

Washington State PUC Report
 Customer Network Trouble Per 100 Switched Access Lines

Central Office	CO Code	Apr-09	Apr-09	Apr-09
		Sw Lns	Total Rpts	Trbl/ 100
ACME	NW1ACME			
ALGER	NW1ALGR			
ANACORTES	NW1ANCR			
ARLINGTON	NW1ARTN			
BENTON CITY	NW1BNCY			
BIG LAKE	NW1BGLK			
BIRCH BAY	NW1BRBA			
BLAINE	NW1BLAN			
BOTHELL	NW1BOTH			
BREWSTER	NW1BRWS			
BRIDGEPORT	NW1BRPT			
BURLINGTON	NW1BURL			
CAMANO ISLAND	NW1CMIS			
CAMAS	NW1CAMS			
CASHMERE	NW1CSHR			
CHELAN	NW1CHLN			
CLEARVIEW	NW1CLVW			
CONCRETE	NW1CNCR			
CONWAY	NW1CNWY			
COUPEVILLE	NW1CPVL			
CURLEW	NW1CRLW			
CUSTER	NW1CSTR			
DARRINGTON	NW1DRTN			
DEMING	NW1DMNG			
DUVALL	NW1DULL			
EAST WENATCHEE	NW1EWNC			
EDISON	NW1EDSN			
ENTIAT	NW1ENTT			
EVERETT CASINO	NW1CSNO			
EVERETT MAIN	NW1EVRT			
EVERSON	NW1EVSN			
FAIRFIELD	NW1FRFD			
FARMINGTON	NW1FRTN			
FERNDALE	NW1FNDL			
GARFIELD	NW1GRFD			
GEORGE	NW1GERG			
GRANITE FALLS	NW1GRFL			
GRAYLAND	NW1GRLD			
HALLS LAKE	NW1HLLK			
JUANITA	NW1JUNT			
KENNEWICK MAIN	NW1KNWC			
KENNEWICK MEADOW SPRINGS	NW1MSPG			
KENNEWICK HIGHLAND	NW1HIGH			
KIRKLAND	NW1KRLD			
LA CONNER	NW1LACN			
LAKE GOODWIN	NW1LKGW			
LAKE STEVENS	NW1LKST			
LAKE WENATCHEE	NW1LKWN			
LATAH	NW1LATH			
LAUREL	NW1LARL			
LEAVENWORTH	NW1LVWO			
LOOMIS	NW1LOMS			

Washington State PUC Report
Customer Network Trouble Per 100 Switched Access Lines

Central Office	CO Code	Apr-09	Apr-09	Apr-09
		Sw Lns	Total Rpts	Trbi/ 100
LYMAN	NW1HMTN			
LYNDEN	NW1LYND			
MALDEN	NW1MLDN			
MANOR WAY	NW1MRWY			
MANSFIELD	NW1MNFD			
MANSON	NW1MNSN			
MAPLE FALLS	NW1MPFL			
MARBLEMOUNT	NW1MRBL			
MARYSVILLE	NW1MYVI			
MOLSON-CHESAW	NW1MLSN			
MONROE	NW1MONR			
MOSCOW	NW1MSCW			
MOUNT VERNON	NW1MTVR			
NACHES	NW1NCHS			
NEWPORT	NW1NWPT			
NILE	NW1NILE			
NORTH RICHLAND	NW1NTRD			
OAK HARBOR	NW1OKHR			
OAKESDALE	NW1OKDL			
PALOUSE	NW1PALS			
PULLMAN	NW1PLMN			
QUINCY	NW1QNCY			
REDMOND	NW1RDMO			
REPUBLIC	NW1RPBL			
RICHLAND	NW1RCLD			
RICHMOND BEACH	NW1RCBH			
ROCKFORD	NW1RCFR			
ROSALIA	NW1ROSL			
SAMMAMISH	NW1SMSH			
SEDRO WOOLLEY	NW1SWLY			
SILVER LAKE	NW1SLLK			
SKYKOMISH	NW1SKYK			
SNOHOMISH	NW1SNHS			
SOAP LAKE	NW1SOLK			
STANWOOD	NW1STWD			
STEVENS PASS	NW1STPS			
SULTAN	NW1SULT			
SUMAS	NW1SUMS			
TEKOA	NW1TEKO			
THORNTON	NW1THTN			
TONASKET	NW1TNSK			
WASHOUGAL	NW1WSHG			
WASHOUGAL RIVER	NW1WSHR			
WATERVILLE	NW1WTVL			
WENATCHEE	NW1WNTC			
WEST RICHLAND	NW1WRLD			
WESTPORT	NW1WSPT			
WOODLAND	NW1WDLD			
Washington State:				

