

**NORTHWEST DIVISION  
2007 COMMISSION PERSPECTIVE**

**WASHINGTON**

(New Rule Reporting July 2003)

	OBJ	OCT 06	NOV 06	DEC 06	JAN 07	FEB 07	MAR 07	APR 07	MAY 07	JUN 07	JUL 07	AUG 07	SEP 07
<b>Reported To Commission Monthly:</b>													
<b>MISSED APPOINTMENTS (WAC 439 sub 3)</b>													
Total # Fielded Service Orders		3903	3200	2971	4258	3494	3871	3441	3612	3637	3527	3719	3314
# Of Service Orders With Appointments		1148	928	966	1131	327	123	194	320	1075	1585	1325	1191
# Of Service Order Appointments Missed	None	188	263	327	304	71	22	19	63	350	507	297	197
# Of Excluded Appointments	None	0	0	0	0	0	0	0	0	0	0	0	0
Total # Dispatched Trouble Tickets		4296	7180	9069	7716	4197	4886	4055	4313	4208	4929	3873	3209
# Of Trouble Tickets With 4 Hour Appointments		392	537	128	30	11	59	198	189	234	246	205	190
# Of Trouble Ticket Appointments Missed	None	36	90	26	5	0	6	15	10	22	15	14	9
# Of Excluded Appointments	None	0	0	0	0	0	0	0	0	0	0	0	0
<b>INSTALL OF BASIC SERVICE (WAC 439 sub 4)</b>													
# Due Dated Installation Service Orders		6005	5096	4464	5736	4777	4978	4301	4619	4625	4727	4962	4439
# Due Dated Serv Orders Not Completed In 5 Days	None	572	533	612	779	356	387	314	358	288	353	626	556
# Customer Requested Service Orders Completed		2887	2280	2071	2031	2119	2594	2316	2537	2674	2290	2383	1743
# C R Service Order Due Dates Missed	None	69	106	153	116	64	65	62	63	82	80	76	40
% Installation Commitments Met	90%	92.79%	91.34%	88.29%	88.48%	93.91%	94.03%	94.32%	94.12%	94.93%	93.83%	90.44%	90.36%
<b>SUMMARY TROUBLE REPORTS (WAC 439 sub 6)</b>													
Network Trouble per 100 Access Lines	4.00	0.88	1.50	1.85	1.57	0.9	1.06	0.63	0.66	0.66	0.78	0.73	0.58
# Of CO's Missing Objective	0	3	8	1	5	1	1	0	0	0	0	1	0
<b>SWITCHING REPORT (WAC 439 sub 7)</b>													
Inter Office Call Completions	98%	99.94	99.95	99.92	99.79	100	99.97	99.98	99.81	99.99	99.95	99.94	99.9
Intra Office Call Completions	99%	100	99.98	99.97	99.99	100	100	100	99.99	99.99	99.99	100	100
Dial Tone W/! 3 Seconds	98%	99.96	99.99	99.87	99.93	99.96	99.96	99.97	99.97	99.97	99.95	99.96	99.98
<b>TRUNK BLOCKING REPORT (WAC 439 sub 8)</b>													
% Trunk Groups Meeting Defined Blocking Criteria	99%	99.02	97.8	99.27	98.78	99.51	99.27	98.79	99.03	99.52	99.03	99.02	99.07
# IXC Direct Trunk Grps Exceeding 2% Blocking	0	2	7	2	5	3	4	5	5	3	3	4	4
<b>REPAIR REPORT (WAC 439 sub 9)</b>													
# Of Out Of Service Trouble Reports		3269	6820	8502	6552	3258	4167	3109	3304	3330	4096	3394	3086
# OOS Trouble Reports Cleared In 48 Hours		3226	6103	6809	5290	3136	3968	2946	3231	3157	3700	3272	3048
# OOS Trouble Reports Not Cleared In 48 Hours	None	43	717	1693	1262	122	199	163	73	173	396	122	38
% OOS Trouble Cleared In 48 Hours	100%	98.68%	89.49%	80.09%	80.74%	96.26%	95.22%	94.76%	97.79%	94.80%	90.33%	96.41%	98.77%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0
# Of Non-Out Of Service Trouble Reports		2385	2948	3518	3440	2288	2323	2178	2228	2154	2304	1992	2399
# Non-OOS Trouble Rpts Cleared In 72 Hours		2361	2711	3138	3075	2232	2290	2126	2206	2108	2257	1962	2392
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	None	24	237	380	365	56	33	52	22	46	47	30	7
% Non-OOS Trouble Cleared In 72 Hours	100%	98.99%	91.96%	89.20%	89.39%	97.55%	98.58%	97.61%	99.01%	97.86%	97.96%	98.49%	99.71%
# OOS Trouble Exempted	None	0	0	0	0	0	0	0	0	0	0	0	0

