NORTHWEST DIVISION
2009 COMMISSION PERSPECTIVE

WASHINGTON	OBJ	JUN 08	JUL 08	AUG 08	SEP 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09
Reported To Commission Monthly:													
MISSED APPOINTMENTS (WAC 439 sub 3)													
Total # Fielded Service Orders		2847	2371	2379	3043	3388	2071	2624	3910	4058	4566	4494	4155
# Of Service Orders With Appointments		1202	871	1029	1652	1968	1059	1287	2184	2514	2835	2947	2668
# Of Service Order Appointments Missed		455	310	414	783	977	493	546	1103	828	267	176	93
# Of Excluded Appointments		0	0	0	0	0	0	0	0	0	0	0	0
Total # Dispatched Trouble Tickets		4307	4691	4208	4018	4109	4216	5247	6768	3477	3963	3741	3446
# Of Trouble Tickets With 4 Hour Appointments		192	290	302	242	399	485	463	603	431	521	498	459
# Of Trouble Ticket Appointments Missed		34	39	30	22	41	74	83	116	42	51	38	45
# 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		2437	2888	2928	2822	2931	2309	2494	2936	3116	3254	3171	2791
# Due Dated Serv Orders Not Completed In 5 Days		240	443	251	115	269	231	558	622	616	472	452	431
# Customer Requested Service Orders Completed		989	1140	1162	1343	1270	668	767	1141	1244	1492	1614	1361
# C R Service Order Due Dates Missed		22	32	40	1	4	15	35	43	18	29	11	5
% Installation Commitments Met	90%	92.35%	88.21%	92.89%	97.21%	93.50%	91.74%	81.82%	83.69%	85.46%	89.44%	90.32%	89.50%
SUMMARY TROUBLE REPORTS (WAC 439 sub 6)													
Network Trouble per 100 Access Lines	4 per 100	0.67	0.71	0.70	0.87	0.64	0.73	0.98	1.1	0.63	0.74	0.66	0.62
#COs missing obj 2 consecutive mos or 4 in last 12	0	0	1	0	0	0	0	0	1	1	0	0	0
SWITCHING REPORT (WAC 439 sub 7)													
Inter Office Call Completions	98%	100	99.81	99.91	99.99	99.81	99.97	99.84	99.96	99.98	99.99	99.99	99.95
Intra Office Call Completions	99%	99.99	99.99	99.99	99.99	99.99	100	99.97	99.98	99.99	99.98	99.98	99.99
Dial Tone W/I 3 Seconds	98%	99.96	99.96	99.97	99.95	99.95	99.94	99.89	99.94	99.97	99.92	99.95	99.97
TRUNK BLOCKING REPORT (WAC 439 sub 8)													
% Trunk Groups Meeting Defined Blocking Criteria	99%	99.31	99.08	98.85	99.54	99.32	99.32	98.19	99.55	99.77	99.54	99.55	98.41
REPAIR REPORT (WAC 439 sub 9)													
# Of Out Of Service Trouble Reports		3686	3797	3492	4278	3210	3329	5096	5050	2609	2967	2629	2592
# OOS Trouble Reports Cleared In 48 Hours		3531	3513	3424	4140	3123	3133	4367	4285	2575	2868	2556	2529
# OOS Trouble Reports Not Cleared In 48 Hours	0	155	284	68	138	87	196	729	765	34	99	73	63
% OOS Trouble Cleared In 48 Hours	100%	95.79%	92.52%	98.05%	96.77%	97.29%	94.11%	85.69%	84.85%	98.70%	96.66%	97.22%	97.57%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0
# Of Non-Out Of Service Trouble Reports		2085	2122	2073	2253	2081	2036	2001	3092	1789	1995	2048	1774
# Non-OOS Trouble Rpts Cleared In 72 Hours		2021	2019	2013	2151	2031	1921	1848	2636	1757	1962	2019	1728
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	0	64	103	60	102	50	115	153	456	32	33	29	46
% Non-OOS Trouble Cleared In 72 Hours	100%	96.93%	95.15%	97.11%	95.47%	97.60%	94.35%	92.35%	85.25%	98.21%	98.35%	98.58%	97.41%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0

6/20/2009

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	96	10	100	9	TQW CLEC +48=96 COMPLETED, STILL HIGH INCREASE IN INCOMING TRAFFIC, AM NOTIFIED TO CONTACT CUSTOMER
GW150934	EVRTWAXAPS0	EVRTWAXA03T	77	AFDT	240	10	100	8	THIS TRUNK GROUP WAS NOT IN SERVICE UNTIL 5/4/2009. NO OVLS AFTER TURN-UP.
GW011288	EVRTWAXA03T	SLLKWAXADS1	77	AFDT	360	1.94	48.77	10	MASS CALLING EVENTS, PER DPM REPORT, 3 HOURS, 3 DIFFERENT DAYS,
GW058773	ELMAWAXADS1	WSPTWAXADS0	77	DFIE	24	1.88	100	17	CABLE CUT 5/28@16:00-5/29@10:00
GW059979	EVRTWAXA03T	STTLWAWBDS5	77	DFDT	48	1.41	39.99	9	FLS CLEC HAS ONE SPAN DOWN, 2 HRS OFL ONLY ON 5/12
GW150303	SMSHWAXADS1	STTNWAHODSC	77	DFIE	24	1.43	28.57	10	LVC CLEC-CUSTOMER CONTACTED FOR AUGMENT
GW150726	MTVRWAXX05T	STTLWA06C9T	77	AFDT	216	8.44	38.11	20	CUSTOMER AUGMENTED GROUP BY 48 TRUNKS COMPLETED 6/22/2009

Trunk Group Detail WAC 480-120-401 (5)									
TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	

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	440							
Total # of Trunk Groups that Exceeded defined Blocking Criteria [1,2]	2	1	2	2	7							
% of Trunk Groups meeting Defined Blocking Criteria	99.55%	99.77%	99.54%	99.55%	98.41%							
Number of IXC Direct Trunk Groups Exceeding 2% Blocking WAC 480-120-401 (5) 3	1	1	0	2	0							

1 - Blocking criteria for InterToll and InterTandem Trunk groups is B.005 .

2 - Blocking criteria for local and EAS interoffice trunk groups is B.01.

3 - Verizon provides all IXCs with their monthly performance.