

UT 921192



June 20, 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 – June 2007

Dear Ms. Russell:

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

May 2007

EXCHANGE	May 2007												Trouble Tickets Moved to Lower Index. Goal 4% or below	
	May 06	Jun 06	Jul 06	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06	Jan 07	Feb 07	Mar 07	Apr 07		Trouble Tickets
ALMIRA	2.78%	1.39%	1.36%	0.91%	0.70%	1.40%	0.70%	0.71%	0.95%	2.40%	1.44%	0.00%	5	1.20%
AMES LAKE	2.20%	0.73%	1.32%	1.63%	0.45%	1.34%	3.12%	2.84%	2.69%	0.88%	0.89%	1.80%	8	1.20%
ARLETTA	0.72%	1.07%	0.83%	0.95%	0.93%	1.29%	1.93%	1.56%	1.58%	1.18%	1.34%	0.91%	25	0.93%
ASHFORD	1.66%	1.73%	1.19%	2.10%	0.65%	1.87%	2.52%	3.46%	3.57%	1.69%	1.42%	1.50%	22	2.06%
BASIN CITY	3.46%	0.58%	0.87%	0.44%	0.30%	0.74%	1.48%	1.04%	1.20%	0.76%	0.61%	0.76%	4	0.62%
BEAVER	0.23%	0.23%	0.70%	0.23%	1.18%	1.17%	2.84%	1.42%	1.66%	0.96%	1.20%	0.72%	3	0.71%
BLAKELY ISL	0.60%	2.96%	0.30%	0.59%	0.31%	0.31%	0.00%	1.28%	0.64%	0.32%	1.26%	0.63%	0	0.00%
CARNATION	1.89%	1.49%	0.63%	1.22%	1.72%	1.72%	2.71%	3.17%	1.53%	0.56%	1.00%	0.75%	12	0.76%
CATHLAMET	1.88%	1.67%	1.29%	1.28%	1.37%	2.02%	2.38%	1.44%	1.88%	1.45%	2.17%	0.87%	14	1.00%
CHENEY / EWU	0.69%	0.81%	1.24%	0.59%	0.71%	0.72%	1.59%	0.56%	0.62%	0.39%	0.48%	0.69%	30	0.65%
CHEWELAH / VALLEY	1.44%	2.31%	1.77%	2.46%	1.31%	1.22%	1.12%	1.08%	0.94%	0.42%	0.71%	0.68%	64	1.50%
CHINOOK	2.94%	0.98%	1.48%	2.46%	1.00%	1.24%	1.75%	0.51%	2.04%	0.77%	0.77%	0.52%	7	1.82%
CLALLAM BAY	1.19%	1.59%	0.79%	0.92%	1.46%	1.20%	1.21%	3.09%	1.89%	1.08%	1.33%	0.87%	11	1.58%
CLEARWATER	1.38%	1.41%	0.00%	0.00%	0.00%	0.76%	2.21%	1.50%	2.29%	0.76%	0.76%	0.78%	0	0.00%
CONNELL	1.35%	0.84%	0.65%	0.45%	0.20%	0.67%	0.20%	0.33%	0.61%	0.34%	0.48%	0.76%	3	0.21%
COULEE CITY	1.09%	1.34%	1.09%	1.93%	0.88%	1.79%	1.70%	0.79%	0.78%	0.78%	0.26%	0.78%	8	1.03%
COWICHE	0.50%	0.60%	0.70%	0.90%	0.50%	0.51%	1.22%	1.32%	0.51%	0.31%	0.61%	0.81%	3	0.31%
CRESTON	0.98%	1.22%	0.49%	0.97%	0.75%	1.50%	1.51%	0.51%	1.02%	1.28%	0.76%	0.77%	5	1.28%
CURTIS	0.40%	3.39%	1.39%	1.39%	1.26%	0.60%	1.61%	2.40%	1.63%	1.21%	1.41%	0.40%	5	1.00%
DAVENPORT	0.77%	0.91%	0.67%	1.30%	0.98%	1.09%	0.90%	0.80%	0.95%	1.35%	0.80%	1.05%	20	1.00%
EASTSOUND	0.87%	1.28%	0.72%	0.97%	1.21%	1.21%	1.32%	1.53%	0.92%	0.58%	0.75%	0.79%	45	0.95%
EDWALL-TYLER	1.45%	1.68%	1.94%	2.18%	2.21%	0.73%	1.95%	1.46%	0.97%	4.60%	3.17%	4.37%	14	3.39%
ELMA _{Trouble Report}	1.66%	1.25%	1.38%	1.77%	1.18%	1.41%	2.76%	2.54%	2.48%	1.37%	1.35%	1.21%	31	0.77%