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OBJ	OCT 06	NOV 06	DEC 06	JAN 07	FEB 07	MAR 07	APR 07	MAY 07	JUN 07	JUL 07	AUG 07	SEP 07
<b>Reported To Commission Quarterly: - Mthly Results</b>												
<b>INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)</b>												
Total # Installation Orders Completed	8892	7376	6535	7767	6896	7572	6617	7156	7299	7017	7345	6177
# Of Installation Orders Not Completed In 90 Days	28	13	14	14	13	18	15	16	16	23	18	10
% Orders Completed In 90 Days	99.69%	99.82%	99.79%	99.82%	99.81%	99.76%	99.77%	99.78%	99.78%	99.67%	99.75%	99.84%
<b>Reported To Commission Quarterly:</b>												
<b>INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)</b>												
Total # Installation Orders Completed	22803	22235	21072	20539	20539	20539	20539	20539	20539	20539	20539	20539
# Of Installation Orders Not Completed In 90 Days	55	45	47	51	51	51	51	51	51	51	51	51
% Orders Completed In 90 Days	99.76%	99.80%	99.78%	99.75%	99.75%	99.75%	99.75%	99.75%	99.75%	99.75%	99.75%	99.75%
<b>Reported To Commission Every Six Months: - Mthly Results</b>												
<b>INSTALLATION OF BASIC SERVICE (WAC 439 sub 4b)</b>												
Total # Installation Orders Completed	8892	7376	6535	7767	6896	7572	6617	7156	7299	7017	7345	6178
# Of Inst Orders Not Completed In 180 Days	4	3	3	2	3	3	5	5	4	4	1	1
% Orders Completed In 180 Days	99.96%	99.96%	99.95%	99.97%	99.96%	99.96%	99.92%	99.93%	99.95%	99.94%	99.99%	99.98%



Trunk Group Detail  
September 2007

10/23/2007

Trunk Group Detail WAC 480-120-401 (3)										
TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN	
GW011274	ARTNWAXXDS1	EVRTWAXA03T	77	AFTD	432	3.15	61.85	18:00	Blockage due to mass calling events.	
GW061879	EVRTWAXA03T	TKWLWALZDS0	77	AFTD	144	7.11	95.96	18:00	Blockage in evening hours due to trunk group being under trunked. CLEC needs augment.	
GW062045	MTVRWAXX05T	TKWLWALZDS0	77	AFTU	24	4.71	95.32	20:00	Blockage due to abnormally high traffic 9/19 & 9/20.	
GW084948	MTVRWAXX05T	STTLWAEKPS1	77	AFTU	120	0.94	38.54	19:00	Blockage due to mass calling event and trunks OOS.	

Trunk Group Detail WAC 480-120-401 (5)										
TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN	
GW072185	MTVRWAXX05T	STTLWA0103Z	77	AFTD	24	46.46	64.37	09:00		
GW081989	MTVRWAXX05T	EVRTWAAFAMD	M-	DFTD	5	5.00	100.00	17:00		
GW085477	MTVRWAXFPSA	STTLWA01HGJ	J-	DDEF	4	5.00	100.00	07:00		
GW085511	KNWCWAXA01T	KNWCWAAG7MD	7-	AFTF	288	2.85	30.87	19:00		

VzNw Trbl 12mo

WASHINGTON STATE PUC REPORT

Customer Network Trouble Per 100 Switched Access Lines

Threshold is less than = 4

\* With Allowed Trouble codes Excluded

CENTRAL OFF. LOCATION	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07 *	May-07 *	Jun-07 *	Jul-07 *	Aug-07 *	Sep-07 *
ACME												
ALGER												
ANACORTES												
ARLINGTON												
BENTON CITY												
BIG LAKE												
BIRCH BAY												
BLAINE												
BOTHELL												
BREWSTER												
BRIDGEPORT												
BURLINGTON												
CAMANO ISLAND												
CAMAS												
CASHMERE												
CHELAN												
CLEARVIEW												
CONCRETE												
CONWAY												
COUPEVILLE												
CURLEW												
CUSTER												
DARRINGTON												
DEMING												
DUVALL												
EAST WENATCHEE												
EDISON												
ENTIAT												
EVERETT CASINO												
EVERETT MAIN												
EVERSON												
FAIRFIELD												
FARMINGTON												
FERNDALE												
GARFIELD												
GEORGE												
GRANITE FALLS												
GRAYLAND												
HALLS LAKE												
JUANITA												
KENNEWICK MAIN												
KENNEWICK MEADOW SPRINGS												
KENNEWICK HIGHLAND												
KIRKLAND												
LA CONNER												
LAKE GOODWIN												
LAKE STEVENS												
LAKE WENATCHEE												
LATAH												
LAUREL												
LEAVENWORTH												
LOOMIS												
LYMAN												
LYNDEN												
MALDEN												
MANOR WAY												

