

NORTHWEST DIVISION  
2008 COMMISSION PERSPECTIVE

WASHINGTON

|  | OBJ           | OCT 07 | NOV 07 | DEC 07 | JAN 08 | FEB 08 | MAR 08 | APR 08 | MAY 08 | JUN 08 | JUL 08 | AUG 08 | SEP 11 |
|--|---------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| <b>Reported To Commission Monthly:</b>                   |               |        |        |        |        |        |        |        |        |        |        |        |        |
| <b>MISSED APPOINTMENTS (WAC 439 sub 3)</b>               |               |        |        |        |        |        |        |        |        |        |        |        |        |
| Total # Fielded Service Orders                           |               | 3664   | 3318   | 3034   | 3342   | 2812   | 2752   | 2864   | 2036   | 2847   | 2371   | 2379   | 3043   |
| # Of Service Orders With Appointments                    |               | 1324   | 1083   | 862    | 1122   | 989    | 1114   | 1055   | 752    | 1202   | 871    | 1029   | 1652   |
| # Of Service Order Appointments Missed                   |               | 267    | 265    | 302    | 326    | 217    | 300    | 331    | 244    | 455    | 310    | 414    | 783    |
| # Of Excluded Appointments                               |               | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      |
| Total # Dispatched Trouble Tickets                       |               | 5498   | 4704   | 5241   | 4994   | 4536   | 3543   | 3907   | 3710   | 4307   | 4691   | 4208   | 4018   |
| # Of Trouble Tickets With 4 Hour Appointments            |               | 280    | 228    | 219    | 231    | 183    | 159    | 151    | 178    | 192    | 290    | 302    | 242    |
| # Of Trouble Ticket Appointments Missed                  |               | 18     | 20     | 29     | 20     | 15     | 13     | 23     | 16     | 34     | 39     | 30     | 22     |
| # Of Excluded Appointments                               |               | 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                  |               | 4532   | 4001   | 3722   | 4297   | 4008   | 3883   | 3084   | 2552   | 2437   | 2904   | 2928   | 2822   |
| # Due Dated Serv Orders Not Completed In 5 Days          |               | 606    | 522    | 449    | 360    | 449    | 282    | 190    | 189    | 240    | 459    | 251    | 115    |
| # Customer Requested Service Orders Completed            |               | 2083   | 1704   | 1387   | 1344   | 1309   | 1439   | 1084   | 988    | 989    | 1151   | 1162   | 1343   |
| # C R Service Order Due Dates Missed                     |               | 50     | 74     | 50     | 61     | 28     | 39     | 10     | 24     | 22     | 43     | 40     | 1      |
| % Installation Commitments Met                           | 90%           | 90.08% | 89.55% | 90.23% | 92.54% | 91.03% | 93.97% | 95.20% | 93.98% | 92.35% | 87.62% | 92.89% | 97.21% |
| <b>SUMMARY TROUBLE REPORTS (WAC 439 sub 6)</b>           |               |        |        |        |        |        |        |        |        |        |        |        |        |
| Network Trouble per 100 Access Lines                     | 4 per 100     | 0.81   | 0.68   | 0.77   | 0.74   | 0.63   | 0.58   | 0.58   | 0.57   | 0.67   | 0.71   | 0.70   | 0.87   |
| COs Missing Obj 2 Consecutive Months or 4 in Last 12     | 0             | 3      | 2      | 1      | 0      | 0      | 0      | 0      | 0      | 0      | 1      | 0      | 0      |
| <b>SWITCHING REPORT (WAC 439 sub 7)</b>                  |               |        |        |        |        |        |        |        |        |        |        |        |        |
| Inter Office Call Completions                            | 98%           | 99.75  | 99.69  | 99.83  | 99.7   | 99.97  | 99.97  | 99.93  | 99.98  | 100    | 99.81  | 99.91  | 99.99  |
| Intra Office Call Completions                            | 99%           | 99.84  | 99.99  | 99.99  | 99.98  | 100    | 100    | 99.99  | 99.99  | 99.99  | 99.99  | 99.99  | 99.99  |
| Dial Tone W/I 3 Seconds                                  | 98%           | 99.93  | 99.96  | 99.97  | 99.97  | 99.97  | 99.96  | 99.95  | 99.97  | 99.96  | 99.96  | 99.97  | 99.95  |
| <b>TRUNK BLOCKING REPORT (WAC 439 sub 8)</b>             |               |        |        |        |        |        |        |        |        |        |        |        |        |
| % Trunk Groups Meeting Defined Blocking Criteria         | 99%           | 99.06  | 98.21  | 99.33  | 98.89  | 99.33  | 99.56  | 99.78  | 99.54  | 99.31  | 99.08  | 98.85  | 99.54  |
| <b>REPAIR REPORT (WAC 439 sub 9)</b>                     |               |        |        |        |        |        |        |        |        |        |        |        |        |
| # Of Out Of Service Trouble Reports                      | Raw Data Only | 4651   | 3908   | 4678   | 4008   | 3623   | 2831   | 3174   | 3162   | 3686   | 3797   | 3492   | 4278   |
| # OOS Trouble Reports Cleared In 48 Hours                | Raw Data Only | 4572   | 3789   | 4117   | 3767   | 3612   | 2780   | 3091   | 3078   | 3531   | 3513   | 3424   | 4140   |
| # OOS Trouble Reports Not Cleared In 48 Hours            | 0             | 79     | 119    | 405    | 241    | 211    | 51     | 83     | 84     | 155    | 284    | 68     | 138    |
| % OOS Trouble Cleared In 48 Hours                        | 100%          | 98.30% | 96.95% | 91.34% | 93.99% | 94.48% | 98.20% | 97.39% | 97.34% | 95.79% | 92.52% | 98.05% | 96.77% |
| # OOS Trouble Exempted                                   | Raw Data Only | 0      | 0      | 0      | 0      | 0      | 8      | 0      | 0      | 0      | 0      | 0      | 0      |
| # Of Non-Out Of Service Trouble Reports                  | Raw Data Only | 2865   | 2313   | 2419   | 2340   | 2262   | 2021   | 2093   | 2074   | 2085   | 2122   | 2073   | 2253   |
| # Non-OOS Trouble Rpts Cleared In 72 Hours               | Raw Data Only | 2819   | 2296   | 2304   | 2298   | 2217   | 1981   | 2068   | 2023   | 2021   | 2019   | 2013   | 2151   |
| # Non-OOS Trouble Rpts Not Cleared In 72 Hours           | 0             | 26     | 17     | 89     | 42     | 45     | 40     | 25     | 51     | 64     | 103    | 60     | 102    |
| % Non-OOS Trouble Cleared In 72 Hours                    | 100%          | 99.09% | 99.27% | 96.32% | 98.21% | 98.01% | 98.02% | 98.81% | 97.54% | 96.93% | 95.15% | 97.11% | 95.47% |
| # OOS Trouble Exempted                                   | Raw Data Only | 0      | 0      | 0      | 5      | 1      | 0      | 0      | 0      | 0      | 0      | 0      | 0      |
| <b>Reported To Commission Quarterly - Mithly Results</b> |               |        |        |        |        |        |        |        |        |        |        |        |        |
| <b>INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)</b>    |               |        |        |        |        |        |        |        |        |        |        |        |        |
| Total # Installation Orders Completed                    | Raw Data Only | 6615   | 5713   | 5109   | 5641   | 5317   | 5322   | 4168   | 3542   | 3426   | 4055   | 4090   | 4415   |