Trouble Ticket Report

May 2007

EXCHANGE	May 06	Jun 06	Jul 06	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06	Jan 07	Feb 07	Mar 07	Apr 07	May 2007	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
	May 06	Jun 06	Jul 06	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06	Jan 07	Feb 07	Mar 07	Apr 07	May 2007		
ELTOPIA	1.41%	3.20%	1.77%	1.44%	0.73%	1.82%	1.83%	1.11%	0.74%	1.11%	1.11%	0.00%	6	2.23%	
EUREKA	3.69%	0.85%	0.87%	0.29%	1.57%	0.94%	0.94%	0.92%	0.93%	0.00%	0.00%	0.62%	2	0.63%	
FALL CITY	1.11%	1.62%	1.30%	1.41%	1.31%	1.51%	1.49%	1.28%	2.60%	0.62%	1.44%	1.29%	29	0.96%	
FORKS	0.50%	0.44%	0.52%	0.42%	0.58%	0.67%	2.00%	1.12%	1.04%	0.25%	0.70%	0.39%	6	0.17%	
FOX ISLAND	0.80%	1.18%	0.44%	1.01%	1.29%	1.11%	1.73%	1.34%	0.95%	1.17%	1.67%	0.91%	14	1.00%	
FRIDAY HARBOR	1.22%	1.35%	1.10%	1.89%	1.91%	1.52%	2.27%	1.61%	1.38%	0.80%	1.02%	0.83%	89	1.34%	
GIG HARBOR	0.73%	0.81%	0.81%	0.99%	0.92%	0.96%	1.28%	1.18%	1.36%	0.87%	0.90%	0.87%	182	0.81%	
GLENOMA	1.92%	3.35%	1.93%	0.48%	1.72%	1.48%	2.48%	3.71%	2.72%	3.45%	1.47%	1.73%	9	2.20%	
HANSVILLE	1.43%	1.32%	1.00%	1.89%	1.75%	1.95%	1.90%	1.73%	1.10%	0.41%	0.75%	0.41%	14	0.82%	
HARRINGTON	1.25%	0.62%	2.08%	0.85%	0.22%	0.68%	0.23%	1.13%	0.00%	0.46%	1.38%	3.24%	5	1.17%	
HUMPTULIPS	1.88%	1.87%	1.08%	1.66%	0.85%	2.82%	3.94%	1.43%	0.86%	1.45%	2.59%	0.85%	0	0.00%	
INCHELIUM/HUNTERS	0.99%	1.05%	0.66%	0.72%	0.80%	1.02%	0.89%	1.03%	0.75%	0.48%	0.48%	0.48%	19	1.28%	
KAHLOTUS	0.00%	1.03%	0.51%	0.00%	0.51%	0.00%	0.50%	1.01%	0.51%	2.02%	1.52%	0.52%	1	0.52%	
KETTLE FALLS	2.83%	2.27%	1.86%	1.45%	1.09%	1.09%	0.98%	0.79%	0.79%	0.72%	0.72%	1.10%	36	1.37%	
KINGSTON	1.22%	1.05%	0.84%	1.17%	1.23%	1.57%	1.57%	2.05%	1.67%	0.89%	0.77%	0.56%	35	0.76%	
LAKE QUINAULT	1.62%	1.29%	2.27%	1.46%	1.49%	0.82%	2.76%	2.46%	1.64%	0.33%	0.98%	0.32%	6	0.98%	
LAKEBAY	1.53%	1.38%	0.95%	1.27%	1.34%	1.46%	2.48%	2.31%	2.51%	1.49%	1.40%	1.08%	59	1.10%	
LIND	0.98%	1.77%	1.20%	1.01%	1.43%	0.82%	0.82%	0.21%	0.62%	0.42%	0.00%	1.66%	3	0.63%	
LONG BEACH	0.87%	1.06%	0.94%	1.09%	1.17%	1.10%	2.04%	0.91%	1.31%	0.74%	1.06%	1.01%	29	0.71%	
LOPEZ	0.88%	1.86%	0.99%	1.20%	1.17%	1.26%	2.14%	1.73%	1.23%	1.48%	1.36%	1.60%	32	1.35%	
MATHEWS CORNER	2.29%	5.03%	1.05%	0.63%	2.32%	1.50%	1.94%	1.73%	0.43%	0.43%	1.08%	1.28%	6	1.29%	
MCCLEARY	0.77%	1.01%	0.87%	0.79%	1.13%	1.47%	1.40%	1.25%	1.77%	1.36%	1.18%	0.26%	6	0.52%	
MEDICAL LAKE <small>Trouble Report</small>	1.09%	1.17%	0.97%	1.30%	0.87%	0.64%	0.84%	0.40%	0.68%	0.62%	0.72%	0.93%	29	1.00%	