WASHINGTON STATE SWITCHED ACCESS LINES

Central Office May-08 Jun-08 Jul-08 Aug-08 Sep-08 Oct-08 Nov-08 Dec-08 Jan-09 Feb-09 Mar-09 Apr-09

ACME
 ALGER
 ANACORTES
 ARLINGTON
 BENTON CITY
 BIG LAKE
 BIRCH BAY
 BLAINE
 BOTHELL
 BREWSTER
 BRIDGEPORT
 BURLINGTON
 CAMANO
 CAMAS
 CASHMERE
 CHELAN
 CLEARVIEW
 CONCRETE
 CONWAY
 COUPEVILLE
 CURLEW
 CUSTER
 DARRINGTON
 DEMING
 DUVALL 1
 EAST WENATCHEE
 EDISON
 ENTIAT
 EVERETT CASINO
 EVERETT MAIN
 EVERSON
 FAIRFIELD
 FARMINGTON
 FERNDALE
 GARFIELD
 GEORGE
 GRANITE FALLS
 GRAYLAND
 HALLS LAKE
 JUANITA
 KENNEWICK MAIN
 KENNEWICK MEADOWS
 KENNEWICK-HIGHLAND
 KIRKLAND
 LA CONNER
 LAKE GOODWIN
 LAKE STEVENS
 LAKE WENATCHEE
 LATAH
 LAUREL
 LEAVENWORTH
 LOOMIS
 LYMAN
 LYNDEN
 MALDEN
 MANOR WAY
 MANSFIELD

REDACTED

WASHINGTON STATE SWITCHED ACCESS LINES

Central Office May-08 Jun-08 Jul-08 Aug-08 Sep-08 Oct-08 Nov-08 Dec-08 Jan-09 Feb-09 Mar-09 Apr-09

MANSON
 MAPLE FALLS
 MARBLEMOUNT
 MARYSVILLE
 MOLSON-CHESAW
 MONROE
 MOSCOW
 MOUNT VERNON
 NACHES
 NEWPORT
 NILE
 NORTH RICHLAND
 OAK HARBOR
 OAKSDALE
 PALOUSE
 PULLMAN
 QUINCY
 REDMOND
 REPUBLIC
 RICHLAND
 RICHMOND BEACH
 ROCKFORD
 ROSALIA
 SAMMAMISH
 SEDRO WOOLLEY
 SILVER LAKE
 SKYKOMISH
 SNOHOMISH
 SOAP LAKE
 STANWOOD
 STEVENS PASS
 SULTAN
 SUMAS
 TEKOA
 THORNTON
 TONASKET
 WASHOUGAL
 WASHOUGAL RIVER
 WATERVILLE
 WENATCHEE
 WEST RICHLAND
 WESTPORT
 WOODLAND

