

**NORTHWEST DIVISION
2008 COMMISSION PERSPECTIVE**

WASHINGTON

	OBJ	SEP 07	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08
Reported To Commission Monthly:													
MISSED APPOINTMENTS (WAC 439 sub 3)													
Total # Fielded Service Orders		3314	3664	3318	3034	3342	2812	2752	2864	2036	2847	2371	2379
# Of Service Orders With Appointments		1191	1324	1083	862	1122	989	1114	1055	752	1202	871	1029
# Of Service Order Appointments Missed		197	267	265	302	326	217	300	331	244	455	310	414
# Of Excluded Appointments		0	0	0	0	0	0	0	0	0	0	0	0
Total # Dispatched Trouble Tickets		3209	5498	4704	5241	4994	4536	3543	3907	3710	4307	4691	4208
# Of Trouble Tickets With 4 Hour Appointments		190	280	228	219	231	183	159	151	178	192	290	302
# Of Trouble Ticket Appointments Missed		9	18	20	29	20	15	13	23	16	34	39	30
# 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		4439	4532	4001	3722	4297	4008	3883	3084	2552	2437	2904	2928
# Due Dated Serv Orders Not Completed in 5 Days		556	606	522	449	360	449	282	190	189	240	459	251
# Customer Requested Service Orders Completed		1743	2083	1704	1387	1344	1309	1439	1084	988	989	1151	1162
# C R Service Order Due Dates Missed		40	50	74	50	61	28	39	10	24	22	43	40
% Installation Commitments Met	90%	90.36%	90.08%	89.55%	90.23%	92.54%	91.03%	93.97%	95.20%	93.98%	92.35%	87.62%	92.89%
SUMMARY TROUBLE REPORTS (WAC 439 sub 6)													
Network Trouble per 100 Access Lines	4 per 100	0.58	0.81	0.68	0.77	0.74	0.63	0.58	0.58	0.57	0.67	0.71	0.70
# Cos missing obj 2 consecutive mos or 4 in last 12	0	0	3	2	1	0	0	0	0	0	0	1	0
SWITCHING REPORT (WAC 439 sub 7)													
Intra Office Call Completions	98%	99.9	99.75	99.69	99.83	99.7	99.97	99.97	99.93	99.98	100	99.81	99.91
Intra Office Call Completions	99%	100	99.84	99.99	99.99	99.98	100	100	99.99	99.99	99.99	99.99	99.99
Dial Tone W/1 3 Seconds	98%	99.98	99.93	99.96	99.97	99.97	99.97	99.96	99.95	99.97	99.96	99.96	99.97
TRUNK BLOCKING REPORT (WAC 439 sub 8)													
% Trunk Groups Meeting Defined Blocking Criteria	99%	99.07	99.06	98.21	99.33	98.89	99.33	99.56	99.78	99.54	99.31	99.08	98.85
REPAIR REPORT (WAC 439 sub 9)													
# Of Out Of Service Trouble Reports		3086	4651	3908	4678	4008	3823	2831	3174	3162	3686	3797	3492
# OOS Trouble Reports Cleared in 48 Hours		3048	4572	3789	4117	3767	3612	2780	3091	3078	3531	3513	3424
# OOS Trouble Reports Not Cleared in 48 Hours	0	38	79	119	405	241	211	51	83	84	155	284	68
% OOS Trouble Cleared in 48 Hours	100%	98.77%	98.30%	96.95%	91.34%	93.99%	94.48%	98.20%	97.39%	97.34%	95.79%	92.52%	98.05%
# OOS Trouble Exempted		0	0	0	0	0	0	8	0	0	0	0	0
# Of Non-Out Of Service Trouble Reports		2399	2865	2313	2419	2340	2262	2021	2093	2074	2085	2122	2073
# Non-OOS Trouble Rpts Cleared in 72 Hours		2392	2819	2296	2304	2298	2217	1981	2068	2023	2021	2019	2013
# Non-OOS Trouble Rpts Not Cleared in 72 Hours	0	7	26	17	89	42	45	40	25	51	64	103	60
% Non-OOS Trouble Cleared in 72 Hours	100%	99.71%	99.09%	99.27%	96.32%	98.21%	98.01%	98.02%	98.81%	97.54%	96.93%	95.15%	97.11%
# OOS Trouble Exempted		0	0	0	0	5	1	0	0	0	0	0	0