Trouble Ticket Report

May 2007

EXCHANGE	May 06	Jun 06	Jul 06	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06	Jan 07	Feb 07	Mar 07	Apr 07	May 2007 Trouble Tickets	% of Trouble Tickets	Trouble Tickets Moved to Lower Index. Goal 4% or below
	MESA	0.67%	0.34%	0.00%	0.00%	0.68%	0.35%	0.00%	0.00%	0.71%	1.06%	1.75%	1.05%	2	0.70%
MINERAL	1.87%	3.45%	2.48%	3.41%	1.87%	1.88%	2.80%	3.40%	3.38%	2.77%	3.41%	2.17%	10	3.11%	
MONTESSANO	1.10%	0.63%	0.63%	0.72%	0.43%	1.06%	1.92%	1.57%	1.51%	0.67%	1.02%	0.57%	22	0.64%	
MORTON	1.71%	1.06%	1.58%	0.80%	1.20%	1.07%	1.78%	2.23%	1.12%	1.26%	0.40%	1.06%	9	0.60%	
NEAH BAY	1.30%	0.43%	1.19%	0.74%	1.06%	1.46%	1.05%	1.36%	1.47%	0.21%	0.94%	0.84%	7	0.73%	
NESPELEM	1.61%	2.45%	1.18%	2.33%	0.30%	1.07%	0.61%	0.61%	1.70%	1.38%	0.91%	0.46%	5	0.77%	
NORTH BEND 831/888	1.04%	0.98%	0.94%	1.00%	0.89%	1.14%	1.39%	1.25%	1.34%	0.84%	0.85%	0.63%	53	0.72%	
NORTH VASHON	0.83%	0.75%	1.50%	1.53%	1.94%	1.74%	2.37%	3.41%	2.06%	1.92%	0.80%	0.72%	10	0.81%	
OCEAN PARK	0.58%	1.42%	0.72%	1.25%	0.79%	0.90%	2.47%	1.79%	1.76%	1.17%	0.98%	0.95%	32	0.92%	
OCOSTA	1.98%	0.99%	0.75%	0.51%	0.54%	0.54%	3.79%	1.37%	1.38%	1.69%	0.86%	2.03%	2	0.58%	
ODESSA	1.44%	0.99%	1.11%	1.11%	0.23%	1.14%	1.03%	1.74%	1.53%	0.24%	0.47%	1.06%	5	0.60%	
ORTING	1.47%	1.37%	1.58%	1.39%	1.02%	0.94%	1.32%	1.49%	1.34%	1.35%	1.14%	0.75%	86	1.44%	
PACIFIC BEACH	0.72%	1.64%	1.53%	0.30%	0.72%	1.50%	2.20%	1.01%	1.40%	0.80%	0.90%	1.20%	8	0.80%	
PACKWOOD	1.23%	1.22%	0.61%	1.53%	0.85%	0.94%	2.47%	1.35%	1.44%	0.40%	0.40%	0.48%	7	0.56%	
PE ELL	2.06%	2.06%	0.61%	2.10%	1.15%	1.38%	2.25%	2.64%	1.89%	2.53%	1.52%	2.14%	11	1.39%	
PUGET ISLAND	2.35%	2.35%	1.43%	3.60%	1.95%	1.94%	2.90%	1.94%	2.92%	0.98%	1.71%	1.97%	8	1.96%	
RANDLE	2.49%	1.82%	0.77%	0.86%	1.05%	1.15%	2.60%	2.89%	1.85%	0.40%	1.58%	0.50%	11	1.09%	
RAYMOND-LEBAM	0.82%	1.39%	1.25%	1.36%	0.98%	1.36%	1.64%	2.62%	1.96%	1.32%	0.92%	0.98%	31	1.06%	
REARDAN	0.58%	1.01%	1.08%	2.25%	0.93%	1.10%	1.35%	1.61%	1.35%	1.61%	1.96%	1.10%	8	0.67%	
RIMROCK/WHITEPASS	2.06%	0.68%	0.67%	0.33%	0.67%	0.00%	0.34%	1.68%	1.37%	0.34%	0.00%	0.34%	1	0.34%	
RITZVILLE-BENGE	1.10%	1.16%	0.80%	0.80%	0.76%	0.58%	0.45%	0.32%	0.45%	0.58%	0.71%	1.04%	8	0.52%	
ROYAL CITY	1.00%	0.96%	1.46%	1.62%	1.59%	0.93%	1.55%	0.73%	1.05%	0.63%	0.79%	0.95%	9	0.48%	
SNOQUALMIE RIDGE 396 <small>Trouble Report</small>	0.36%	0.52%	0.41%	1.39%	0.32%	0.60%	0.94%	1.12%	0.68%	0.51%	0.40%	0.46%	8	0.47%	



