

**NORTHWEST DIVISION  
2008 COMMISSION PERSPECTIVE**

**WASHINGTON**

	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEP 08	OCT 08	NOV 08	NOV 13
<b>Reported To Commission Monthly:</b>													
<b>MISSED APPOINTMENTS (WAC 439 sub 3)</b>													
Total # Fielded Service Orders	3034	3342	2812	2752	2864	2036	2847	2371	2379	3043	3388	2071	
# Of Service Orders With Appointments	862	1122	989	1114	1055	752	1202	871	1029	1652	1968	1059	
# Of Service Order Appointments Missed	302	326	217	300	331	244	455	310	414	783	977	493	
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0	
Total # Dispatched Trouble Tickets	5241	4994	4536	3543	3907	3710	4307	4691	4208	4018	4109	4216	
# Of Trouble Tickets With 4 Hour Appointments	219	231	183	159	151	178	192	290	302	242	399	485	
# Of Trouble Ticket Appointments Missed	29	20	15	13	23	16	34	39	30	22	41	74	
# 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	3722	4297	4008	3883	3084	2552	2437	2888	2928	2822	2931	2309	
# Due Dated Serv Orders Not Completed In 5 Days	449	360	449	282	190	189	240	443	251	115	269	231	
# Customer Requested Service Orders Completed	1387	1344	1309	1439	1084	988	989	1140	1162	1343	1270	668	
# C R Service Order Due Dates Missed	50	61	28	39	10	24	22	32	40	1	4	15	
% Installation Commitments Met	90.23%	92.54%	91.03%	93.97%	95.20%	93.98%	92.35%	88.21%	92.89%	97.21%	93.50%	91.74%	
<b>SUMMARY TROUBLE REPORTS (WAC 439 sub 6)</b>													
Network Trouble per 100 Access Lines	0.77	0.74	0.63	0.58	0.58	0.57	0.67	0.71	0.70	0.87	0.64	0.73	
#COs missing obj 2 consecutive mos of 4 in last 12	1	0	0	0	0	0	0	1	0	0	0	0	
<b>SWITCHING REPORT (WAC 439 sub 7)</b>													
Inter Office Call Completions	99.83	99.7	99.97	99.97	99.93	99.98	100	99.81	99.91	99.99	99.81	99.97	
Intra Office Call Completions	99.99	99.98	100	100	99.99	99.99	99.99	99.99	99.99	99.99	99.99	100	
Dial Tone W/ 3 Seconds	99.97	99.97	99.97	99.96	99.95	99.97	99.96	99.96	99.97	99.95	99.95	99.94	
<b>TRUNK BLOCKING REPORT (WAC 439 sub 8)</b>													
% Trunk Groups Meeting Defined Blocking Criteria	99.33	98.89	99.33	99.56	99.78	99.54	99.31	99.08	98.85	99.54	99.32	99.32	
<b>REPAIR REPORT (WAC 439 sub 9)</b>													
# Of Out Of Service Trouble Reports	4678	4008	3823	2831	3174	3162	3686	3797	3492	4278	3210	3329	
# OOS Trouble Reports Cleared In 48 Hours	4117	3767	3612	2760	3091	3078	3531	3513	3424	4140	3123	3133	
# OOS Trouble Reports Not Cleared In 48 Hours	405	241	211	51	83	84	155	284	68	138	87	196	
% OOS Trouble Cleared In 48 Hours	91.34%	93.99%	94.48%	98.20%	97.39%	97.34%	95.79%	92.52%	98.05%	96.77%	97.29%	94.11%	
# OOS Trouble Exempted	0	0	0	8	0	0	0	0	0	0	0	0	
<b># Of Non-Out Of Service Trouble Reports</b>	2419	2340	2262	2021	2093	2074	2085	2122	2073	2253	2081	2036	
# Non-OOS Trouble Rpts Cleared In 72 Hours	2304	2298	2217	1981	2068	2023	2021	2019	2013	2151	2031	1921	
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	89	42	45	40	25	51	64	103	60	102	50	115	
% Non-OOS Trouble Cleared In 72 Hours	96.32%	98.21%	98.01%	98.02%	98.81%	97.54%	96.93%	95.15%	97.11%	95.47%	97.60%	94.35%	
# OOS Trouble Exempted	0	5	1	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
GW069871	WNTCWABAD50	WNTCWAXX01T	77	AFTU	192	1.57	9.66	15	Blocked calls in Nov due to under-trunked. Carrier has been notified. Carrier controlled trunk group.
GW079021	EVRTWAXA03T	STTNWAHODS0	77	AFDT	72	3.76	83.68	17	Hi level blockage on 11/23 due to span trouble at Level3.
GW084629	STTNWAHOG0C	WNTCWAXX01T	77	AFTU	48	1	33.33	9	Low level blocking in Nov due to under-trunked.

Trunk Group Detail WAC 480-120-401 (5)									
TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN
GW027444	KNWCWAAZ1MD	KNWCWAXADS1	MM	DFEE	14	10	100	10	
GW072803	MTVRWAXFPSA	STTLWAWBXUZ	J-	DFEF	24	3.05	45.22	19	
GW074400	EVRTWAXCCG1	STTLWAZU4MD	7-	DFEF	47	35	100	16	
GW085027	EVRTWAXA03T	EVRTWAXF9MD	77	DFID	96	55	100	15	
GW085511	KNWCWAXA01T	KNWCWAAAG7MD	7-	AFIF	288	3.78	67.24	17	