

**NORTHWEST DIVISION
2010 COMMISSION PERSPECTIVE**

WASHINGTON

OBJ	JUL 09	AUG 09	SEP 09	OCT 09	NOV 09	DEC 09	JAN 10	FEB 10	MAR 10	APR 10	MAY 10	JUN 10	
Reported To Commission Monthly:													
MISSED APPOINTMENTS (WAC 439 sub 3)													
Total # Fielded Service Orders	3068	2851	3132	3149	2462	2890	2991	2424	2671	2445	2181	2233	
# Of Service Orders With Appointments	1668	1545	1744	1580	1254	1468	1708	1367	1448	1677	1987	1687	
# Of Service Order Appointments Missed	171	167	101	173	107	131	83	25	32	86	113	133	
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0	
Total # Dispatched Trouble Tickets	4164	3897	3756	4038	3963	3833	3639	2950	3215	3355	3618	3600	
# Of Trouble Tickets With 4 Hour Appointments	661	561	445	486	459	468	367	332	330	275	241	271	
# Of Trouble Ticket Appointments Missed	75	59	59	56	63	49	29	21	29	28	44	49	
# 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	2829	2805	3017	3145	2679	2824	2730	2411	2693	2346	2419	2835	
# Due Dated Serv Orders Not Completed In 5 Days	264	382	347	348	157	178	29	9	31	58	83	214	
# Customer Requested Service Orders Completed	1431	1225	1267	1304	1127	1070	1131	1102	1202	1195	1002	611	
# C R Service Order Due Dates Missed	10	2	8	0	25	6	5	4	0	3	22	21	
% Installation Commitments Met	90%	93.57%	90.47%	91.71%	92.18%	95.22%	95.27%	99.12%	99.63%	99.20%	98.28%	96.93%	93.18%
SUMMARY TROUBLE REPORTS (WAC 439 sub 6)													
Network Trouble per 100 Access Lines	4 per 100	0.8	0.74	0.78	0.82	0.81	0.76	0.77	0.6	0.68	0.74	0.76	0.75
# of COs Missing Objective 2 consecutive mos or 4 in 12	0	5	0	3	6	1	1	1	0	2	1	1	0
SWITCHING REPORT (WAC 439 sub 7)													
Inter Office Call Completions	98%	99.99	99.82	99.99	99.98	99.95	99.87	99.85	99.83	99.87	99.83	99.81	99.87
Intra Office Call Completions	99%	99.98	99.98	99.97	99.98	99.98	99.98	99.98	99.99	99.96	99.98	99.94	99.97
Dial Tone W/I 3 Seconds	98%	99.94	99.97	99.96	99.95	99.94	99.94	99.95	99.95	99.96	99.93	99.91	99.96
TRUNK BLOCKING REPORT (WAC 439 sub 8)													
% Trunk Groups Meeting Defined Blocking Criteria	99%	100	98.16	98.61	98.84	98.85	98.17	98.16	98.19	99.09	99.31	98.85	98.62
REPAIR REPORT (WAC 439 sub 9)													
# Of Out Of Service Trouble Reports		3578	3000	3202	3264	3184	2887	2757	2442	2512	2755	2745	2616
# OOS Trouble Reports Cleared In 48 Hours		3500	2908	3115	3097	3062	2806	2706	2426	2475	2735	2695	2575
# OOS Trouble Reports Not Cleared In 48 Hours	0	78	92	87	167	122	81	51	16	37	20	50	41
% OOS Trouble Cleared In 48 Hours	100%	97.82%	96.93%	97.28%	94.88%	96.17%	97.19%	98.15%	99.34%	98.53%	99.27%	98.18%	98.43%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0
# Of Non-Out Of Service Trouble Reports		1955	1814	1894	1922	1805	1792	1725	1495	1572	1548	1626	1702
# Non-OOS Trouble Rpts Cleared In 72 Hours		1913	1790	1857	1847	1753	1752	1693	1488	1566	1542	1609	1685
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	0	42	24	37	75	52	40	32	7	6	6	17	17
% Non-OOS Trouble Cleared In 72 Hours	100%	97.85%	98.68%	98.05%	96.10%	97.12%	97.77%	98.14%	99.53%	99.62%	99.61%	98.95%	99.00%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0
Reported To Commission Quarterly: - Mthly Results													
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)													
Total # Installation Orders Completed		4337	4155	4519	4452	3809	3898	3873	3524	3900	3590	3431	3492

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OBJ	JUL 09	AUG 09	SEP 09	OCT 09	NOV 09	DEC 09	JAN 10	FEB 10	MAR 10	APR 10	MAY 10	JUN 10
# Of Installation Orders Not Completed In 90 Days	1	3	1	0	1	0	2	0	4	2	1	1
% Orders Completed In 90 Days	99%	99.98%	99.93%	99.98%	100.00%	99.97%	100.00%	99.95%	100.00%	99.90%	99.94%	99.97%
Reported To Commission Quarterly:												
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)												
Total # Installation Orders Completed			13011			12159			11297			10513
# Of Installation Orders Not Completed In 90 Days			5			1			6			4
% Orders Completed In 90 Days	99%		99.96%			99.99%			99.95%			99.96%
Reported To Commission Every Six Months: - Mthly Results												
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4b)												
Total # Installation Orders Completed	4337	4155	4519	4452	3809	3898	3873	3524	3900	3590	3431	3492
# Of Inst Orders Not Completed In 180 Days	0	0	1	0	0	1	0	0	0	0	0	0
% Orders Completed In 180 Days	100%	100.00%	99.98%	100.00%	100.00%	99.97%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Reported To Commission Every Six Months:												
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4b)												
Total # Installation Orders Completed						25170						21810
# Of Inst Orders Not Completed In 180 Days	0					2						0
% Orders Completed In 180 Days	100%					99.99%						100.00%