Total Lines

REDACTED

WASHINGTON STATE PUC REPORT

Customer Network Trouble Per 100 Switched Access Lines

Threshold is less than = 4

* With Allowed Trouble Codes Excluded

CENTRAL OFF. LOCATION	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09
ACME												
ALGER												
ANAGORTES												
ARLINGTON												
BENTON CITY												
BIG LAKE												
BIRCH BAY												
BLAINE												
BOTHELL												
BREWSTER												
BRIDGEPORT												
BURLINGTON												
CAMANO ISLAND												
CAMAS												
CASHMERE												
CHELAN												
CLEARVIEW												
CONCRETE												
CONWAY												
COUPEVILLE												
CURLEW												
CUSTER												
DARRINGTON												
DEMING												
DUVALL												
EAST WENATCHEE												
EDISON												
ENTIAT												
EVERETT CASINO												
EVERETT MAIN												
EVERSON												
FAIRFIELD												
FARMINGTON												
FERNDALE												
GARFIELD												
GEORGE												
GRANITE FALLS												
GRAYLAND												
HALLS LAKE												
JUANITA												
KENNEWICK MAIN												
KENNEWICK MEADOW SPRINGS												
KENNEWICK HIGHLAND												
KIRKLAND												
LA CONNER												
LAKE GOODWIN												
LAKE STEVENS												
LAKE WENATCHEE												
LATAH												
LAUREL												
LEAVENWORTH												
LOOMIS												
LYMAN												
LYNDEN												
MALDEN												
MANOR WAY												
MANSFIELD												
MANSON												
MAPLE FALLS												
MARBLEMOUNT												

WASHINGTON STATE PUC REPORT

Customer Network Trouble Per 100 Switched Access Lines

Threshold is less than = 4

With Allowed Trouble codes Excluded

CENTRAL OFF. LOCATION	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09
MARYSVILLE												
MOLSON-CHESAW												
MONROE												
MOSQOW												
MOUNT VERNON												
NACHES												
NEWPORT												
NILE												
NORTH RICHLAND												
OAK HARBOR												
OAKESDALE												
FALOUSE												
PULLMAN												
QUINCY												
REDMOND												
REPUBLIC												
RICHLAND												
RICHMOND BEACH												
ROCKFORD												
ROSALIA												
SANMAMISH												
SEDOO WOOLLEY												
SILVER LAKE												
SKYKOMISH												
SNOHOMISH												
SOAP LAKE												
STANWOOD												
STEVENS PASS												
SULTAN												
SUMAS												
TEKOA												
THORNTON												
TONASKET												
WASHOUGAL												
WASHOUGAL RIVER												
WATERVILLE												
WENATCHEE												
WEST RICHLAND												
WESTPORT												
WOODLAND												
WASHINGTON												

Each CO is not to exceed 4 tbs per 100 lns per mth for 2 consecutive mths nor should they exceed this for 4 months in any 12 mth period.

