

**NORTHWEST DIVISION
2010 COMMISSION PERSPECTIVE**

WASHINGTON

OBJ	JUN 09	JUL 09	AUG 09	SEP 09	OCT 09	NOV 09	DEC 09	JAN 10	FEB 10	MAR 10	APR 10	MAY 10	
Reported To Commission Monthly:													
MISSED APPOINTMENTS (WAC 439 sub 3)													
Total # Fielded Service Orders	3969	3068	2851	3132	3149	2462	2890	2991	2424	2671	2445	2181	
# Of Service Orders With Appointments	2387	1668	1545	1744	1580	1254	1468	1708	1367	1448	1677	1987	
# Of Service Order Appointments Missed	68	171	167	101	173	107	131	83	25	32	86	113	
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0	
Total # Dispatched Trouble Tickets	3723	4164	3897	3756	4038	3963	3833	3639	2950	3215	3355	3618	
# Of Trouble Tickets With 4 Hour Appointments	506	661	561	445	486	459	468	367	332	330	275	241	
# Of Trouble Ticket Appointments Missed	44	75	59	59	56	63	49	29	21	29	28	44	
# 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	2802	2829	2805	3017	3145	2679	2824	2730	2411	2693	2346	2419	
# Due Dated Serv Orders Not Completed In 5 Days	365	264	382	347	348	157	178	29	9	31	58	83	
# Customer Requested Service Orders Completed	1571	1431	1225	1267	1304	1127	1070	1131	1102	1202	1195	1002	
# C R Service Order Due Dates Missed	5	10	2	8	0	25	6	5	4	0	3	22	
% Installation Commitments Met	90%	91.54%	93.57%	90.47%	91.71%	92.18%	95.22%	95.27%	99.12%	99.63%	99.20%	98.28%	96.93%
SUMMARY TROUBLE REPORTS (WAC 439 sub 6)													
Network Trouble per 100 Access Lines	4 per 100	0.67	0.8	0.74	0.78	0.82	0.81	0.76	0.77	0.6	0.68	0.74	0.76
# Of CO's Missing Objective 2 consecutive mos or 4 in 12	0	0	5	0	3	6	1	1	1	0	2	1	1
SWITCHING REPORT (WAC 439 sub 7)													
Inter Office Call Completions	98%	99.99	99.99	99.82	99.99	99.98	99.95	99.87	99.85	99.83	99.87	99.83	99.81
Intra Office Call Completions	99%	99.98	99.98	99.98	99.97	99.98	99.98	99.98	99.98	99.99	99.96	99.98	99.94
Dial Tone W/1 3 Seconds	98%	99.97	99.94	99.97	99.96	99.95	99.94	99.94	99.95	99.95	99.96	99.93	99.91
TRUNK BLOCKING REPORT (WAC 439 sub 8)													
% Trunk Groups Meeting Defined Blocking Criteria	99%	99.77	100	98.16	98.61	98.84	98.85	98.17	98.16	98.19	99.09	99.31	NA
REPAIR REPORT (WAC 439 sub 9)													
# Of Out Of Service Trouble Reports		3315	3578	3000	3202	3264	3184	2887	2757	2442	2512	2755	2745
# OOS Trouble Reports Cleared In 48 Hours		3251	3500	2908	3115	3097	3062	2806	2706	2426	2475	2735	2695
# OOS Trouble Reports Not Cleared In 48 Hours	0	64	78	92	87	167	122	81	51	16	37	20	50
% OOS Trouble Cleared In 48 Hours	100%	98.07%	97.82%	96.93%	97.28%	94.88%	96.17%	97.19%	98.15%	99.34%	98.53%	99.27%	98.18%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0
# Of Non-Out Of Service Trouble Reports		1857	1955	1814	1894	1922	1805	1792	1725	1495	1572	1548	1626
# Non-OOS Trouble Rpts Cleared In 72 Hours		1817	1913	1790	1857	1847	1753	1752	1693	1488	1566	1542	1609
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	0	40	42	24	37	75	52	40	32	7	6	6	17
% Non-OOS Trouble Cleared In 72 Hours	100%	97.85%	97.85%	98.68%	98.05%	96.10%	97.12%	97.77%	98.14%	99.53%	99.62%	99.61%	98.95%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0