

**NORTHWEST DIVISION
2010 COMMISSION PERSPECTIVE**

WASHINGTON

OBJ	Reported To Commission Monthly:											
	APR 09	MAY 09	JUN 09	JUL 09	AUG 09	SEP 09	OCT 09	NOV 09	DEC 09	JAN 10	FEB 10	MAR 10
MISSED APPOINTMENTS (WAC 439 sub 3)												
Total # Fielded Service Orders	4494	4155	3969	3068	2851	3132	3149	2462	2890	2991	2424	2671
# Of Service Orders With Appointments	2947	2668	2387	1668	1545	1744	1580	1254	1468	1706	1367	1448
# Of Service Order Appointments Missed	176	93	68	171	167	101	173	107	131	83	25	32
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0
Total # Dispatched Trouble Tickets	3741	3446	3723	4164	3897	3756	4038	3963	3633	3639	2950	3215
# Of Trouble Tickets With 4 Hour Appointments	498	459	506	661	561	445	486	459	468	357	332	330
# Of Trouble Ticket Appointments Missed	38	45	44	75	59	59	56	63	49	29	21	29
# 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	3171	2791	2802	2829	2805	3017	3145	2679	2824	2730	2411	2693
# Due Dated Serv Orders Not Completed In 5 Days	452	431	365	264	382	347	348	157	178	29	9	31
# Customer Requested Service Orders Completed	1614	1361	1571	1431	1225	1267	1304	1127	1070	1131	1102	1202
# C R Service Order Due Dates Missed	11	5	5	10	2	8	0	25	6	5	4	0
% Installation Commitments Met	90.32%	89.50%	91.54%	93.57%	90.47%	91.71%	92.18%	95.22%	95.27%	99.12%	98.63%	99.20%
SUMMARY TROUBLE REPORTS (WAC 439 sub 6)												
Network Trouble per 100 Access Lines	0.66	0.62	0.67	0.8	0.74	0.78	0.82	0.81	0.76	0.77	0.6	0.68
# COs missing objective 2 consecutive mos or 4 in 12	0	0	0	5	0	1	0	0	0	0	0	2
SWITCHING REPORT (WAC 439 sub 7)												
Intr Office Call Completions	99.99	99.95	99.99	99.99	99.82	99.99	99.98	99.98	99.87	99.85	99.83	99.87
Intra Office Call Completions	99.98	99.99	99.98	99.98	99.98	99.97	99.98	99.98	99.98	99.98	99.99	99.96
Dial Tone Wrt 3 Seconds	99.95	99.97	99.97	99.94	99.97	99.96	99.95	99.94	99.94	99.95	99.95	99.96
TRUNK BLOCKING REPORT (WAC 439 sub 8)												
% Trunk Groups Meeting Defined Blocking Criteria	99.55	98.41	99.77	100	98.16	98.61	98.84	98.85	98.17	98.16	98.19	99.09
REPAIR REPORT (WAC 439 sub 9)												
# Of Out Of Service Trouble Reports	2629	2592	3315	3578	3000	3202	3264	3184	2887	2757	2442	2512
# OOS Trouble Reports Cleared In 48 Hours	2556	2529	3251	3500	2908	3115	3097	3062	2806	2706	2426	2475
# OOS Trouble Reports Not Cleared In 48 Hours	73	63	64	78	92	87	167	122	81	51	16	37
% OOS Trouble Cleared In 48 Hours	97.22%	97.57%	96.07%	97.82%	96.93%	97.28%	94.86%	96.17%	97.19%	98.15%	99.34%	98.53%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0
# Of Non-Out Of Service Trouble Reports	2048	1774	1857	1955	1814	1894	1922	1805	1792	1725	1495	1572
# Non-OOS Trouble Rpts Cleared In 72 Hours	2019	1728	1817	1913	1790	1857	1847	1753	1752	1693	1488	1566
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	29	46	40	42	24	37	75	52	40	32	7	6
% Non-OOS Trouble Cleared In 72 Hours	98.58%	97.41%	97.85%	97.85%	98.66%	98.05%	96.10%	97.12%	97.77%	98.14%	98.53%	99.62%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0
Reported To Commission Quarterly: - Mithly Results												
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)												
Total # Installation Orders Completed	4837	4350	4609	4337	4155	4519	4452	3809	3898	3873	3524	3900
# Of Installation Orders Not Completed In 90 Days	11	6	2	1	3	1	0	1	0	2	0	4
% Orders Completed In 90 Days	99.77%	99.86%	99.96%	99.98%	99.93%	99.98%	100.00%	99.97%	100.00%	99.95%	100.00%	99.90%
Reported To Commission Quarterly:												
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)												
Total # Installation Orders Completed	13796	13011	13011	13011	13011	13011	13011	13011	13011	13011	13011	13011
# Of Installation Orders Not Completed In 90 Days	19	5	5	5	5	5	5	5	5	5	5	5
% Orders Completed In 90 Days	99.86%	99.96%	99.96%	99.96%	99.96%	99.96%	99.96%	99.96%	99.96%	99.96%	99.96%	99.96%

4/30/2010

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	30.18			FLS-CLEC SPAN DOWN-CLEC NOTIFIED, HASN'T RESPONDED ,NO OFLS IN APRIL
GW069856	WNTCWABADS0	WNTCWAXX01T	77	DFDT	192	1.6			LOJ-CLEC TRUNK GROUP IS UNDERTRUNKED, CUSTOMER NOTIFIED MULTIPLE TIMES, NO ASR RECEIVED YET
GW012075	EVRTWAXA03T	SMSHWAXADS1	77	AFDT	360	0.95			1 HR BLKG 3/15 1 HR 3/22 MASS CALLING EVENT
GW150286	SLLKWAXADS1	STTNWAHOG0C	77	DFDT	48	0.63			LVC-CLEC SPAN DOWN, CLEC CABLE CUT

Trunk Group Detail WAC 480-120-401 (5)									
TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN
GW069009	MTVRWAXX05T	STTLWAWB2MD	77	AFTD	24	5			100% BLOCKING 3/17, NO PROBLEMS SINCE