**NORTHWEST DIVISION
2009 COMMISSION PERSPECTIVE**

WASHINGTON

	MAY 08	JUN 08	JUL 08	AUG 08	SEP 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09
Reported To Commission Monthly:												
MISSED APPOINTMENTS (WAC 439 sub 3)												
Total # Fielded Service Orders	2038	2847	2371	2379	3043	3388	2071	2624	3910	4058	4566	4494
# Of Service Orders With Appointments	752	1202	871	1029	1652	1968	1059	1287	2184	2514	2835	2947
# Of Service Order Appointments Missed	244	455	310	414	783	977	493	546	1103	828	287	176
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0
Total # Dispatched Trouble Tickets	3710	4307	4691	4208	4018	4109	4216	5247	6768	8477	3963	3741
# Of Trouble Tickets With 4 Hour Appointments	178	192	280	302	242	389	485	463	603	431	521	488
# Of Trouble Ticket Appointments Missed	16	34	39	30	22	41	74	83	116	42	51	38
# 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	2562	2437	2888	2928	2822	2931	2309	2494	2936	3116	3254	3171
# Due Dated Serv Orders Not Completed In 5 Days	189	240	443	251	115	269	231	558	622	616	472	462
# Customer Requested Service Orders Completed	988	989	1140	1162	1343	1270	968	787	1141	1244	1492	1614
# C R Service Order Due Dates Missed	24	22	32	40	1	4	15	35	43	18	29	11
% Installation Commitments Met	93.98%	92.35%	88.21%	92.89%	97.21%	93.50%	91.74%	81.82%	83.69%	85.46%	89.44%	90.32%
SUMMARY TROUBLE REPORTS (WAC 439 sub 6)												
Network Trouble per 100 Access Lines	0.57	0.67	0.71	0.70	0.87	0.64	0.73	0.98	1.1	0.63	0.74	0.66
# COs missing w/ 2 consecutive mos or 4 in last 12	0	0	1	0	0	0	0	0	11	1	0	0
SWITCHING REPORT (WAC 439 sub 7)												
Intra Office Call Completions	99.96	100	99.81	99.91	99.99	99.81	99.87	99.84	99.96	99.98	99.99	99.99
Intra Office Call Completions	99.99	99.99	99.99	99.99	99.99	99.99	100	99.97	99.98	99.99	99.98	99.98
Dial Tone W/ 3 Seconds	99.97	99.96	99.96	99.97	99.95	99.95	99.94	99.89	99.94	99.97	99.92	99.95
% Trunk Groups Meeting Defined Blocking Criteria	99.54	99.31	99.08	98.85	99.54	98.32	99.32	98.19	98.55	99.77	99.54	99.55
REPAIR REPORT (WAC 439 sub 9)												
# Of Out Of Service Trouble Reports	3162	3686	3797	3492	4278	3210	3329	5096	6050	2609	2867	2629
# OOS Trouble Reports Cleared In 48 Hours	3078	3531	3513	3424	4140	3123	3133	4367	4285	2575	2868	2556
# OOS Trouble Reports Not Cleared In 48 Hours	84	155	284	68	138	87	196	729	765	34	99	73
% OOS Trouble Cleared In 48 Hours	97.34%	95.79%	92.52%	98.05%	96.77%	97.29%	94.11%	85.85%	84.85%	98.70%	96.66%	97.22%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0
# Non-OOS Trouble Rpts Cleared In 72 Hours	2074	2085	2122	2073	2253	2081	2036	2001	3092	1789	1995	2048
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	2023	2021	2019	2013	2151	2031	1921	1848	2636	1757	1862	2019
# Non-OOS Trouble Rpts Cleared In 72 Hours	51	64	103	60	102	50	115	153	456	32	33	29
# Non-OOS Trouble Cleared In 72 Hours	97.54%	96.93%	95.16%	97.11%	95.47%	97.60%	94.35%	92.35%	85.25%	96.21%	98.35%	98.58%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0

Verizon Northwest - Washington Trunk Group Performance Report												
Actual - Year 2009												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Total # of Trunk Groups Reported WAC 480-120-401 (3)	441	441	435	442								
Total # of Trunk Groups that Exceeded defined Blocking Criteria ^{1,2}	2	1	2	2								
% of Trunk Groups meeting Defined Blocking Criteria	99.55%	99.77%	99.54%	99.55%								
Number of IXC Direct Trunk Groups Exceeding 2% Blocking WAC 480-120-401 (5) ³	1	1	0	2								
Blocking criteria for InterToll and InterTandem Trunk groups is B.005.												
Blocking criteria for local and EAS interoffice trunk groups is B.01.												
Verizon provides all IXCs with their monthly performance.												

5/20/2009

Trunk Group Detail WAC 480-120-401 (3)										
TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN	
GW068633	EVRTWAXA03T	STTNWAHODS6	77	DFDT	48	1	100	9	MARKED INCREASE IN INCOMING TRAFFIC, +48=96 DUJ 5/28/09	
GW150934	EVRTWAXAPS0	EVRTWAXA03T	77	AFDT	240	30			THIS TRUNK GROUP WAS NOT IN SERVICE IN APRIL. THE GROUP WAS NOT TURNED UP UNTIL 5/12/2009. TESTING OVERFLOWS	

Trunk Group Detail WAC 480-120-401 (5)										
TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN	
GW081025	KNWCWAXA01T	SPKNWA0B2MD	77	DFTD	24	5	100	14	SPAN DOWN 1 HOUR 4/9, 4 HOURS 4/27 100% BLOCKING	
GW084937	WNWCWAXX01T	WNWCWACH6MD	7-	DFTF	12	2.87	57.41	10	1 HOUR BLOCKING 4/10 AT 10:00, 36 CCS MAINTENANCE USG	