

NORTHWEST DIVISION
2009 COMMISSION PERSPECTIVE

WASHINGTON

OBJ	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEP 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09
Reported To Commission Monthly:												
MISSED APPOINTMENTS (WAC 439 sub 3)												
Total # Fielded Service Orders	2752	2864	2036	2847	2371	2379	3043	3368	2071	2624	3910	4058
# Of Service Orders With Appointments	1114	1055	752	1202	871	1029	1652	1968	1059	1287	2184	2514
# Of Service Order Appointments Missed	300	331	244	455	310	414	783	977	493	546	1103	828
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0
Total # Dispatched Trouble Tickets	3543	3907	3710	4307	4691	4208	4018	4109	4216	5247	6768	3477
# Of Trouble Tickets With 4 Hour Appointments	159	151	178	192	290	302	242	399	485	463	603	431
# Of Trouble Ticket Appointments Missed	13	23	16	34	39	30	22	41	74	83	116	42
# 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	3883	3084	2552	2437	2888	2928	2822	2931	2309	2494	2936	3116
# Due Dated Serv Orders Not Completed In 5 Days	282	190	189	240	443	251	115	269	231	558	622	616
# Customer Requested Service Orders Completed	1439	1084	988	989	1140	1162	1343	1270	668	767	1141	1244
# C R Service Order Due Dates Missed	39	10	24	22	32	40	1	4	15	35	43	18
% Installation Commitments Met	93.97%	95.20%	93.96%	92.35%	88.21%	92.89%	97.21%	93.50%	91.74%	81.82%	83.69%	85.46%
SUMMARY TROUBLE REPORTS (WAC 439 sub 6)												
Network Trouble per 100 Access Lines	0.58	0.58	0.57	0.67	0.71	0.70	0.87	0.64	0.73	0.98	1.1	0.63
#COs missing obj 2 consecutive mos or 4 in last 12	0	0	0	0	1	0	0	0	0	0	1	1
SWITCHING REPORT (WAC 439 sub 7)												
Inter Office Call Completions	99.97	99.93	99.98	100	99.81	99.91	99.99	99.81	99.97	99.84	99.96	99.98
Intra Office Call Completions	100	99.99	99.99	99.99	99.99	99.99	99.99	99.99	100	99.97	99.98	99.99
Dial Tone W/1 3 Seconds	99.96	99.95	99.97	99.96	99.96	99.97	99.95	99.95	99.94	99.89	99.94	99.97
TRUNK BLOCKING REPORT (WAC 439 sub 8)												
% Trunk Groups Meeting Defined Blocking Criteria	99.56	99.78	99.54	99.31	99.08	98.85	99.54	99.32	99.32	98.19	99.55	99.77
REPAIR REPORT (WAC 439 sub 9)												
# Of Out Of Service Trouble Reports	2831	3174	3162	3686	3797	3492	4278	3210	3329	5096	5050	2609
# OOS Trouble Reports Cleared In 48 Hours	2780	3091	3078	3531	3513	3424	4140	3123	3133	4367	4285	2575
# OOS Trouble Reports Not Cleared In 48 Hours	51	83	84	155	284	68	138	87	196	729	765	34
% OOS Trouble Cleared In 48 Hours	98.20%	97.39%	97.34%	95.79%	92.52%	98.05%	96.77%	97.29%	94.11%	85.69%	84.85%	98.70%
# OOS Trouble Exempted	8	0	0	0	0	0	0	0	0	0	0	0
# Of Non-Out Of Service Trouble Reports	2021	2093	2074	2085	2122	2073	2253	2081	2036	2001	3092	1789
# Non-OOS Trouble Rpts Cleared In 72 Hours	1981	2068	2023	2021	2019	2013	2151	2031	1921	1848	2636	1757
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	40	25	51	64	103	60	102	50	115	153	456	32
% Non-OOS Trouble Cleared In 72 Hours	98.02%	98.81%	97.54%	96.93%	95.15%	97.11%	95.47%	97.60%	94.35%	92.35%	85.25%	98.21%
# OOS Trouble Exempted	0	0	0	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	
GW081245	MTVRWAXX05T	ORVLCASP1GT	77	DFTU	264	1.61	32.24	17	1 HR BLOCKING ONLY, 2/19 @ 1500, WITH MTC USAGE	

Trunk Group Detail WAC 480-120-401 (5)										
TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN	
GW151626	KNWCWAXXA01T	KNWCWAAGAMD	7-	DFTF	48	3.3	72.78	19	VARIOUS HOURS OVERFLOW, SOME MTC	