

**NORTHWEST DIVISION  
2010 COMMISSION PERSPECTIVE**

**WASHINGTON**

OBJ	MAR 09	APR 09	MAY 09	JUN 09	JUL 09	AUG 09	SEP 09	OCT 09	NOV 09	DEC 09	JAN 10	FEB 10
<b>Reported To Commission Monthly:</b>												
<b>MISSED APPOINTMENTS (WAC 439 sub 3)</b>												
Total # Fielded Service Orders	4566	4494	4155	3969	3068	2851	3132	3149	2462	2890	2991	2424
# Of Service Orders With Appointments	2835	2947	2688	2387	1688	1545	1744	1580	1254	1488	1708	1367
# Of Service Order Appointments Missed	267	176	93	68	171	167	101	173	107	131	83	25
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0
Total # Dispatched Trouble Tickets	3963	3741	3448	3723	4164	3897	3756	4038	3963	3833	3639	2950
# Of Trouble Tickets With 4 Hour Appointments	521	498	459	506	661	561	445	486	459	468	367	332
# Of Trouble Ticket Appointments Missed	51	38	45	44	75	59	59	56	63	49	29	21
# 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	3254	3171	2791	2802	2829	2805	3017	3145	2679	2824	2730	2411
# Due Dated Serv Orders Not Completed In 5 Days	472	452	431	365	264	382	347	348	157	178	29	9
# Customer Requested Service Orders Completed	1492	1614	1361	1571	1431	1225	1267	1304	1127	1070	1131	1102
# C R Service Order Due Dates Missed	29	11	5	5	10	2	8	0	25	6	5	4
% Installation Commitments Met	89.44%	90.32%	89.50%	91.54%	93.57%	90.47%	91.71%	92.18%	95.22%	95.27%	99.12%	99.63%
<b>SUMMARY TROUBLE REPORTS (WAC 439 sub 6)</b>												
Network Trouble per 100 Access Lines	0.74	0.66	0.62	0.67	0.8	0.74	0.78	0.82	0.81	0.76	0.77	0.6
#COs missing obj 2 consecutive months or 4 in 12	0	0	0	0	5	0	1	0	0	0	0	0
<b>SWITCHING REPORT (WAC 439 sub 7)</b>												
Inter Office Call Completions	99.99	99.99	99.95	99.99	99.99	99.82	99.99	99.98	99.95	99.87	99.85	99.83
Intra Office Call Completions	99.98	99.98	99.99	99.98	99.98	99.98	99.97	99.98	99.98	99.98	99.98	99.99
Dial Tone W/i 3 Seconds	99.92	99.95	99.97	99.97	99.94	99.97	99.96	99.95	99.94	99.94	99.95	99.95
<b>TRUNK BLOCKING REPORT (WAC 439 sub 8)</b>												
% Trunk Groups Meeting Defined Blocking Criteria	99.54	99.55	98.41	99.77	100	98.16	98.61	98.84	98.85	98.17	98.16	N/A
<b>REPAIR REPORT (WAC 439 sub 9)</b>												
# Of Out Of Service Trouble Reports	2967	2629	2592	3315	3578	3000	3202	3264	3184	2887	2757	2442
# OOS Trouble Reports Cleared In 48 Hours	2868	2556	2529	3251	3500	2908	3115	3097	3062	2806	2706	2426
# OOS Trouble Reports Not Cleared In 48 Hours	99	73	63	64	78	92	87	167	122	81	51	16
% OOS Trouble Cleared In 48 Hours	96.66%	97.22%	97.57%	98.07%	97.82%	96.93%	97.28%	94.88%	96.17%	97.19%	98.15%	99.34%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0
# Of Non-Out Of Service Trouble Reports	1995	2048	1774	1857	1955	1814	1894	1922	1805	1792	1725	1495
# Non-OOS Trouble Rpts Cleared In 72 Hours	1962	2019	1728	1817	1913	1790	1857	1847	1753	1752	1693	1488
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	33	29	46	40	42	24	37	75	52	40	32	7
% Non-OOS Trouble Cleared In 72 Hours	98.35%	98.58%	97.41%	97.85%	97.85%	98.68%	98.05%	96.10%	97.12%	97.77%	98.14%	99.53%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0



3/24/2010

Trunk Group Detail WAC 480-120-401 (3)										
TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN	
GW059979	EVRTWAXA03T	STTLWAWBDS5	77	DFDT	48	38.24	67.33	10	FLS-CLEC SPAN DOWN-CLEC NOTIFIED, HASN'T RESPONDED	
GW069856	WNTCWABADS0	WNTCWAXX01T	77	DFDT	192	2.54	50	10	LOJ-CLEC TRUNK GROUP IS UNDERTRUNKED, CUSTOMER NOTIFIED, NO ASR RECEIVED YET	
GW073981	MTRWAXX05T	STTNWAHODS9	77	AFDT	24	3.37	96.26	17	LVC-CLEC TRUNK AUGMENT NEEDED, CUSTOMER NOTIFIED, BLKG STOPPED AFTER 2/5	
GW026709	ISQHWAEXDS0	JUNTWAXADS0	77	DFIE	48	1.08	21.62	10	TQW-CLEC BLKG/SPAN ISSUE FIXED WITHIN THE HOUR	
GW150199	LSANCARCDSH	MTRWAXX05T	77	AFTU	24	3.4	44.25	20	ARZ-CLEC CUSTOMER NEEDS AUGMENT, NO ASR YET	
GW061881	MTRWAXX05T	STTLWAHINDS0	77	AFDT	48	2.38	100	11	WGT-CLEC ALL TRUNKS DOWN TO CLEC 2/27 5 HOURS, CLEC NOTIFIED, NO RESPONSE	
GW150163	EVRTWAXA03T	LSANCARCDSH	77	AFDT	192	1.6	32.1	20	ARZ-CLEC BLKG/SPAN ISSUE FIXED WITHIN THE HOUR, 1 HR BLKG	
GW150328	MRWYWAXACG0	STTNWAHODSC	77	DFTE	24	1.47	29.41	10	LVC-CLEC 3 HRS BLOCKING, AUGMENT NEEDED	
Trunk Group Detail WAC 480-120-401 (5)										
TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH		
GW150713	KNWCWAXA01T	SPKNWA0BX9X	77	AFTD	48	3.33	100	14	LTL-1 HR 2/5 1 HR 2/12	