

**NORTHWEST DIVISION
2010 COMMISSION PERSPECTIVE**

WASHINGTON

OBJ	SEP 09	OCT 09	NOV 09	DEC 09	JAN 10	FEB 10	MAR 10	APR 10	MAY 10	JUN 10	JUL 10	AUG 10	
Reported To Commission Monthly:													
MISSED APPOINTMENTS (WAC 439 sub 3)													
Total # Fielded Service Orders	3132	3149	2462	2890	2991	2424	2671	2445	2181	2233	2193	2241	
# Of Service Orders With Appointments	1744	1580	1254	1468	1708	1367	1448	1677	1987	1687	704	875	
# Of Service Order Appointments Missed	101	173	107	131	83	25	32	86	113	133	0	78	
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0	
Total # Dispatched Trouble Tickets	3756	4038	3963	3833	3639	2950	3215	3355	3618	3600	3530	3833	
# Of Trouble Tickets With 4 Hour Appointments	445	486	459	468	367	332	330	275	241	271	247	128	
# Of Trouble Ticket Appointments Missed	59	56	63	49	29	21	29	28	44	49	26	16	
# 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	3017	3145	2679	2824	2730	2411	2693	2346	2419	2835	2423	2678	
# Due Dated Serv Orders Not Completed In 5 Days	347	348	157	178	29	9	31	58	83	214	177	356	
# Customer Requested Service Orders Completed	1267	1304	1127	1070	1131	1102	1202	1195	1002	611	556	483	
# C R Service Order Due Dates Missed	8	0	25	6	5	4	0	3	22	21	16	19	
% Installation Commitments Met	90%	91.71%	92.18%	95.22%	95.27%	99.12%	99.63%	99.20%	98.28%	96.93%	93.18%	93.52%	88.14%
SUMMARY TROUBLE REPORTS (WAC 439 sub 6)													
Network Trouble per 100 Access Lines	4 per 100	0.78	0.82	0.81	0.76	0.77	0.6	0.68	0.74	0.76	0.75	0.85	0.8
# Of CO's Missing Objective 2 consecutive mos or 4 in last 12	0	3	6	1	1	1	0	2	1	1	0	0	0
SWITCHING REPORT (WAC 439 sub 7)													
Inter Office Call Completions	98%	99.99	99.98	99.95	99.87	99.85	99.83	99.87	99.83	99.81	99.87	99.95	99.68
Intra Office Call Completions	99%	99.97	99.98	99.98	99.98	99.98	99.99	99.96	99.98	99.94	99.97	99.98	99.99
Dial Tone W/I 3 Seconds	98%	99.96	99.95	99.94	99.94	99.95	99.95	99.96	99.93	99.91	99.96	99.89	99.95
TRUNK BLOCKING REPORT (WAC 439 sub 8)													
% Trunk Groups Meeting Defined Blocking Criteria	99%	98.61	98.84	98.85	98.17	98.16	98.19	99.09	99.31	98.85	98.62	98.53	98.16
REPAIR REPORT (WAC 439 sub 9)													
# Of Out Of Service Trouble Reports		3202	3264	3184	2887	2757	2442	2512	2755	2745	2616	2923	2863
# OOS Trouble Reports Cleared In 48 Hours		3115	3097	3062	2806	2706	2426	2475	2735	2695	2575	2891	2812
# OOS Trouble Reports Not Cleared In 48 Hours	0	87	167	122	81	51	16	37	20	50	41	32	51
% OOS Trouble Cleared In 48 Hours	100%	97.28%	94.88%	96.17%	97.19%	98.15%	99.34%	98.53%	99.27%	98.18%	98.43%	98.91%	98.22%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0
# Of Non-Out Of Service Trouble Reports		1894	1922	1805	1792	1725	1495	1572	1548	1626	1702	1742	1686
# Non-OOS Trouble Rpts Cleared In 72 Hours		1857	1847	1753	1752	1693	1488	1566	1542	1609	1685	1729	1672
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	0	37	75	52	40	32	7	6	6	17	17	13	14
% Non-OOS Trouble Cleared In 72 Hours	100%	98.05%	96.10%	97.12%	97.77%	98.14%	99.53%	99.62%	99.61%	98.95%	99.00%	99.25%	99.17%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0
SPG Credits Report (UT-090842 Order 06)													
# Of \$5 Credits Issued for OOS Greater than 2 days (Res only)		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	148	48
# Of \$35 SPG Credits Issued for Missed Commitments (Res only)		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	102	119