

**NORTHWEST DIVISION  
2009 COMMISSION PERSPECTIVE**

**WASHINGTON**

OBJ	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUN 09	JUL 09	AUG 09	SEP 09	OCT 09	
<b>Reported To Commission Monthly:</b>													
<b>MISSED APPOINTMENTS (WAC 439 sub 3)</b>													
Total # Fielded Service Orders	2071	2624	3910	4058	4566	4494	4155	3969	3068	2851	3132	3149	
# Of Service Orders With Appointments	1059	1287	2184	2514	2835	2947	2668	2387	1668	1545	1744	1580	
# Of Service Order Appointments Missed	493	546	1103	828	267	176	93	68	171	167	101	173	
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0	
Total # Dispatched Trouble Tickets	4216	5247	6768	3477	3963	3741	3446	3723	4164	3897	3756	4038	
# Of Trouble Tickets With 4 Hour Appointments	485	463	603	431	521	498	459	506	661	561	445	486	
# Of Trouble Ticket Appointments Missed	74	83	116	42	51	38	45	44	75	59	59	56	
# 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	2309	2494	2936	3116	3254	3171	2791	2802	2829	2805	3017	3145	
# Due Dated Serv Orders Not Completed In 5 Days	231	558	622	616	472	452	431	365	264	382	347	348	
# Customer Requested Service Orders Completed	668	767	1141	1244	1492	1614	1361	1571	1431	1225	1267	1304	
# C R Service Order Due Dates Missed	15	35	43	18	29	11	5	5	10	2	8	0	
% Installation Commitments Met	90%	91.74%	81.82%	83.69%	85.46%	89.44%	90.32%	89.50%	91.54%	93.57%	90.47%	91.71%	92.18%
<b>SUMMARY TROUBLE REPORTS (WAC 439 sub 6)</b>													
Network Trouble per 100 Access Lines	4 per 100	0.73	0.98	1.1	0.63	0.74	0.66	0.62	0.67	0.8	0.74	0.78	0.82
COs missing obj 2 consecutive mos or 4 in last 12	0	2	0	1	1	0	0	0	0	1	0	1	0
<b>SWITCHING REPORT (WAC 439 sub 7)</b>													
Inter Office Call Completions	98%	99.97	99.84	99.96	99.98	99.99	99.99	99.95	99.99	99.99	99.82	99.99	99.98
Intra Office Call Completions	99%	100	99.97	99.98	99.99	99.98	99.98	99.98	99.98	99.98	99.97	99.98	
Dial Tone W/ 3 Seconds	98%	99.94	99.89	99.94	99.97	99.92	99.95	99.97	99.97	99.94	99.97	99.96	99.95
<b>TRUNK BLOCKING REPORT (WAC 439 sub 8)</b>													
% Trunk Groups Meeting Defined Blocking Criteria	99%	99.32	98.19	99.55	99.77	99.54	99.55	98.41	99.77	100	98.16	98.61	98.84
<b>REPAIR REPORT (WAC 439 sub 9)</b>													
# Of Out Of Service Trouble Reports		3329	5096	5050	2609	2967	2629	2592	3315	3578	3000	3202	3264
# OOS Trouble Reports Cleared In 48 Hours		3133	4367	4285	2575	2868	2556	2529	3251	3500	2908	3115	3097
# OOS Trouble Reports Not Cleared In 48 Hours	0	196	729	765	34	99	73	63	64	78	92	87	167
% OOS Trouble Cleared In 48 Hours	100%	94.11%	85.69%	84.85%	98.70%	96.66%	97.22%	97.57%	98.07%	97.82%	96.93%	97.28%	94.88%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0
# Of Non-Out Of Service Trouble Reports		2036	2001	3092	1789	1995	2048	1774	1857	1955	1814	1894	1922
# Non-OOS Trouble Rpts Cleared In 72 Hours		1921	1848	2636	1757	1962	2019	1728	1817	1913	1790	1857	1847
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	0	115	153	456	32	33	29	46	40	42	24	37	75
% Non-OOS Trouble Cleared In 72 Hours	100%	94.35%	92.35%	85.25%	98.21%	98.35%	98.58%	97.41%	97.85%	97.85%	98.68%	98.05%	96.10%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0



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	312	1.67			TQW CLEC-SPAN TROUBLE IN OCT ON SEVERAL OCCASIONS. REPAIRED, NO MORE OFLS
GW079021	EVRTWAXA03T	STTNWAHODS0	77	AFDT	48	1.91			LVC CLEC-AUGMENT REQUESTED, LVC CONCURRED, ASR HASN'T BEEN RECEIVED YET
GW080663	STTNWAHODS9	WNTCWAXX01T	77	AFTU	48	2.71			LVC CLEC-CLEC HAD PERIODIC TEST TROUBLE, OK NOW
GW150303	SMSHWAXADS1	STTNWAHODSC	77	AFIE	24	1			LVC CLEC-AUGMENT REQUESTED, NO CONCURRENCE, RESENT REQUEST
GW152061	EVRTWAASPS0	EVRTWAXA03T	77	AFDT	432	0.66			BPH CLEC-COMCAST HAD PERIODIC ISSUES, OK NOW
Trunk Group Detail WAC 480-120-401 (5)									
TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN
GW048376	KNWCWAAZ2MD	KNWCWAXADS1	JJ	DFEF	4	9.22			AUGMENT REQUIRED, VARIOUS OFLS, CXR CONTROLLED ORDER
GW150713	KNWCWAXA01T	SPKNWAOBX9X	77	AFTD	48	9.23			AUGMENT REQUIRED, VARIOUS OFLS, CXR CONTROLLED ORDER