Trouble Ticket Report

May 2007

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	May 06	Jun 06	Jul 06	Aug 06	Sep 06	Oct 06	Nov 06	Dec 06	Jan 07	Feb 07	Mar 07	Apr 07	May 2007		
SNOQUALMIE PASS 434	0.23%	1.82%	1.35%	2.01%	1.37%	0.23%	0.91%	0.67%	0.68%	0.91%	0.69%	0.23%	4	0.95%	
SOUTH BEND	1.88%	1.40%	1.48%	0.93%	1.89%	1.33%	2.72%	1.91%	1.54%	1.03%	0.72%	1.44%	16	1.06%	
SOUTH PRAIRIE	1.78%	1.59%	1.60%	1.42%	1.31%	1.33%	1.67%	3.05%	2.00%	1.26%	0.85%	0.95%	19	0.84%	
SPANGLE	0.38%	0.57%	0.95%	1.72%	0.19%	0.77%	1.74%	0.95%	0.58%	0.58%	0.97%	0.58%	5	0.98%	
SPRAGUE	1.48%	0.55%	1.85%	1.85%	2.20%	1.02%	1.64%	0.41%	0.21%	1.86%	0.81%	0.41%	2	0.40%	
STARBUCK	2.58%	3.25%	0.65%	0.66%	0.00%	0.74%	0.75%	2.27%	1.47%	1.46%	0.00%	2.17%	1	0.72%	
TIETON	0.68%	0.95%	0.54%	0.54%	0.55%	0.83%	0.96%	0.96%	1.23%	0.00%	0.69%	0.96%	4	0.55%	
TWISP	1.01%	1.91%	1.61%	0.80%	1.04%	0.70%	2.27%	1.11%	1.27%	0.35%	0.36%	0.46%	16	0.80%	
VADER	0.92%	1.75%	1.24%	1.24%	2.12%	1.27%	2.24%	2.02%	1.62%	1.73%	0.97%	0.97%	14	1.51%	
VASHON	0.66%	1.10%	1.32%	1.14%	1.23%	1.34%	1.13%	3.22%	2.16%	0.89%	1.00%	0.86%	42	0.86%	
WASHTUCNA	0.38%	0.38%	0.77%	3.05%	1.55%	1.17%	0.78%	0.00%	0.78%	1.56%	1.15%	1.54%	1	0.39%	
WILBUR	1.20%	0.60%	1.10%	1.31%	0.62%	0.62%	0.62%	1.24%	1.55%	0.93%	0.73%	1.03%	11	1.14%	
WILSON CREEK	1.62%	0.27%	1.90%	3.00%	0.55%	1.40%	0.84%	0.56%	0.85%	1.13%	0.85%	0.56%	5	1.41%	
WINTHROP	0.90%	0.76%	1.42%	1.19%	0.75%	0.80%	0.89%	0.94%	0.90%	0.49%	0.90%	0.54%	20	0.90%	
YACOLT	1.11%	1.83%	1.16%	1.22%	0.67%	1.29%	1.18%	1.30%	1.36%	1.20%	1.60%	1.10%	28	1.62%	
GRAND TOTAL	0.96%	1.12%	1.21%	1.05%	1.21%	1.06%	1.14%	1.62%	1.52%	1.42%	0.96%	0.87%	1,497	0.93%	

