

**NORTHWEST DIVISION  
2010 COMMISSION PERSPECTIVE**

**WASHINGTON**

	FEB 09	MAR 09	APR 09	MAY 09	JUN 09	JUL 09	AUG 09	SEP 09	OCT 09	NOV 09	DEC 09	JAN 10
<b>Reported To Commission Monthly:</b>												
<b>MISSED APPOINTMENTS (WAC 439 sub 3)</b>												
Total # Fielded Service Orders	4058	4566	4494	4155	3969	3068	2851	3132	3149	2462	2890	2991
# Of Service Orders With Appointments	2514	2835	2947	2668	2387	1668	1545	1744	1580	1254	1468	1708
# Of Service Order Appointments Missed	828	267	176	93	68	171	167	101	173	107	131	83
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0
Total # Dispatched Trouble Tickets	3477	3963	3741	3446	3723	4164	3897	3756	4038	3963	3833	3639
# Of Trouble Tickets With 4 Hour Appointments	431	521	498	459	506	661	561	445	486	459	468	367
# Of Trouble Ticket Appointments Missed	42	51	38	45	44	75	59	59	56	63	49	29
# 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	3116	3254	3171	2791	2802	2829	2805	3017	3145	2679	2824	2730
# Due Dated Serv Orders Not Completed In 5 Days	616	472	452	431	365	264	382	347	348	157	178	29
# Customer Requested Service Orders Completed	1244	1492	1614	1361	1571	1431	1225	1267	1304	1127	1070	1131
# C R Service Order Due Dates Missed	18	29	11	5	5	10	2	8	0	25	6	5
% Installation Commitments Met	85.46%	89.44%	90.32%	89.50%	91.54%	93.57%	90.47%	91.71%	92.18%	95.22%	95.27%	99.12%
<b>SUMMARY TROUBLE REPORTS (WAC 439 sub 6)</b>												
Network Trouble per 100 Access Lines	0.63	0.74	0.66	0.62	0.67	0.8	0.74	0.78	0.82	0.81	0.76	0.77
#COs missing obj 2 consecutive months or 4 in 12	1	0	0	0	0	5	0	1	0	0	0	0
<b>SWITCHING REPORT (WAC 439 sub 7)</b>												
Inter Office Call Completions	99.98	99.99	99.99	99.95	99.99	99.99	99.82	99.99	99.98	99.95	99.87	99.85
Intra Office Call Completions	99.99	99.98	99.98	99.99	99.98	99.98	99.98	99.97	99.98	99.98	99.96	99.98
Dial Tone W/1 3 Seconds	99.97	99.92	99.95	99.97	99.97	99.94	99.97	99.96	99.95	99.94	99.94	99.95
<b>TRUNK BLOCKING REPORT (WAC 439 sub 8)</b>												
% Trunk Groups Meeting Defined Blocking Criteria	99.77	99.54	99.55	98.41	99.77	100	98.16	98.61	98.84	98.85	98.17	98.16
<b>REPAIR REPORT (WAC 439 sub 9)</b>												
# Of Out Of Service Trouble Reports	2609	2967	2629	2592	3315	3578	3000	3202	3264	3184	2887	2757
# OOS Trouble Reports Cleared In 48 Hours	2575	2868	2556	2529	3251	3500	2908	3115	3097	3062	2806	2706
# OOS Trouble Reports Not Cleared In 48 Hours	34	99	73	63	64	78	92	87	167	122	81	51
% OOS Trouble Cleared In 48 Hours	98.70%	96.66%	97.22%	97.57%	98.07%	97.82%	96.93%	97.28%	94.88%	96.17%	97.19%	98.15%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0
<b>Raw Data Only</b>	1789	1995	2048	1774	1857	1955	1814	1894	1922	1805	1792	1725
# Of Non-Out Of Service Trouble Reports	1757	1962	2019	1728	1817	1913	1790	1857	1847	1753	1752	1693
# Non-OOS Trouble Rpts Cleared In 72 Hours	32	33	29	46	40	42	24	37	75	52	40	32
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	0	0	0	0	0	0	0	0	0	0	0	0
% Non-OOS Trouble Cleared In 72 Hours	98.21%	98.35%	98.58%	97.41%	97.85%	97.85%	98.68%	98.05%	96.10%	97.12%	97.77%	98.14%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0
<b>Raw Data Only</b>												



Trunk Group Detail WAC 480-120-401 (3)										
TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN	
GW059979	EVRTWAXA03T	STTLWAWBDS5	77	DFDT	48	30.29	88.24	12	FLS-CLEC SPAN DOWN-CLEC NOTIFIED	
GW069856	WNTCWABADS0	WNTCWAXX01T	77	DFDT	192	2.69	43.65	10	LOJ-CLEC TRUNK GROUP IS UNDERTRUNKED, CUSTOMER NOTIFIED, NO ASR RECEIVED YET	
GW073981	MTRVWAXX05T	STTNWAHODS9	77	AFDT	30	22.87	92.55	19	LVC-CLEC TRUNK AUGMENT NEEDED, CUSTOMER NOTIFIED	
GW085536	KNWCWAXA01T	SPKNWADZDS0	77	DFDT	96	2.17	63.42	9	TQW-CLEC TQW HAD A CABLE CUT 120 3 HRS BLOCKING, NONE SINCE	
GW150199	LSANCAKCDSH	MTRVWAXX05T	77	AFTU	24	2.09	26.19	19	ARZ-CLEC TRUNK AUGMENT NEEDED, CUSTOMER TO BE NOTIFIED	
GW150224	STHKWACODS0	WNTCWAXX01T	77	DFTU	24	30	100	10	WGT-CLEC ALL TRUNKS DOWN TO CLEC ON TWO OCCASIONS, CLEC NOTIFIED	
GW151969	EVRTWAASPS0	EVRTWAXA03T	77	AFDT	144	1.66	50.18	18	BPH-CLEC 2 HRS OFL 1/5, NO AUGMENT NEEDED	
GW150726	MTRVWAXX05T	STTLWA06C9T	77	AFIT	312	2.17	44.09	19	QWEST REROUTED TRAFFIC, THEY WERE IN CONTROL OF THE ORDER	
Trunk Group Detail WAC 480-120-401 (5)										
TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH		