

**NORTHWEST DIVISION  
2009 COMMISSION PERSPECTIVE**

**WASHINGTON**

OBJ	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEP 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	
<b>Reported To Commission Monthly:</b>													
<b>MISSED APPOINTMENTS (WAC 439 sub 3)</b>													
Total # Fielded Service Orders	2864	2036	2847	2371	2379	3043	3388	2071	2624	3910	4058	4566	
# Of Service Orders With Appointments	1055	752	1202	871	1029	1652	1968	1059	1287	2184	2514	2835	
# Of Service Order Appointments Missed	331	244	455	310	414	783	977	493	546	1103	828	267	
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0	
Total # Dispatched Trouble Tickets	3907	3710	4307	4691	4208	4018	4109	4216	5247	6768	3477	3963	
# Of Trouble Tickets With 4 Hour Appointments	151	178	192	290	302	242	399	485	463	603	431	521	
# Of Trouble Ticket Appointments Missed	23	16	34	39	30	22	41	74	83	116	42	51	
# 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	3084	2552	2437	2888	2928	2822	2931	2309	2494	2936	3116	3254	
# Due Dated Serv Orders Not Completed In 5 Days	190	189	240	443	251	115	269	231	558	622	616	472	
# Customer Requested Service Orders Completed	1084	988	989	1140	1162	1343	1270	668	767	1141	1244	1492	
# C R Service Order Due Dates Missed	10	24	22	32	40	1	4	15	35	43	18	29	
% Installation Commitments Met	90%	95.20%	93.98%	92.35%	88.21%	92.89%	97.21%	93.50%	91.74%	81.82%	83.69%	85.46%	89.44%
<b>SUMMARY TROUBLE REPORTS (WAC 439 sub 6)</b>													
Network Trouble per 100 Access Lines	4 per 100	0.58	0.57	0.67	0.71	0.70	0.87	0.64	0.73	0.98	1.1	0.63	0.74
# COs missing obj 2 consecutive mos or 4 in last 12	0	0	0	0	1	0	0	0	0	0	1	1	0
<b>SWITCHING REPORT (WAC 439 sub 7)</b>													
Inter Office Call Completions	98%	99.93	99.98	100	99.81	99.91	99.99	99.81	99.97	99.84	99.96	99.98	99.99
Intra Office Call Completions	99%	99.99	99.99	99.99	99.99	99.99	99.99	99.99	100	99.97	99.98	99.99	99.98
Dial Tone W/I 3 Seconds	98%	99.95	99.97	99.96	99.96	99.97	99.95	99.95	99.94	99.89	99.94	99.97	99.92
<b>TRUNK BLOCKING REPORT (WAC 439 sub 8)</b>													
% Trunk Groups Meeting Defined Blocking Criteria	99%	99.78	99.54	99.31	99.08	98.85	99.54	99.32	99.32	98.19	99.55	99.77	99.54
<b>REPAIR REPORT (WAC 439 sub 9)</b>													
# Of Out Of Service Trouble Reports		3174	3162	3686	3797	3492	4278	3210	3329	5096	5050	2609	2967
# OOS Trouble Reports Cleared In 48 Hours		3091	3078	3531	3513	3424	4140	3123	3133	4367	4285	2575	2868
# OOS Trouble Reports Not Cleared In 48 Hours	0	83	84	155	284	68	138	87	196	729	765	34	99
% OOS Trouble Cleared In 48 Hours	100%	97.39%	97.34%	95.79%	92.52%	98.05%	96.77%	97.29%	94.11%	85.69%	84.85%	98.70%	96.66%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0
# Of Non-Out Of Service Trouble Reports		2093	2074	2085	2122	2073	2253	2081	2036	2001	3092	1789	1995
# Non-OOS Trouble Rpts Cleared In 72 Hours		2068	2023	2021	2019	2013	2151	2031	1921	1848	2636	1757	1962
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	0	25	51	64	103	60	102	50	115	153	456	32	33
% Non-OOS Trouble Cleared In 72 Hours	100%	98.81%	97.54%	96.93%	95.15%	97.11%	95.47%	97.60%	94.35%	92.35%	85.25%	98.21%	98.35%
# OOS Trouble Exempted		0	0	0	0	0	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		4168	3542	3426	4055	4090	4415	4496	3279	3447	4267	4367	4748

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# Of Installation Orders Not Completed In 90 Days	0	0	0	0	0	0	0	0	0	3	4	10
% Orders Completed In 90 Days	99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.93%	99.91%	99.79%
<b>Reported To Commission Quarterly:</b>												
<b>INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)</b>												
Total # Installation Orders Completed			11136			12560			11222			13382
# Of Installation Orders Not Completed In 90 Days			0			0			0			17
% Orders Completed In 90 Days	99%		100.00%			100.00%			100.00%			99.87%
<b>MAJOR OUTAGES (WAC 438 sub 5)</b>												
Exception Only	0	0	0	1	0	0	0	0	0	0	0	1