# WASHINGTON STATE PUC REPORT

Customer Network Trouble Per 100 Switched Access Lines

Threshold is less than = 4

\* With Allowed Trouble codes Excluded

CENTRAL OFF. LOCATION	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07 *	May-07 *	Jun-07 *	Jul-07 *	Aug-07 *	Sep-07 *
MANSFIELD												
MANSON												
MAPLE FALLS												
MARBLEMOUNT												
MARYSVILLE												
MOLSON-CHESAW												
MONROE												
MOSCOW												
MOUNT VERNON												
NACHES												
NEWPORT												
NILE												
NORTH RICHLAND												
OAK HARBOR												
OAKESDALE												
PALOUSE												
PULLMAN												
QUINCY												
REDMOND												
REPUBLIC												
RICHLAND												
RICHMOND BEACH												
ROCKFORD												
ROSALIA												
SAMMAMISH												
SEDRO WOOLLEY												
SILVER LAKE												
SKYKOMISH												
SNOHOMISH												
SOAP LAKE												
STANWOOD												
STEVENS PASS												
SULTAN												
SUMAS												
TEKOA												
THORNTON												
TONASKET												
WASHOUGAL												
WASHOUGAL RIVER												
WATERVILLE												
WENATCHEE												
WEST RICHLAND												
WESTPORT												
WOODLAND												

4

Each CO is not to exceed 4 tbls per 100 lns per mth for 2 consecutive mths nor should they exceed this for 4 months in any 12 mth period.

WASHINGTON STATE SWITCHED ACCESS LINES

Central Office	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07
ACME												
ALGER												
ANACORTES												
ARLINGTON												
BENTON CITY												
BIG LAKE												
BIRCH BAY												
BLAINE												
BOTHELL												
BREWSTER												
BRIDGEPORT												
BURLINGTON												
CAMANO												
CAMAS												
CASHMERE												
CHELAN												
CLEARVIEW												
CONCRETE												
CONWAY												
COUPEVILLE												
CURLEW												
CUSTER												
DARRINGTON												
DEMING												
DUVALL 1												
EAST WENATCHEE												
EDISON												
ENTIAT												
EVERETT CASINO												
EVERETT MAIN												
EVERSON												
FAIRFIELD												
FARMINGTON												
FERNDALE												
GARFIELD												
GEORGE												
GRANITE FALLS												
GRAYLAND												
HALLS LAKE												
JUANITA												
KENNEWICK MAIN												
KENNEWICK MEADOW S												
KENNEWICK-HIGHLAND												
KIRKLAND												
LA CONNER												
LAKE GOODWIN												
LAKE STEVENS LAKE												
WENATCHEE												

## WASHINGTON STATE SWITCHED ACCESS LINES

LATAH  
LAUREL  
LEAVENWORTH  
LOOMIS  
LYMAN  
LYNDEN  
MALDEN  
MANOR WAY  
MANSFIELD  
MANSON  
MAPLE FALLS  
MARBLEMOUNT  
MARYSVILLE  
MOLSON-  
CHESAW  
MONROE  
MOSCOW  
MOUNT  
VERNON  
NACHES  
NEWPORT  
NILE  
NORTH  
RICHLAND  
OAK HARBOR  
OAKSDALE  
PALOUSE  
PULLMAN  
QUINCY  
REDMOND  
REPUBLIC  
RICHLAND  
RICHMOND  
BEACH  
ROCKFORD  
ROSALIA  
SAMMAMISH  
SEDRO  
WOOLLEY  
SILVER LAKE  
SKYKOMISH  
SNOHOMISH  
SOAP LAKE  
STANWOOD  
STEVENS PASS  
SULTAN  
SUMAS  
TEKOA  
THORNTON  
TONASKET  
WASHOUGAL  
WASHOUGAL  
RIVER  
WATERVILLE  
WENATCHEE  
WEST



**WASHINGTON STATE SWITCHED ACCESS LINES**

RICHLAND

WESTPORT

WOODLAND

Total Lines	<u>682,624</u>	<u>674,686</u>	<u>666,516</u>	<u>660,125</u>	<u>655,164</u>	<u>649,759</u>	<u>644,609</u>	<u>639,773</u>	<u>634,364</u>	<u>628,186</u>	<u>622,669</u>	<u>617,155</u>
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Washington State PUC Report  
 mer Network Trouble Per 100 Switched Access Lines

