

**NORTHWEST DIVISION  
2009 COMMISSION PERSPECTIVE**

**WASHINGTON**

	AUG 08	SEP 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUN 09	JUL 09
<b>Reported To Commission Monthly:</b>												
<b>MISSED APPOINTMENTS (WAC 439 sub 3)</b>												
Total # Fielded Service Orders	2379	3043	3388	2071	2624	3910	4058	4566	4494	4155	3969	3068
# Of Service Orders With Appointments	1029	1652	1968	1059	1287	2184	2514	2835	2947	2668	2387	1725
# Of Service Order Appointments Missed	414	783	977	493	546	1103	828	267	176	93	68	337
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0
Total # Dispatched Trouble Tickets	4208	4018	4109	4216	5247	6768	3477	3963	3741	3446	3723	4164
# Of Trouble Tickets With 4 Hour Appointments	302	242	399	485	463	603	431	521	498	459	506	661
# Of Trouble Ticket Appointments Missed	30	22	41	74	83	116	42	51	38	45	44	75
# 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	2928	2822	2931	2309	2494	2936	3116	3254	3171	2791	2802	2829
# Due Dated Serv Orders Not Completed In 5 Days	251	115	269	231	558	622	616	472	452	431	365	264
# Customer Requested Service Orders Completed	1162	1343	1270	668	767	1141	1244	1492	1614	1361	1571	1431
# C R Service Order Due Dates Missed	40	1	4	15	35	43	18	29	11	5	5	10
% Installation Commitments Met	92.89%	97.21%	93.50%	91.74%	81.82%	83.89%	85.46%	89.44%	90.32%	89.50%	91.54%	93.57%
<b>SUMMARY TROUBLE REPORTS (WAC 439 sub 6)</b>												
Network Trouble per 100 Access Lines	0.70	0.87	0.64	0.73	0.98	1.1	0.63	0.74	0.66	0.62	0.67	0.8
COs missing obj 2 consecutive mos of 4 in last 12	0	0	0	2	0	1	1	0	0	0	0	0
<b>SWITCHING REPORT (WAC 439 sub 7)</b>												
Intra Office Call Completions	99.91	99.99	99.81	99.97	99.84	99.96	99.98	99.99	99.99	99.95	99.99	99.99
Intra Office Call Completions	99.99	99.99	99.99	100	99.97	99.98	99.99	99.98	99.98	99.99	99.98	99.98
Dial Tone W/I 3 Seconds	99.97	99.95	99.95	99.94	99.89	99.94	99.97	99.92	99.95	99.97	99.97	99.94
<b>TRUNK BLOCKING REPORT (WAC 439 sub 8)</b>												
% Trunk Groups Meeting Defined Blocking Criteria	98.85	99.54	99.32	99.32	98.19	99.55	99.77	99.54	99.55	98.41	99.77	100
<b>REPAIR REPORT (WAC 439 sub 9)</b>												
# Of Out Of Service Trouble Reports	3492	4278	3210	3329	5096	5050	2609	2967	2629	2592	3315	3578
# OOS Trouble Reports Cleared In 48 Hours	3424	4140	3123	3133	4367	4285	2575	2868	2556	2529	3251	3500
# OOS Trouble Reports Not Cleared In 48 Hours	68	138	87	196	729	765	34	99	73	63	64	78
% OOS Trouble Cleared In 48 Hours	98.05%	96.77%	97.29%	94.11%	85.69%	84.85%	98.70%	96.66%	97.22%	97.57%	98.07%	97.82%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0
<b># Of Non-Out Of Service Trouble Reports</b>												
# Non-OOS Trouble Rpts Cleared In 72 Hours	2073	2253	2081	2036	2001	3092	1789	1995	2048	1774	1857	1955
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	2013	2151	2031	1921	1848	2636	1757	1962	2019	1728	1817	1913
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	60	102	50	115	153	456	32	33	29	46	40	42
% Non-OOS Trouble Cleared In 72 Hours	97.11%	95.47%	97.60%	94.35%	92.95%	85.25%	98.21%	98.35%	98.58%	97.41%	97.85%	97.85%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0