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|---|--------|--------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Raw Data Only                                     | 11     | 2      | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       |
| % Of Installation Orders Not Completed In 90 Days | 99.83% | 99.96% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| % Orders Completed In 90 Days                     | 99%    |        |         |         |         |         |         |         |         |         |         |         |

**Reported To Commission Quarterly:**

**INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)**

|   |        |  |  |  |  |         |  |  |         |  |  |         |
|---|--------|--|--|--|--|---------|--|--|---------|--|--|---------|
| Total # Installation Orders Completed             | 17437  |  |  |  |  | 16280   |  |  | 11136   |  |  | 12560   |
| # Of Installation Orders Not Completed In 90 Days | 13     |  |  |  |  | 0       |  |  | 0       |  |  | 0       |
| % Orders Completed In 90 Days                     | 99.93% |  |  |  |  | 100.00% |  |  | 100.00% |  |  | 100.00% |

**Reported To Commission Every Six Months: - Mithly Results**

**INSTALLATION OF BASIC SERVICE (WAC 439 sub 4b)**

|  |      |        |         |         |         |         |         |         |         |         |         |         |
|--|------|--------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Total # Installation Orders Completed      | 6615 | 5713   | 5109    | 5641    | 5317    | 5322    | 4168    | 3542    | 3426    | 4055    | 4090    | 4415    |
| # Of Inst Orders Not Completed In 180 Days | 0    | 5      | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       | 0       |
| % Orders Completed In 180 Days             | 100% | 99.91% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |

**Reported To Commission Every Six Months:**

**INSTALLATION OF BASIC SERVICE (WAC 439 sub 4b)**

|  |        |  |  |  |  |  |  |  |         |  |  |  |
|--|--------|--|--|--|--|--|--|--|---------|--|--|--|
| Total # Installation Orders Completed      | 37976  |  |  |  |  |  |  |  | 27416   |  |  |  |
| # Of Inst Orders Not Completed In 180 Days | 11     |  |  |  |  |  |  |  | 0       |  |  |  |
| % Orders Completed In 180 Days             | 99.97% |  |  |  |  |  |  |  | 100.00% |  |  |  |