

**NORTHWEST DIVISION
2008 COMMISSION PERSPECTIVE**

WASHINGTON

OBJ	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEP 08	OCT 08	NOV 13	DEC 14
Reported To Commission Monthly:												
MISSED APPOINTMENTS (WAC 439 sub 3)												
Total # Fielded Service Orders	3342	2812	2752	2864	2036	2847	2371	2379	3043	3388	2071	2624
# Of Service Orders With Appointments	1122	989	1114	1055	752	1202	871	1029	1652	1968	1059	1287
# Of Service Order Appointments Missed	326	217	300	331	244	455	310	414	793	977	493	546
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0
Total # Dispatched Trouble Tickets	4994	4536	3543	3907	3710	4307	4691	4208	4018	4109	4216	5247
# Of Trouble Tickets With 4 Hour Appointments	231	183	159	151	178	192	290	302	242	399	485	463
# Of Trouble Ticket Appointments Missed	20	15	13	23	16	34	39	30	22	41	74	83
# 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	4297	4008	3883	3084	2552	2437	2888	2928	2822	2931	2309	2494
# Due Dated Serv Orders Not Completed In 5 Days	360	449	282	190	189	240	443	251	115	269	231	558
# Customer Requested Service Orders Completed	1344	1309	1439	1084	988	989	1140	1162	1343	1270	668	767
# C R Service Order Due Dates Missed	61	28	39	10	24	22	32	40	1	4	15	35
% Installation Commitments Met	92.54%	91.03%	93.97%	95.20%	93.98%	92.35%	88.21%	92.89%	97.21%	93.50%	91.74%	81.82%
SUMMARY TROUBLE REPORTS (WAC 439 sub 6)												
Network Trouble per 100 Access Lines	0.74	0.63	0.58	0.58	0.57	0.67	0.71	0.70	0.87	0.64	0.73	0.98
#COs missing obj 2 consecutive mos or 4 in last 12	0	0	0	0	0	0	1	0	0	0	0	0
SWITCHING REPORT (WAC 439 sub 7)												
Intra Office Call Completions	99.7	99.97	99.97	99.93	99.96	100	99.81	99.91	99.99	99.81	99.97	99.84
Intra Office Call Completions	99.98	100	100	99.99	99.99	99.99	99.99	99.99	99.99	99.99	100	99.97
Dial Tone W/I 3 Seconds	99.97	99.97	99.96	99.95	99.97	99.96	99.96	99.97	99.95	99.95	99.84	99.89
TRUNK BLOCKING REPORT (WAC 439 sub 8)												
% Trunk Groups Meeting Defined Blocking Criteria	98.89	99.33	99.56	99.78	99.54	99.31	99.08	98.85	99.54	99.32	99.32	98.19
REPAIR REPORT (WAC 439 sub 9)												
# Of Out Of Service Trouble Reports	4008	3823	2831	3174	3162	3686	3797	3492	4278	3210	3329	5096
# OOS Trouble Reports Cleared In 48 Hours	3767	3612	2780	3091	3078	3531	3513	3424	4140	3123	3133	4367
# OOS Trouble Reports Not Cleared In 48 Hours	241	211	51	83	84	155	284	68	138	87	196	729
% OOS Trouble Cleared In 48 Hours	93.99%	94.48%	98.20%	97.39%	97.34%	95.79%	92.52%	98.05%	96.77%	97.29%	94.11%	85.69%
# OOS Trouble Exempted	0	0	8	0	0	0	0	0	0	0	0	0
# Of Non-Out Of Service Trouble Reports	2340	2262	2021	2093	2074	2085	2122	2073	2253	2081	2036	2001
# Non-OOS Trouble Rpts Cleared In 72 Hours	2298	2217	1981	2068	2023	2021	2019	2013	2151	2031	1921	1848
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	42	45	40	25	51	64	103	60	102	50	115	153
% Non-OOS Trouble Cleared In 72 Hours	98.21%	98.01%	98.02%	98.81%	97.54%	96.93%	95.15%	97.11%	95.47%	97.60%	94.35%	92.35%
# OOS Trouble Exempted	5	1	0	0	0	0	0	0	0	0	0	0

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Reported To Commission Quarterly: - Mithy Results
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)

	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEP 08	OCT 08	NOV 13	DEC 14
Total # Installation Orders Completed	5641	5317	5322	4168	3542	3426	4055	4090	4415	4496	3279	3447
# Of Installation Orders Not Completed In 90 Days	0	0	0	0	0	0	0	0	0	0	0	0
% Orders Completed In 90 Days	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Reported To Commission Quarterly:
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)

Total # Installation Orders Completed	16280	11136	12560	11222
# Of Installation Orders Not Completed In 90 Days	0	0	0	0
% Orders Completed In 90 Days	100.00%	100.00%	100.00%	100.00%

Reported To Commission Every Six Months: - Mithy Results
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4b)

	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEP 08	OCT 08	NOV 13	DEC 14
Total # Installation Orders Completed	5641	5317	5322	4168	3542	3426	4055	4090	4415	4496	3279	3447
# Of Inst Orders Not Completed In 180 Days	0	0	0	0	0	0	0	0	0	0	0	0
% Orders Completed In 180 Days	100.00%	100.00%	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	27416	23782
# Of Inst Orders Not Completed In 180 Days	0	0
% Orders Completed In 180 Days	100.00%	100.00%