

**NORTHWEST DIVISION
2009 COMMISSION PERSPECTIVE**

WASHINGTON

OBJ

Reported To Commission Monthly:

MISSED APPOINTMENTS (WAC 439 sub 3)

Total # Fielded Service Orders
 # Of Service Orders With Appointments
 # Of Service Order Appointments Missed
 # Of Excluded Appointments

Total # Dispatched Trouble Tickets
 # Of Trouble Tickets With 4 Hour Appointments
 # Of Trouble Ticket Appointments Missed
 # Of Excluded Appointments

INSTALL OF BASIC SERVICE (WAC 439 sub 4)

Due Dated Installation Service Orders
 # Due Dated Serv Orders Not Completed In 5 Days
 # Customer Requested Service Orders Completed
 # C R Service Order Due Dates Missed
 % Installation Commitments Met

SUMMARY TROUBLE REPORTS (WAC 439 sub 6)

Network Trouble per 100 Access Lines
 COs missing obj 2 consecutives mos or 4 in last 12

SWITCHING REPORT (WAC 439 sub 7)

Intra Office Call Completions
 Intra Office Call Completions
 Dial Tone W/1 3 Seconds

TRUNK BLOCKING REPORT (WAC 439 sub 8)

% Trunk Groups Meeting Defined Blocking Criteria

REPAIR REPORT (WAC 439 sub 9)

Of Out Of Service Trouble Reports
 # OOS Trouble Reports Cleared In 48 Hours
 # OOS Trouble Reports Not Cleared In 48 Hours
 % OOS Trouble Cleared In 48 Hours
 # OOS Trouble Exempted

Of Non-Out Of Service Trouble Reports

Non-OOS Trouble Rpts Cleared In 72 Hours
 # Non-OOS Trouble Rpts Not Cleared In 72 Hours
 % Non-OOS Trouble Cleared In 72 Hours
 # OOS Trouble Exempted

	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUN 09	JUL 09	AUG 09	SEP 09	OCT 09	NOV 09
Total # Fielded Service Orders	2624	3910	4058	4566	4494	4155	3969	3068	2851	3132	3149	2462
# Of Service Orders With Appointments	1287	2184	2514	2835	2947	2668	2387	1668	1545	1744	1580	1254
# Of Service Order Appointments Missed	546	1103	828	267	176	93	68	171	167	101	173	107
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0
Total # Dispatched Trouble Tickets	5247	6768	3477	3963	3741	3446	3723	4164	3897	3756	4038	3963
# Of Trouble Tickets With 4 Hour Appointments	463	603	431	521	498	459	506	661	561	445	486	459
# Of Trouble Ticket Appointments Missed	83	116	42	51	38	45	44	75	59	59	56	63
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0
# Due Dated Installation Service Orders	2494	2936	3116	3254	3171	2791	2802	2829	2805	3017	3145	2679
# Due Dated Serv Orders Not Completed In 5 Days	558	622	616	472	452	431	365	284	382	347	348	157
# Customer Requested Service Orders Completed	767	1141	1244	1492	1614	1361	1571	1431	1225	1267	1304	1127
# C R Service Order Due Dates Missed	35	43	18	29	11	5	5	10	2	8	0	25
% Installation Commitments Met	81.82%	83.69%	85.46%	89.44%	90.32%	89.50%	91.54%	93.57%	90.47%	91.71%	92.18%	95.22%
Network Trouble per 100 Access Lines	0.98	1.1	0.63	0.74	0.66	0.62	0.67	0.8	0.74	0.78	0.82	0.81
COs missing obj 2 consecutives mos or 4 in last 12	0	1	1	0	0	0	0	1	0	1	0	0
Intra Office Call Completions	99.84	99.96	99.98	99.99	99.99	99.95	99.99	99.99	99.82	99.99	99.98	99.95
Intra Office Call Completions	99.97	99.98	99.99	99.98	99.98	99.99	99.98	99.98	99.98	99.97	99.98	99.98
Dial Tone W/1 3 Seconds	99.89	99.94	99.97	99.92	99.95	99.97	99.97	99.94	99.97	99.96	99.95	99.94
% Trunk Groups Meeting Defined Blocking Criteria	98.19	99.55	99.77	99.54	99.55	98.41	99.77	100	98.16	98.61	98.84	98.85
# Of Out Of Service Trouble Reports	5096	5050	2609	2967	2629	2592	3315	3578	3000	3202	3264	3184
# OOS Trouble Reports Cleared In 48 Hours	4367	4285	2575	2868	2556	2529	3251	3500	2908	3115	3097	3062
# OOS Trouble Reports Not Cleared In 48 Hours	729	765	34	99	73	63	64	78	92	87	167	122
% OOS Trouble Cleared In 48 Hours	85.69%	84.85%	98.70%	96.66%	97.22%	97.57%	98.07%	97.82%	96.93%	97.28%	94.88%	96.17%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0
# Of Non-Out Of Service Trouble Reports	2001	3092	1789	1995	2048	1774	1857	1955	1814	1894	1922	1805
# Non-OOS Trouble Rpts Cleared In 72 Hours	1848	2636	1757	1962	2019	1728	1817	1913	1790	1857	1847	1753
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	153	456	32	33	29	46	40	42	24	37	75	52
% Non-OOS Trouble Cleared In 72 Hours	92.35%	85.25%	98.21%	98.35%	98.58%	97.41%	97.86%	97.85%	98.68%	98.05%	96.10%	97.12%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0

11/18/2009

Trunk Group Detail WAC 480-120-401 (3)										
TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN	
GW069856	WNTCWABADS0	WNTCWAXX01T	77	DFDT	192	2.28	84.12	10	LOJ CLEC-AUGMENT NEEDED, SENDING REQUEST TO AM	
GW071472	EVRTWAXA03T	STTLWA06C9T	77	AFIT	480	7.15	61.4	20	QWEST TRUNK GROUP, ORDER TO REDUCE TRUNKS. HIGH OVERFLOWS WITH LOW CCS. WORKING WITH ILEC	
GW150199	LSANCARCDSH	MTRWAXX05T	77	AFTU	24	0.89	16	20	ARZ CLEC-3 HOURS OFL ONLY, 11/22 2 HRS 1 HR 11/29	
GW150303	SMSHWAXADS1	STTNWAHODSC	77	AFIE	24	0.77	47.62	10	LVC CLEC-+24=48 0935060023 12/30/09	
GW150726	MTRWAXX05T	STTLWA06C9T	77	AFDT	216	1.53	52.01	20	QWEST HAVING ISSUES WITH THEIR TRUNKS, WORKING WITH THEM	
Trunk Group Detail WAC 480-120-401 (5)										
TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH		
GW048376	KNWCWAZ2MD	KNWCWAXADS1	JJ	DDEF	4	3.97		89.36	19	CXR CONTROLLED ORDER