

**NORTHWEST DIVISION
2008 COMMISSION PERSPECTIVE**

WASHINGTON

Reported To Commission Monthly:

MISSED APPOINTMENTS (WAC 439 sub 3)

	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEP 08	OCT 08
Total # Fielded Service Orders	3318	3034	3342	2812	2752	2864	2036	2847	2371	2379	3043	3388
# Of Service Orders With Appointments	1083	862	1122	989	1114	1055	752	1202	871	1029	1652	1968
# Of Service Order Appointments Missed	265	302	326	217	300	331	244	455	310	414	783	977
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0
Total # Dispatched Trouble Tickets	4704	5241	4994	4536	3543	3907	3710	4307	4691	4208	4018	4109
# Of Trouble Tickets With 4 Hour Appointments	228	219	231	183	159	151	178	192	290	302	242	399
# Of Trouble Ticket Appointments Missed	20	29	20	15	13	23	16	34	39	30	22	41
# 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	4001	3722	4297	4008	3883	3084	2552	2437	2888	2928	2822	2931
# Due Dated Serv Orders Not Completed In 5 Days	522	449	360	449	282	190	189	240	443	251	115	269
# Customer Requested Service Orders Completed	1704	1387	1344	1309	1439	1084	988	989	1140	1162	1343	1270
# C R Service Order Due Dates Missed	74	50	61	28	39	10	24	22	32	40	1	4
% Installation Commitments Met	89.55%	90.23%	92.54%	91.03%	93.97%	95.20%	93.98%	92.35%	88.21%	92.89%	97.21%	93.50%

SUMMARY TROUBLE REPORTS (WAC 439 sub 6)

Network Trouble per 100 Access Lines	0.68	0.77	0.74	0.63	0.58	0.58	0.57	0.67	0.71	0.70	0.87	0.64
#COs missing obj 2 consecutive mos or 4 in last 12	2	1	1	2	2	3	1	3	4	2	1	0

SWITCHING REPORT (WAC 439 sub 7)

Inter Office Call Completions	99.69	99.83	99.7	99.97	99.97	99.93	99.98	100	99.81	99.91	99.99	99.81
Intra Office Call Completions	99.99	99.99	99.98	100	100	99.99	99.99	99.99	99.99	99.99	99.99	99.99
Dial Tone W/ 3 Seconds	99.96	99.97	99.97	99.97	99.96	99.95	99.97	99.96	99.96	99.97	99.95	99.95

TRUNK BLOCKING REPORT (WAC 439 sub 8)

% Trunk Groups Meeting Defined Blocking Criteria	98.21	99.33	98.89	99.33	99.56	99.78	99.54	99.31	99.08	98.85	99.54	99.32
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REPAIR REPORT (WAC 439 sub 9)

# Of Out Of Service Trouble Reports	3908	4678	4008	3823	2831	3174	3162	3686	3797	3492	4278	3210
# OOS Trouble Reports Cleared In 48 Hours	3789	4117	3767	3612	2780	3091	3078	3531	3513	3424	4140	3123
# OOS Trouble Reports Not Cleared In 48 Hours	119	405	241	211	51	83	84	155	284	68	138	87
% OOS Trouble Cleared In 48 Hours	96.95%	91.34%	93.99%	94.48%	98.20%	97.39%	97.34%	95.79%	92.52%	98.05%	96.77%	97.29%
# OOS Trouble Exempted	0	0	0	0	8	0	0	0	0	0	0	0

Of Non-Out Of Service Trouble Reports

# Non-OOS Trouble Rpts Cleared In 72 Hours	2313	2419	2340	2262	2021	2093	2074	2085	2122	2073	2253	2081
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	2296	2304	2298	2217	1981	2068	2023	2021	2019	2013	2151	2031
% Non-OOS Trouble Cleared In 72 Hours	17	89	42	45	40	25	51	64	103	60	102	50
# Non-OOS Trouble Exempted	0	0	5	1	0	0	0	0	0	0	0	0

11/17/2008

Trunk Group Detail WAC 480-120-401 (3)										
TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN	
GW009159	EWNCWAXADS1	WNTCWAXXCG0	77	DFOG	144	1.18	12.12	19	Week of 10/19-24 periodic blkd calls due to mass call event.	
GW012075	EVRTWAXA03T	SMSHWAXADS1	77	AFDT	360	3.37	77.53	18	10/8 at 15:00 415 blkd, 10/9 17:00-18:00 29075 blkd - mass call event.	
GW081194	KNWCWAXA01T	STTNWAHODS9	77	AFDT	48	1.35	26.98	20	10/24 at 20:00 17 blkd calls due to test issue with LVC CLEC.	

Trunk Group Detail WAC 480-120-401 (5)										
TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH		
GW027444	KNWCWAAZ1MD	KNWCWAXADS1	MM	DFEE	14	15.38	100	13		
GW074400	EVRTWAXCCG1	STTLWAZU4MD	7-	DFEF	47	5	100	9		
GW085027	EVRTWAXA03T	EVRTWAXF9MD	77	DFTD	96	45	100	20		