

**NORTHWEST DIVISION
2009 COMMISSION PERSPECTIVE**

WASHINGTON

OBJ	SEP 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUN 09	JUL 09	AUG 09	
Reported To Commission Monthly:													
MISSED APPOINTMENTS (WAC 439 sub 3)													
Total # Fielded Service Orders	3043	3388	2071	2624	3910	4058	4566	4494	4155	3969	3068	2851	
# Of Service Orders With Appointments	1652	1968	1059	1287	2184	2514	2835	2947	2668	2387	1668	1545	
# Of Service Order Appointments Missed	783	977	493	546	1103	828	267	176	93	68	171	167	
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0	
Total # Dispatched Trouble Tickets	4018	4109	4216	5247	6768	3477	3963	3741	3446	3723	4164	3897	
# Of Trouble Tickets With 4 Hour Appointments	242	399	485	463	603	431	521	498	459	506	661	561	
# Of Trouble Ticket Appointments Missed	22	41	74	83	116	42	51	38	45	44	75	59	
# 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	2822	2931	2309	2494	2936	3116	3254	3171	2791	2802	2829	2805	
# Due Dated Serv Orders Not Completed In 5 Days	115	269	231	558	622	616	472	452	431	365	264	382	
# Customer Requested Service Orders Completed	1343	1270	668	767	1141	1244	1492	1614	1361	1571	1431	1225	
# C R Service Order Due Dates Missed	1	4	15	35	43	18	29	11	5	5	10	2	
% Installation Commitments Met	90%	97.21%	93.50%	91.74%	81.82%	83.69%	85.46%	89.44%	90.32%	89.50%	91.54%	93.57%	90.47%
SUMMARY TROUBLE REPORTS (WAC 439 sub 6)													
Network Trouble per 100 Access Lines	4 per 100	0.87	0.64	0.73	0.98	1.1	0.63	0.74	0.66	0.62	0.67	0.8	0.74
COs missing obj 2 consecutive mos or 4 in last 12	0	0	0	2	0	1	1	0	0	0	0	1	0
SWITCHING REPORT (WAC 439 sub 7)													
Inter Office Call Completions	98%	99.99	99.81	99.97	99.84	99.96	99.98	99.99	99.99	99.95	99.99	99.99	99.82
Intra Office Call Completions	99%	99.99	99.99	100	99.97	99.98	99.99	99.98	99.98	99.99	99.98	99.98	99.98
Dial Tone W/I 3 Seconds	98%	99.95	99.95	99.94	99.89	99.94	99.97	99.92	99.95	99.97	99.97	99.94	99.97
TRUNK BLOCKING REPORT (WAC 439 sub 8)													
% Trunk Groups Meeting Defined Blocking Criteria	99%	99.54	99.32	99.32	98.19	99.55	99.77	99.54	99.55	98.41	99.77	100	98.16
REPAIR REPORT (WAC 439 sub 9)													
# Of Out Of Service Trouble Reports		4278	3210	3329	5096	5050	2609	2967	2629	2592	3315	3578	3000
# OOS Trouble Reports Cleared In 48 Hours		4140	3123	3133	4367	4285	2575	2868	2556	2529	3251	3500	2908
# OOS Trouble Reports Not Cleared In 48 Hours	0	138	87	196	729	765	34	99	73	63	64	78	92
% OOS Trouble Cleared In 48 Hours	100%	96.77%	97.29%	94.11%	85.69%	84.85%	98.70%	96.66%	97.22%	97.57%	98.07%	97.82%	96.93%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0
# Of Non-Out Of Service Trouble Reports		2253	2081	2036	2001	3092	1789	1995	2048	1774	1857	1955	1814
# Non-OOS Trouble Rpts Cleared In 72 Hours		2151	2031	1921	1848	2636	1757	1962	2019	1728	1817	1913	1790
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	0	102	50	115	153	456	32	33	29	46	40	42	24
% Non-OOS Trouble Cleared In 72 Hours	100%	95.47%	97.60%	94.35%	92.35%	85.25%	98.21%	98.35%	98.58%	97.41%	97.85%	97.85%	98.68%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0

summary