NORTHWEST DIVISION
2010 COMMISSION PERSPECTIVE

WASHINGTON

	OBJ	MAY 09	JUN 09	JUL 09	AUG 09	SEP 09	OCT 09	NOV 09	DEC 09	JAN 10	FEB 10	MAR 10	APR 10
Reported To Commission Monthly:													
MISSED APPOINTMENTS (WAC 439 sub 3)													
Total # Fielded Service Orders		4155	3969	3068	2851	3132	3149	2462	2890	2991	2424	2671	2445
# Of Service Orders With Appointments		2668	2387	1668	1545	1744	1580	1254	1468	1708	1367	1448	1677
# Of Service Order Appointments Missed		93	68	171	167	101	173	107	131	83	25	32	86
# Of Excluded Appointments		0	0	0	0	0	0	0	0	0	0	0	0
Total # Dispatched Trouble Tickets		3446	3723	4164	3897	3756	4038	3963	3833	3639	2950	3215	3355
# Of Trouble Tickets With 4 Hour Appointments		459	506	661	561	445	486	459	468	367	332	330	275
# Of Trouble Ticket Appointments Missed		45	44	75	59	59	56	63	49	29	21	29	28
# 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		2791	2802	2829	2805	3017	3145	2679	2824	2730	2411	2693	2346
# Due Dated Serv Orders Not Completed In 5 Days		431	365	264	382	347	348	157	178	29	9	31	58
# Customer Requested Service Orders Completed		1361	1571	1431	1225	1267	1304	1127	1070	1131	1102	1202	1195
# C R Service Order Due Dates Missed		5	5	10	2	8	0	25	6	5	4	0	3
% Installation Commitments Met	90%	89.50%	91.54%	93.57%	90.47%	91.71%	92.18%	95.22%	95.27%	99.12%	99.63%	99.20%	98.28%
SUMMARY TROUBLE REPORTS (WAC 439 sub 6)													
Network Trouble per 100 Access Lines	4 per 100	0.62	0.67	0.8	0.74	0.78	0.82	0.81	0.76	0.77	0.6	0.68	0.74
# Of CO's Missing Objective 2 consecutive mos or 4 in 12	0	0	0	5	0	1	0	0	0	0	0	2	1
SWITCHING REPORT (WAC 439 sub 7)													
Inter Office Call Completions	98%	99.95	99.99	99.99	99.82	99.99	99.98	99.95	99.87	99.85	99.83	99.87	99.83
Intra Office Call Completions	99%	99.99	99.98	99.98	99.98	99.97	99.98	99.98	99.98	99.98	99.99	99.96	99.98
Dial Tone W/I 3 Seconds	98%	99.97	99.97	99.94	99.97	99.96	99.95	99.94	99.94	99.95	99.95	99.96	99.93
TRUNK BLOCKING REPORT (WAC 439 sub 8)													
% Trunk Groups Meeting Defined Blocking Criteria	99%	98.41	99.77	100	98.16	98.61	98.84	98.85	98.17	98.16	98.19	99.09	99.31
REPAIR REPORT (WAC 439 sub 9)													
# Of Out Of Service Trouble Reports		2592	3315	3578	3000	3202	3264	3184	2887	2757	2442	2512	2755
# OOS Trouble Reports Cleared In 48 Hours		2529	3251	3500	2908	3115	3097	3062	2806	2706	2426	2475	2735
# OOS Trouble Reports Not Cleared In 48 Hours	0	63	64	78	92	87	167	122	81	51	16	37	20
% OOS Trouble Cleared In 48 Hours	100%	97.57%	98.07%	97.82%	96.93%	97.28%	94.88%	96.17%	97.19%	98.15%	99.34%	98.53%	99.27%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0
# Of Non-Out Of Service Trouble Reports		1774	1857	1955	1814	1894	1922	1805	1792	1725	1495	1572	1548
# Non-OOS Trouble Rpts Cleared In 72 Hours		1728	1817	1913	1790	1857	1847	1753	1752	1693	1488	1566	1542
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	0	46	40	42	24	37	75	52	40	32	7	6	6
% Non-OOS Trouble Cleared In 72 Hours	100%	97.41%	97.85%	97.85%	98.68%	98.05%	96.10%	97.12%	97.77%	98.14%	99.53%	99.62%	99.61%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0

Verizon Northwest - Washington Trunk Group Performance Report

Actual - Year 2010

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Total # of Trunk Groups Reported **WAC 480-120-401 (3)**	435	442	440	437								
Total # of Trunk Groups that Exceeded defined Blocking Criteria [1,2]	8	8	4	3								
% of Trunk Groups meeting Defined Blocking Criteria	98.16%	98.19%	99.09%	99.31%								
Number of IXC Direct Trunk Groups Exceeding 2% Blocking WAC 480-120-401 (5) 3	0	1	1	0								

1 - Blocking criteria for InterToll and InterTandem Trunk groups is B.005 .

2 - Blocking criteria for local and EAS interoffice trunk groups is B.01.

3 - Verizon provides all IXCs with their monthly performance.

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	7.71			LOJ-CLEC TRUNK GROUP IS UNDERTRUNKED, CUSTOMER NOTIFIED FOUR TIMES, NO ASR RECEIVED YET
GW012075	EVRTWAXA03T	SMSHWAXADS1	77	AFDT	360	1.54			1 HR BLKG 4/21 1 HR 4/22 1 HR 4/23 MASS CALLING EVENT
GW150934	EVRTWAXAPS0	EVRTWAXA03T	77	AFDT	240	95			SWITCH NOT IN SERVICE EVRTWAXAPS0

Trunk Group Detail WAC 480-120-401 (5)									
TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	