Quality of Service

May 2007

(3) Missed Appointments / Installation

Total Appointments	Missed Appointments	Excluded Appointments
10,778	305	0

(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)
746	0	746	738	8
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	1	751	746	5

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	7 Days or Less
LONG BEACH	52	52
OCEAN PARK	45	42
CHINOOK	4	4
GIG HARBOR	170	170
FOX ISLAND	5	5
ARLETTA	22	22
MORTON	7	7
MINERAL	6	6
GLENOMA	6	6
RANDLE	10	10
PACKWOOD	20	20
ASHFORD	29	29
YACOLT	17	17
ORTING	60	60
SOUTH PRAIRIE	19	19
CONNELL	17	17
MESA	4	4
BASIN CITY	13	13
ELTOPIA	4	4
MATHEWS CORNER	5	5
KAHLOTUS	1	1
WASHTUCNA	0	0
LIND	2	2
STARBUCK	3	3
EUREKA	5	5
ROYAL CITY	31	31
LOPEZ/SHAW ISLAND	22	21
PUGET ISLAND	7	7
RAYMOND	21	20
RAYMOND/LEBAM	5	5
CATHLAMET	22	22
SOUTH BEND	9	9
OCOSTA	1	1
CURTIS	5	5
PE ELL	13	13
VADER	9	9
LAKEBAY	63	58
MCCLEARY	10	10
ELMA	42	42
MONTESANO	20	20
KINGSTON	42	42
HANSVILLE	15	15
TWISP	39	39
WINTHROP	39	37

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

EXCHANGE	TOTAL NUMBER OF PRIMARY ORDERS	7 Days or Less
VASHON	30	30
NORTH VASHON	20	20
CHENEY	58	58
E.W.U.	0	0
SPANGLE	2	2
MEDICAL LAKE	52	52
REARDAN	17	17
DAVENPORT	31	31
CRESTON	4	4
HUNTERS/INCHELIUM	34	33
VALLEY	11	10
CHEWELAH	44	44
KETTLE FALLS	37	36
WILBUR	3	3
ODESSA	4	4
HARRINGTON	3	3
ALMIRA	3	3
COULEE CITY	23	23
WILSON CREEK	4	4
NESPELEM	13	13
RITZVILLE-BENGE	15	15
SPRAGUE	9	9
EDWALL-TYLER	4	4
NORTHBEND	64	64
SNOQUALMIE PASS	4	4
FALL CITY	21	21
CARNATION	12	12
SNOQUALMIE RIDGE	7	7
AMES LAKE	6	6
FRIDAY HARBOR	95	94
EAST SOUND	78	78
BLAKELY ISLAND/DECATURE	1	1
FORKS	47	47
NEAH BAY	7	7
BEAVER	5	5
CLALLAM BAY	12	12
CLEARWATER	4	4
PACIFIC BEACH	19	18
LAKE QUINAULT	8	8
HUMPTULIPS	5	5
COWICHE	13	13
TIETON	15	15
RIMROCK	2	2



WASHINGTON STATE SERVICE QUALITY REPORT
EXPLANATION OF EXCEPTIONS
May 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.