		Sep-07	Sep-07	Sep-07
Central Office	CO Code	Sw Lns	Total Rpts	Trbl/ 100
ACME	NW1ACME			
ALGER	NW1ALGR			
ANACORTES	NW1ANCR			
ARLINGTON	NW1ARTN			
BENTON CITY	NW1BNCY			
BIG LAKE	NW1BGLK			
BIRCH BAY	NW1BRBA			
BLAINE	NW1BLAN			
BOTHELL	NW1BOTH			
BREWSTER	NW1BRWS			
BRIDGEPORT	NW1BRPT			
BURLINGTON	NW1BURL			
CAMANO ISLAND	NW1CMIS			
CAMAS	NW1CAMS			
CASHMERE	NW1CSHR			
CHELAN	NW1CHLN			
CLEARVIEW	NW1CLVW			
CONCRETE	NW1CNCR			
CONWAY	NW1CNWY			
COUPEVILLE	NW1CPVL			
CURLEW	NW1CRLW			
CUSTER	NW1CSTR			
DARRINGTON	NW1DRTN			
DEMING	NW1DMNG			
DUVALL	NW1DULL			
EAST WENATCHEE	NW1EWNC			
EDISON	NW1EDSN			
ENTIAI	NW1ENTT			
EVERETT CASINO	NW1CSNO			
EVERETT MAIN	NW1EVRT			
EVERSON	NW1EVSN			
FAIRFIELD	NW1FRFD			
FARMINGTON	NW1FRTN			
FERNDALE	NW1FNDL			
GARFIELD	NW1GRFD			
GEORGE	NW1GERG			
GRANITE FALLS	NW1GRFL			
GRAYLAND	NW1GRLD			
HALLS LAKE	NW1HLLK			
JUANITA	NW1JUNT			
KENNEWICK MAIN	NW1KNWC			
KENNEWICK MEADOW SPRINGS	NW1MSPG			
KENNEWICK HIGHLAND	NW1HIGH			
KIRKLAND	NW1KRLD			
LA CONNER	NW1LACN			
LAKE GOODWIN	NW1LKGW			
LAKE STEVENS	NW1LKST			
LAKE WENATCHEE	NW1LKWN			
LATAH	NW1LATH			
LAUREL	NW1LARL			
LEAVENWORTH	NW1LVWO			
LOOMIS	NW1LOMS			

Washington State PUC Report  
 mer Network Trouble Per 100 Switched Access Lines

Sep-07 | Sep-07 | Sep-07

Central Office	CO Code	Sw Lns	Total Rpts	Trbl/ 100
LYMAN	NW1HMTN			
LYNDEN	NW1LYND			
MALDEN	NW1MLDN			
MANOR WAY	NW1MRWY			
MANSFIELD	NW1MNFD			
MANSON	NW1MNSN			
MAPLE FALLS	NW1MPFL			
MARBLEMOUNT	NW1MRBL			
MARYSVILLE	NW1MYVI			
MOLSON-CHESAW	NW1MLSN			
MONROE	NW1MONR			
MOSCOW	NW1MSCW			
MOUNT VERNON	NW1MTVR			
NACHES	NW1NCHS			
NEWPORT	NW1NWPT			
NILE	NW1NILE			
NORTH RICHLAND	NW1NTRD			
OAK HARBOR	NW1OKHR			
OAKESDALE	NW1OKDL			
PALOUSE	NW1PALS			
PULLMAN	NW1PLMN			
QUINCY	NW1QNCY			
REDMOND	NW1RDMD			
REPUBLIC	NW1RPBL			
RICHLAND	NW1RCLD			
RICHMOND BEACH	NW1RCBH			
ROCKFORD	NW1RCFR			
ROSALIA	NW1ROSL			
SAMMAMISH	NW1SMSh			
SEDRO WOOLLEY	NW1SWLY			
SILVER LAKE	NW1SLLK			
SKYKOMISH	NW1SKYK			
SNOHOMISH	NW1SNHS			
SOAP LAKE	NW1SOLK			
STANWOOD	NW1STWD			
STEVENS PASS	NW1STPS			
SULTAN	NW1SULT			
SUMAS	NW1SUMS			
TEKOA	NW1TEKO			
THORNTON	NW1HTN			
TONASKET	NW1TNSK			
WASHOUGAL	NW1WSHG			
WASHOUGAL RIVER	NW1WSHR			
WATERVILLE	NW1WTVL			
WENATCHEE	NW1WNTC			
WEST RICHLAND	NW1WRLD			
WESTPORT	NW1WSPT			
WOODLAND	NW1WDL			
Washington State:				