARNATION	9	8
SNOQUALMIE RIDGE	12	12
AMES LAKE	1	1
FRIDAY HARBOR	70	70
EAST SOUND	56	56
BLAKELY ISLAND/DECATURE	1	1
FORKS	31	31
NEAH BAY	13	13
BEAVER	4	4
CLALLAM BAY	9	9
CLEARWATER	3	3
PACIFIC BEACH	13	13
LAKE QUINAULT	9	9
HUMPTULIPS	11	11
COWICHE	9	9
TIETON	10	10
RIMROCK	1	1

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	7 Days or Less
LONG BEACH	64	64
OCEAN PARK	46	46
CHINOOK	2	2
GIG HARBOR	180	179
FOX ISLAND	10	10
ARLETTA	13	13
MORTON	15	15
MINERAL	3	3
GLENOMA	1	1
RANDLE	15	15
PACKWOOD	14	14
ASHFORD	11	11
YACOLT	16	16
ORTING	48	48
SOUTH PRAIRIE	19	19
CONNELL	20	20
MESA	7	7
BASIN CITY	6	6
ELTOPIA	0	0
MATHEWS CORNER	12	12
KAHLOTUS	1	1
WASHTUCNA	2	2
LIND	3	3
STARBUCK	5	5
EUREKA	4	4
ROYAL CITY	28	28
LOPEZ/SHAW ISLAND	22	22
PUGET ISLAND	4	3
RAYMOND	28	27
RAYMOND/LEBAM	2	2
CATHLAMET	16	16
SOUTH BEND	12	12
OCOSTA	3	3
CURTIS	3	3
PE ELL	12	12
VADER	12	12
LAKEBAY	60	58
MCCLEARY	10	10
ELMA	33	33
MONTESANO	20	20
KINGSTON	41	41
HANSVILLE	9	9
TWISP	21	21
WINTHROP	39	39

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	7 Days or Less
VASHON	33	33
NORTH VASHON	9	9
CHENEY	70	70
E.W.U.	0	0
SPANGLE	2	2
MEDICAL LAKE	45	45
REARDAN	13	12
DAVENPORT	16	15
CRESTON	4	4
HUNTERS/INCHELIUM	25	25
VALLEY	9	9
CHEWELAH	37	34
KETTLE FALLS	26	25
WILBUR	9	9
ODESSA	7	7
HARRINGTON	8	8
ALMIRA	2	2
COULEE CITY	9	9
WILSON CREEK	2	2
NESPELEM	11	11
RITZVILLE-BENGE	14	14
SPRAGUE	3	3
EDWALL-TYLER	6	6
NORTHBEND	42	41
SNOQUALMIE PASS	2	2
FALL CITY	17	17
CARNATION	9	8
SNOQUALMIE RIDGE	12	12
AMES LAKE	1	1
FRIDAY HARBOR	70	70
EAST SOUND	56	56
BLAKELY ISLAND/DECATURE	1	1
FORKS	31	31
NEAH BAY	13	13
BEAVER	4	4
CLALLAM BAY	9	9
CLEARWATER	3	3
PACIFIC BEACH	13	13
LAKE QUINAULT	9	9
HUMPTULIPS	11	11
COWICHE	9	9
TIETON	10	10
RIMROCK	1	1



WASHINGTON STATE
DETAIL OF TICKETS EXCLUDED
FROM TROUBLE INDEX REPORT

April 2007

EXCHANGE	TOTAL EXCLUDED	REASON
		Nothing to exclude in April



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
April 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
	April 2007	18 - four separate issues. Grounding issue; equipment failure; cable problem on a CM8 and a card failure. All unrelated.