WASHINGTON													
	ОВЈ	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUN 09	JUL 09	AUG 09	SEP	ОСТ
Reported To Commission Monthly:	finition through the street or street specifical street, and the street specific	00	UO					ua 		U9	09	09	09
•		and the second											
MISSED APPOINTMENTS (WAC 439 sub 3)													
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	460 56
# Of Excluded Appointments		0	0	0	0	0	0	0	0	0	0	0	0
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INSTALL OF BASIC SERVICE (WAC 439 sub 4)		100 A11 A11 A11 A11 A11 A11 A11 A11 A11											
# 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	1304
% 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%
SUMMARY TROUBLE REPORTS (WAC 439 sub 6)	***************************************												-
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
SWITCHING REPORT (WAC 439 sub 7)	***************************************	de la company de											
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	99.99	99.98	99,98	99.98	99.97	99.98
Dial Tone W/I 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
TRUNK BLOCKING REPORT (WAC 439 sub 8)	***************************************												
% 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
REPAIR REPORT (WAC 439 sub 9)	***************************************		•										
# 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	o (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	10070	0	0	0	0	0	0	0	0	0	0	0	0
# Of Non-Out Of Service Trouble Reports	ar Armana	2036	2001	3092	1789	1995	2048	1774	1857	1955	1814	1894	1922
# Non-OOS Trouble Rpts Cleared In 72 Hours	and	1921	1848	2636	1757	1962	2019	1728	1817	1913	1790	1857	1847
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	o	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	.5576	04.0070	02.0070	0	0	00,0070	0	07.4170	01.0070	07.0070	0.0070	00.0070	0.10%
and the second s	4	1	J	-	•	J	J	J	~	•	•	•	

	\/a	rizon No	thwest	Machina	ton Trust	Group 5	Parforman	aa Panas	<u> </u>		
	Verizon Northwest - Washington Trunk Group Performance Report Actual - Year 2009										
:											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	
Total # of Trunk Groups Reported WAC 480-120-401 (3)	441	441	435	442	440	434	433	434	432	432	
Total # of Trunk Groups that Exceeded defined Blocking	771	ודד	433	772	770	70.1	700	701	-102	102	
Criteria ^{1,2}	2	1	2	2	7	1	0	8	6	5	
% of Trunk Groups meeting Defined Blocking Criteria	99.55%	99.77%	99.54%	99.55%	98.41%	99.77%	100.00%	98.16%	98.61%	98.84%	
Number of IXC Direct Trunk Groups Exceeding 2%											
Blocking WAC 480-120-401 (5) 3	1	1	0	2	0	1	3	2	2	2	
Blocking criteria for InterToll and InterTandem Trunk groups is B.005 .						10000					
Blocking criteria for local and EAS interoffice trunk groups is B.01.											
Verizon provides all IXCs with their monthly performance.											
						ALLANDOTT C					
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					Trunk Gro	up Detail WA	C 480-120-40	1 (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
		·	I	1		1			I
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
					* l- O	D-4-:138/A	C 400 400 40	4 /5\	
TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	Trunk Gro	•	C 480-120-40 % BLK PEAK		
GW048376		KNWCWAXADS1	JJ	DFEF	4	9.22	, DERTEAR	1011	AUGMENT REQUIRED, VARIOUS OFLS, CXR CONTROLLED ORDER
GW150713	KNWCWAXA01T	SPKNWAOBX9X	77	AFTD	48	9.23			AUGMENT REQUIRED, VARIOUS OFLS, CXR CONTROLLED ORDER