

**NORTHWEST DIVISION  
2009 COMMISSION PERSPECTIVE**

**WASHINGTON**

	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUN 09	JUL 09	AUG 09	SEP 09
<b>Reported to Commission Monthly:</b>												
<b>MISSED APPOINTMENTS (WAC 439 sub 3)</b>												
Total # Fielded Service Orders	3388	2071	2624	3910	4058	4566	4494	4155	3969	3068	2851	3132
# Of Service Orders With Appointments	1968	1059	1287	2184	2514	2835	2947	2668	2387	1668	1545	1744
# Of Service Order Appointments Missed	977	493	546	1103	828	267	176	93	68	171	167	101
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0
Total # Dispatched Trouble Tickets	4109	4216	5247	6768	3477	3963	3741	3446	3723	4164	3897	3756
# Of Trouble Tickets With 4 Hour Appointments	399	485	463	603	431	521	498	459	506	661	561	445
# Of Trouble Ticket Appointments Missed	41	74	83	116	42	51	38	45	44	75	59	59
# 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	2931	2309	2494	2936	3116	3254	3171	2791	2802	2829	2805	3017
# Due Dated Serv Orders Not Completed In 5 Days	269	231	558	622	616	472	452	431	365	264	382	347
# Customer Requested Service Orders Completed	1270	668	767	1141	1244	1492	1614	1361	1571	1431	1225	1267
# C R Service Order Due Dates Missed	4	15	35	43	18	29	11	5	5	10	2	8
% Installation Commitments Met	93.50%	91.74%	81.82%	83.69%	85.46%	89.44%	90.32%	89.50%	91.54%	93.57%	90.47%	91.71%
<b>SUMMARY TROUBLE REPORTS (WAC 439 sub 6)</b>												
Network Trouble per 100 Access Lines	0.64	0.73	0.98	1.1	0.63	0.74	0.66	0.62	0.67	0.8	0.74	0.78
COs missing obj 2 consecutive mos or 4 in last 12	0	2	0	1	1	0	0	0	0	1	0	1
<b>SWITCHING REPORT (WAC 439 sub 7)</b>												
Intra Office Call Completions	99.81	99.97	99.84	99.96	99.98	99.99	99.99	99.95	99.99	99.99	99.82	99.99
Intra Office Call Completions	99.99	100	99.97	99.98	99.99	99.98	99.98	99.99	99.98	99.98	99.98	99.97
Dial Tone W/1 3 Seconds	99.95	99.94	99.89	99.94	99.97	99.92	99.95	99.97	99.97	99.94	99.97	99.96
<b>TRUNK BLOCKING REPORT (WAC 439 sub 8)</b>												
% Trunk Groups Meeting Defined Blocking Criteria	99.32	99.32	98.19	99.55	99.77	99.54	99.55	98.41	99.77	100	98.16	98.61
<b>REPAIR REPORT (WAC 439 sub 9)</b>												
# Of Out Of Service Trouble Reports	3210	3329	5096	5050	2609	2967	2629	2592	3315	3578	3000	3202
# OOS Trouble Reports Cleared In 48 Hours	3123	3133	4367	4285	2575	2868	2556	2629	3251	3500	2908	3115
# OOS Trouble Reports Not Cleared In 48 Hours	87	196	729	765	34	99	73	63	64	78	92	87
% OOS Trouble Cleared In 48 Hours	97.28%	94.11%	85.69%	84.85%	98.70%	96.66%	97.22%	97.57%	98.07%	97.82%	96.93%	97.28%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0
# Of Non-Out Of Service Trouble Reports	2081	2036	2001	3092	1789	1995	2048	1774	1857	1955	1814	1894
# Non-OOS Trouble Rpts Cleared In 72 Hours	2031	1921	1848	2636	1757	1962	2019	1728	1817	1913	1790	1857
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	50	115	153	456	32	33	29	46	40	42	24	37
% Non-OOS Trouble Cleared In 72 Hours	97.60%	94.35%	92.35%	85.25%	98.21%	98.35%	98.55%	97.41%	97.85%	97.85%	98.68%	98.05%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0

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WASHINGTON

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Reported To Commission Quarterly - (Mthly Results)  
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)

Total # Installation Orders Completed  
# Of Installation Orders Not Completed In 90 Days  
% Orders Completed In 90 Days

Raw Data Only  
Raw Data Only  
99%

	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUN 09	JUL 09	AUG 09	SEP 09
Total # Installation Orders Completed	4496	3279	3447	4267	4367	4748	4837	4350	4809	4337	4155	4519
# Of Installation Orders Not Completed In 90 Days	0	0	0	3	4	10	11	6	2	1	3	1
% Orders Completed In 90 Days	100.00%	100.00%	100.00%	99.93%	99.91%	99.79%	99.77%	99.86%	99.96%	99.98%	99.93%	99.98%

Reported To Commission Quarterly:  
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)

Total # Installation Orders Completed  
# Of Installation Orders Not Completed In 90 Days  
% Orders Completed In 90 Days

Raw Data Only  
Raw Data Only  
99%

	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUN 09	JUL 09	AUG 09	SEP 09
Total # Installation Orders Completed	11222	0	0	0	0	13382	0	0	13796	0	0	13011
# Of Installation Orders Not Completed In 90 Days	0	0	0	0	0	17	0	0	19	0	0	5
% Orders Completed In 90 Days	100.00%	100.00%	100.00%	100.00%	100.00%	99.87%	100.00%	100.00%	99.86%	100.00%	100.00%	99.96%



10/23/2009

Trunk Group Detail WAC 480-120-401 (3)									
TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN
GW150286	SLLKWAXADS1	STTNWAHOG0C	77	DFDT	48	1.67			LVC CLEC-1 HR OFL 9/2/2009, 1 HR OFL 9/18/2009, NO AUGMENT REQUIRED
GW085242	MTVRWAXX05T	STTNWAHODS0	77	AFTU	48	3.33			LVC CLEC 1 HR OFL 9/29@19:00 CLEC ISSUE TESTING
GW081194	KNWCWAXA01T	STTNWAHODS9	77	AFDT	48	11.71			LVC CLEC-AUGMENT OF +24 COMPLETE, NO OVERFLOWS SINCE 9/8
GW080695	STTNWAHODS9	WNTCWAXX01T	77	AFDT	24	5			LVC CLEC-TRUNK GROUP DOWN DUE TO CABLE CUT, NO OVERFLOWS AFTER TRUNK GROUP WAS PLACED BACK IN SERVICE
GW040055	MTVRWAXX05T	STTLWANEDS0	77	AFTU	48	2.94			TPM CLEC-AUGMENT OF +24 COMPLETE 9/4, NO OVERFLOWS SINCE
GW069856	WNTCWABADS0	WNTCWAXX01T	77	DFDT	192	0.56	0.87		LOJ CLEC-CUSTOMER NOTIFIED THAT AUGMENT WAS NEEDED, AND THEY SAID THEY WERE GOING TO ISSUE ASR, BUT IT HASNT BEEN RECEIVED YET.
Trunk Group Detail WAC 480-120-401 (5)									
TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN
GW084937	WNTCWAXX01T	WNTCWACH6MD	7-	DFTF	24	14.55			AUGMENT REQUIRED, VARIOUS OFLS, CXR CONTROLLED ORDER
GW150834	WNTCWAXX01T	YAKMWA029MD	77	AFTD	24	3.75			AUGMENT REQUIRED, VARIOUS OFLS, CXR CONTROLLED ORDER