

**NORTHWEST DIVISION
2008 COMMISSION PERSPECTIVE**

WASHINGTON

OBJ

Reported To Commission Monthly:

MISSED APPOINTMENTS (WAC 439 sub 3)

	AUG 07	SEP 07	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08
Total # Fielded Service Orders	3719	3314	3664	3318	3034	3342	2812	2752	2864	2036	2847	2371
# Of Service Orders With Appointments	1325	1191	1324	1083	862	1122	989	1114	1055	752	1202	871
# Of Service Order Appointments Missed	297	197	267	265	302	326	217	300	331	244	455	310
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0
Total # Dispatched Trouble Tickets	3873	3209	5498	4704	5241	4994	4536	3543	3907	3710	4307	4691
# Of Trouble Tickets With 4 Hour Appointments	205	190	280	228	219	231	183	159	151	178	192	290
# Of Trouble Ticket Appointments Missed	14	9	18	20	29	20	15	13	23	16	34	39
# 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	4962	4439	4532	4001	3722	4297	4008	3883	3084	2552	2437	2888
# Due Dated Serv Orders Not Completed In 5 Days	626	556	606	522	449	360	449	282	190	189	240	443
# Customer Requested Service Orders Completed	2383	1743	2083	1704	1387	1344	1309	1439	1084	988	989	1140
# C R Service Order Due Dates Missed	76	40	50	74	50	61	28	39	10	24	22	32
% Installation Commitments Met	90.44%	90.36%	90.08%	89.55%	90.23%	92.54%	91.03%	93.97%	95.20%	93.98%	92.35%	88.21%

SUMMARY TROUBLE REPORTS (WAC 439 sub 6)

Network Trouble per 100 Access Lines	0.73	0.58	0.81	0.68	0.77	0.74	0.63	0.58	0.58	0.57	0.67	0.71
#Cos missing obj 2 consecutive mos or 4 in 12 mos	1	0	3	2	1	1	0	0	0	0	0	1

SWITCHING REPORT (WAC 439 sub 7)

Inter Office Call Completions	99.94	99.9	99.75	99.69	99.83	99.7	99.97	99.97	99.93	99.98	100	99.81
Intra Office Call Completions	100	100	99.84	99.99	99.99	99.98	100	100	99.99	99.99	99.99	99.99
Dial Tone W/I 3 Seconds	99.96	99.98	99.93	99.96	99.97	99.97	99.97	99.96	99.95	99.97	99.96	99.96

TRUNK BLOCKING REPORT (WAC 439 sub 8)

% Trunk Groups Meeting Defined Blocking Criteria	99.02	99.07	99.06	98.21	99.33	98.89	99.33	99.56	99.78	99.54	99.31	99.08
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REPAIR REPORT (WAC 439 sub 9)

# Of Out Of Service Trouble Reports	3394	3086	4651	3908	4678	4008	3823	2831	3174	3162	3686	3797
# OOS Trouble Reports Cleared In 48 Hours	3272	3048	4572	3789	4117	3767	3612	2780	3091	3078	3531	3513
# OOS Trouble Reports Not Cleared In 48 Hours	122	38	79	119	405	241	211	51	83	84	155	284
% OOS Trouble Cleared In 48 Hours	96.41%	98.77%	98.30%	96.95%	91.34%	93.99%	94.48%	98.20%	97.39%	97.34%	95.79%	92.52%
# OOS Trouble Exempted	0	0	0	0	0	0	0	8	0	0	0	0
# Of Non-Out Of Service Trouble Reports	1992	2399	2865	2313	2419	2340	2262	2021	2093	2074	2085	2122
# Non-OOS Trouble Rpts Cleared In 72 Hours	1962	2392	2819	2296	2304	2298	2217	1981	2068	2023	2021	2019
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	30	7	26	17	89	42	45	40	25	51	64	103
% Non-OOS Trouble Cleared In 72 Hours	98.49%	99.71%	99.09%	99.27%	96.32%	98.21%	98.01%	98.02%	98.81%	97.54%	96.93%	95.15%
# OOS Trouble Exempted	0	0	0	0	0	5	1	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
GW079393	WNTCWAACW03	WNTCWAXX01T	77	AFTU	192	4.81	98.26	11	Hi level blkd calls on 7/17 due to lost SS7 connection. Resolved same day
GW012075	EVRTWAXA03T	SMSHWAXADS1	77	AFDT	360	0.67	13.48	17	Blocked calls on 7/3 for 2 hours. No other blocking in July.

GW079021	EVRTWAXA03T	STTNWAHODS0	77	AFDT	72	40.18	100	1	Hi level blkg since 6/26 under- trunked. All trks OOS 7/25 thru 8/4 at LVC.
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GW150099	LKSTWAXADS1	STTNWAHODSC	77	DFDT	48	5	100	13	Trunks down to LVC 7/7-7/14. Fiber cut at LVC 7/14, resolved same day.
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Trunk Group Detail WAC 480-120-401 (5)									
TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	
GW070363	BLHMWAE1MD	FNDLWAXADS1	JJ	DFEF	6	2.24	78.26	17	
GW078159	MTVRWAXX1JB	BOTHWAAK1MD	7-	DFEH	47	5.74	22.88	12	
GW084646	EVRTWAXA1MD	EVRTWAXA03T	77	AFTD	384	2.2	8.16	11	
GW085012	EVRTWAXF9MD	MTVRWAXX05T	77	DFTD	48	40	100	10	
GW085027	EVRTWAXA03T	EVRTWAXF9MD	77	DFTD	96	45	100	11	