

NORTHWEST DIVISION
2009 COMMISSION PERSPECTIVE

WASHINGTON

	JAN 09	FEB 09	MAR 09	APR 09	MAY 09	JUN 09	JUL 09	AUG 09	SEP 09	OCT 09	NOV 09	DEC 09
Reported To Commission Monthly:												
MISSED APPOINTMENTS (WAC 439 sub 3)												
Total # Fielded Service Orders	3910	4058	4566	4494	4155	3969	3068	2851	3132	3149	2462	2890
# Of Service Orders With Appointments	2184	2514	2835	2947	2668	2387	1688	1545	1744	1580	1254	1468
# Of Service Order Appointments Missed	1103	828	267	176	93	68	171	167	101	173	107	131
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0
Total # Dispatched Trouble Tickets	6768	3477	3963	3741	3446	3723	4164	3897	3756	4038	3963	3833
# Of Trouble Tickets With 4 Hour Appointments	603	431	521	498	459	506	661	561	445	486	459	468
# Of Trouble Ticket Appointments Missed	116	42	51	38	45	44	75	59	59	56	63	49
# 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	2936	3116	3254	3171	2791	2802	2829	2805	3017	3145	2679	2824
# Due Dated Serv Orders Not Completed In 5 Days	622	616	472	452	431	365	264	382	347	348	157	178
# Customer Requested Service Orders Completed	1141	1244	1492	1614	1361	1571	1431	1225	1267	1304	1127	1070
# C R Service Order Due Dates Missed	43	18	29	11	5	5	10	2	8	0	25	6
% Installation Commitments Met	83.69%	85.46%	89.44%	90.32%	89.50%	91.54%	93.57%	90.47%	91.71%	92.18%	95.22%	95.27%
SUMMARY TROUBLE REPORTS (WAC 439 sub 6)												
Network Trouble per 100 Access Lines	1.1	0.63	0.74	0.66	0.62	0.67	0.8	0.74	0.78	0.82	0.81	0.76
#COs missing Obj 2 consecutive months or 4 in 12	1	1	0	0	0	0	5	0	1	0	0	0
SWITCHING REPORT (WAC 439 sub 7)												
Intra Office Call Completions	99.96	99.98	99.99	99.99	98.95	99.99	99.99	99.82	99.99	99.98	99.95	99.87
Intra Office Call Completions	99.98	99.99	99.98	99.98	99.99	99.98	99.98	99.98	99.97	99.98	99.98	99.98
Dial Tone W/ 3 Seconds	99.94	99.97	99.92	99.95	99.97	99.97	99.94	99.97	99.96	99.95	99.94	99.94
TRUNK BLOCKING REPORT (WAC 439 sub 8)												
% Trunk Groups Meeting Defined Blocking Criteria	99.55	99.77	99.54	99.55	98.41	99.77	100	98.16	98.61	98.84	98.85	98.17
REPAIR REPORT (WAC 439 sub 9)												
# Of Out Of Service Trouble Reports	5050	2609	2967	2629	2592	3315	3578	3000	3202	3264	3184	2887
# OOS Trouble Reports Cleared In 48 Hours	4285	2575	2868	2556	2529	3251	3500	2908	3115	3097	3062	2806
# OOS Trouble Reports Not Cleared In 48 Hours	765	34	99	73	63	64	78	92	87	167	122	81
% OOS Trouble Cleared In 48 Hours	84.85%	98.70%	96.66%	97.22%	97.57%	98.07%	97.82%	96.83%	97.26%	94.88%	96.17%	97.19%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0
# Of Non-Out Of Service Trouble Reports	3092	1789	1995	2048	1774	1857	1955	1814	1894	1922	1805	1792
# Non-OOS Trouble Rpts Cleared In 72 Hours	2636	1757	1962	2019	1728	1817	1913	1790	1857	1847	1753	1752
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	456	32	33	29	46	40	42	24	37	75	52	40
% Non-OOS Trouble Cleared In 72 Hours	85.25%	98.21%	98.35%	98.58%	97.41%	97.85%	97.85%	98.68%	98.05%	96.10%	97.12%	97.77%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0

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OBJ

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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

4267	4367	4748	4837	4350	4609	4337	4155	4519	4452	3809	3898
3	4	10	11	6	2	1	3	1	0	1	0
99.93%	99.91%	99.79%	99.77%	99.86%	99.96%	99.98%	99.93%	99.98%	100.00%	99.97%	100.00%

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

13382	13796	13011	12159
17	19	5	1
99.87%	99.86%	99.96%	99.99%

Reported To Commission Every Six Months: - Mthly Results
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4b)
Total # Installation Orders Completed
Of Inst Orders Not Completed In 180 Days
% Orders Completed In 180 Days

4267	4367	4748	4837	4350	4609	4337	4155	4519	4452	3809	3898
1	0	0	0	2	0	0	1	0	0	1	0
99.98%	100.00%	100.00%	100.00%	99.95%	100.00%	100.00%	99.98%	100.00%	100.00%	99.97%	100.00%

Reported To Commission Every Six Months:
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4b)
Total # Installation Orders Completed
Of Inst Orders Not Completed In 180 Days
% Orders Completed In 180 Days

27178	25170
3	2
99.99%	99.99%

1/28/2010

Trunk Group Detail WAC 480-120-401 (3)									
TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN
GW056726	EVRTWAXA03T	RDMDWASYDS1	77	AFDT	120	0.9	17.97	10	TPM-CLEC 1 HOUR OVERFLOW DEC. 30 AT 10:00, SPAN ISSUE, NO OTHER OFLS
GW059979	EVRTWAXA03T	STTLWAWBDS5	77	DFDT	48	9.94	90.07	13	FLS-CLEC SPAN DOWN, CLEC NOTIFIED, NO RESPONSE
GW061881	MTVRWAXX05T	STTLWAHNS0	7-	AFDT	72	1.92	38.35	10	FOC-CLEC 1 HOUR BLOCKING DEC. 30-SPAN ISSUE, NO OTHER OFLS
GW071472	EVRTWAXA03T	STTLWA06C9T	77	AFIT	192	30.15	84.35	15	QWEST-NEEDED TRAFFIC REROUTE, +48=240 DUJE 2/10/10
GW075080	EVRTWAXA03T	STTLWANEDS0	77	AFDT	96	1.26	25.12	10	TPM-CLEC 1 HOUR OVERFLOW DEC. 30 AT 10:00, SPAN ISSUE, NO OTHER OFLS
GW150099	LKSTWAXADS1	STTNWAHODSC	77	DFDT	24	55	100	10	LVC-CLEC 100% BLOCKING, SPAN DOWN, CLEC NOTIFIED
GW150726	MTVRWAXX05T	STTLWA06C9T	77	AFIT	312	13.81	52.01	19	QWEST--86=312, NO OVERFLOWS SINCE AUGMENT COMPLETED 1/5/2010
GW151861	KNWCWAXA01T	STTNWAHOGOC	77	DFCA	24	10	100	16	LVC-CLEC SPAN DOWN, ALL TRUNKS BLOCKING, CLEC NOTIFIED, NO RESPONSE
Trunk Group Detail WAC 480-120-401 (5)									
TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN