

**NORTHWEST DIVISION
2007 COMMISSION PERSPECTIVE**

WASHINGTON

(New Rule Reporting July 2003)

Reported To Commission Monthly:

MISSED APPOINTMENTS (WAC 439 sub 3)

	DEC 06	JAN 07	FEB 07	MAR 07	APR 07	MAY 07	JUN 07	JUL 07	AUG 07	SEP 07	OCT 07	NOV 07
Total # Fielded Service Orders	2971	4258	3494	3871	3441	3612	3637	3527	3719	3314	3664	3318
# Of Service Orders With Appointments	966	1131	327	123	194	320	1075	1585	1325	1191	1324	1083
# Of Service Order Appointments Missed	327	304	71	22	19	63	350	507	297	197	267	265
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0

Total # Dispatched Trouble Tickets

# Of Trouble Tickets With 4 Hour Appointments	9069	7716	4197	4886	4055	4313	4208	4929	3873	3209	5498	4704
# Of Trouble Ticket Appointments Missed	128	30	11	59	198	189	234	246	205	190	280	228
# Of Excluded Appointments	26	5	0	6	15	10	22	15	14	9	18	20
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0

INSTALL OF BASIC SERVICE (WAC 439 sub 4)

# Due Dated Installation Service Orders	4464	5736	4777	4978	4301	4619	4625	4727	4962	4439	4532	4001
# Due Dated Serv Orders Not Completed In 5 Days	612	779	356	387	314	358	288	353	626	556	606	522
# Customer Requested Service Orders Completed	2071	2031	2119	2594	2316	2537	2674	2290	2383	1743	2083	1704
# C R Service Order Due Dates Missed	153	116	64	65	62	63	82	80	76	40	50	74
% Installation Commitments Met	88.29%	88.48%	93.91%	94.03%	94.32%	94.12%	94.93%	93.83%	90.44%	90.36%	90.08%	89.55%

SUMMARY TROUBLE REPORTS (WAC 439 sub 6)

Network Trouble per 100 Access Lines	1.85	1.57	0.9	1.06	0.63	0.66	0.66	0.78	0.73	0.58	0.81	0.68
# Of CO's Missing Objective	0	18	8	1	1	0	2	2	3	0	3	2

SWITCHING REPORT (WAC 439 sub 7)

Inter Office Call Completions	99.92	99.79	100	99.97	99.98	99.81	99.99	99.95	99.94	99.9	99.75	99.69
Intra Office Call Completions	99.97	99.99	100	100	100	99.99	99.99	99.99	100	100	99.84	99.99
Dial Tone W/ 3 Seconds	99.87	99.93	99.96	99.96	99.97	99.97	99.97	99.95	99.96	99.98	99.93	99.96

TRUNK BLOCKING REPORT (WAC 439 sub 8)

% Trunk Groups Meeting Defined Blocking Criteria	99.27	98.78	99.51	99.27	98.79	99.03	99.52	99.03	99.02	99.07	99.06	98.21
# IXC Direct Trunk Grps Exceeding 2% Blocking	2	5	3	4	5	5	3	3	4	4	2	3

REPAIR REPORT (WAC 439 sub 9)

# Of Out Of Service Trouble Reports	8502	6552	3258	4167	3109	3304	3330	4096	3394	3086	4651	3908
# OOS Trouble Reports Cleared In 48 Hours	6809	5290	3136	3968	2946	3231	3157	3700	3272	3048	4572	3789
# OOS Trouble Reports Not Cleared In 48 Hours	1693	1262	122	199	163	73	173	396	122	38	79	119
% OOS Trouble Cleared In 48 Hours	80.09%	80.74%	96.26%	95.22%	94.76%	97.79%	94.80%	90.33%	96.41%	98.77%	98.30%	96.95%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0

Of Non-Out Of Service Trouble Reports

# Non-OOS Trouble Rpts Cleared In 72 Hours	3518	3440	2288	2323	2178	2228	2154	2304	1992	2399	2865	2313
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	3138	3075	2232	2290	2126	2206	2108	2257	1962	2392	2819	2296
# Non-OOS Trouble Rpts Cleared In 72 Hours	380	365	56	33	52	22	46	47	30	7	26	17
% Non-OOS Trouble Cleared In 72 Hours	89.20%	89.39%	97.55%	98.58%	97.61%	99.01%	97.86%	97.96%	98.49%	99.71%	99.09%	99.27%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0

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	AFDT	432	4.38	57.71	16:00	Biking due to mass call event for free Mexico trip 11/5 at 16:00 58%	
GW011285	EVRTWAXA03T	MONRWAXXDS1	77	AFDT	384	0.94	61.48	17:00	Blkg due to mass calling & span trouble 11/2 at 16:00 and 17:00	
GW011286	EVRTWAXA03T	MRWYWAXACG0	77	AFDT	432	1.14	22.76	17:00	Blkd calls due to mass calling event 11/2 at 17:00	
GW052032	EVRTWAXA03T	TKWLWAZSDS0	77	DFDT	144	28.2	46.78	14:00	Biking due to under trunked. Traffic to be transferred to other trk grp	
GW069856	WNTCWABADS0	WNTCWAXX01T	77	DFDT	192	1.68	26.30	10:00	Blkd calls due to trouble at other carrier 11/13 at 10:00	
GW080650	EVRTWAASPS0	EVRTWAXA03T	77	AFDT	408	0.96	19.14	10:00	Blkd calls due to card failure 11/6 at 10:00	
GW083921	EVRTWAXA03T	GRFLWAAUDS0	77	DFDT	16	15.07	100.00	10:00	Hi lvl blkg thru out Nov due to trouble at CLEC Beaver Creek.	
GW150223	STHKWACODS0	WNTCWAXX01T	77	DFDT	24	1.21	28.57	13:00	Due date passed by CLEC, new trunk group	

Trunk Group Detail WAC 480-120-401 (5)										
TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH		
GW072185	MTVRWAXX05T	STTLWA0103Z	77	AFTD	24	42.38	69.36	11:00		
GW079273	MTVRWAXX05T	RDMDWAJE1MD	77	AFTF	24	8.81	22.36	16:00		
GW082318	BOTHWAXBOMD	EVRTWAXA03T	77	DFTF	192	4.37	18.60	17:00		

VzNw Trbl 12mo
WASHINGTON STATE PUC REPORT
 Customer Network Trouble Per 100 Switched Access Lines
 Threshold is less than = 4

CENTRAL OFF. LOCATION	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	
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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
ENTIAT													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

