

**NORTHWEST DIVISION
2010 COMMISSION PERSPECTIVE**

WASHINGTON

OBJ	DEC 09	JAN 10	FEB 10	MAR 10	APR 10	MAY 10	JUN 10	JUL 10	AUG 10	SEP 10	OCT 10	NOV 10	DEC 10	
Reported To Commission Monthly:														
MISSED APPOINTMENTS (WAC 439 sub 3)														
Total # Fielded Service Orders	2890	2991	2424	2671	2445	2181	2233	2193	2241	2459	2312	1999	2380	
# Of Service Orders With Appointments	1468	1708	1367	1448	1677	1987	1687	704	875	964	1048	666	816	
# Of Service Order Appointments Missed	131	83	25	32	86	113	133	0	78	0	0	2	2	
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0	0	
Total # Dispatched Trouble Tickets	3833	3639	2950	3215	3355	3618	3600	3530	3833	3706	3168	3813	4249	
# Of Trouble Tickets With 4 Hour Appointments	468	367	332	330	275	241	271	247	128	116	156	166	210	
# Of Trouble Ticket Appointments Missed	49	29	21	29	28	44	49	26	16	20	19	22	21	
# Of Excluded Appointments	0	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	2824	2730	2411	2693	2346	2419	2835	2423	2678	2876	2758	2553	2579	
# Due Dated Serv Orders Not Completed In 5 Days	178	29	9	31	58	83	214	177	356	162	126	49	137	
# Customer Requested Service Orders Completed	1070	1131	1102	1202	1195	1002	611	556	483	516	500	401	436	
# C R Service Order Due Dates Missed	6	5	4	0	3	22	21	16	19	30	7	12	7	
% Installation Commitments Met	90%	95.27%	99.12%	99.63%	99.20%	98.28%	96.93%	93.18%	93.52%	88.14%	94.34%	95.92%	97.94%	95.22%
SUMMARY TROUBLE REPORTS (WAC 439 sub 6)														
Network Trouble per 100 Access Lines	4 per 100	0.76	0.77	0.6	0.68	0.74	0.76	0.75	0.85	0.8	0.80	0.70	0.81	0.91
# Of CO's Missing Objective 2 consecutive mos or 4 in last 12		1	1	0	2	1	1	0	0	0	0	0	0	0
SWITCHING REPORT (WAC 439 sub 7)														
Inter Office Call Completions	98%	99.87	99.85	99.83	99.87	99.83	99.81	99.87	99.95	99.68	99.79	99.91	n/a	99.73
Intra Office Call Completions	99%	99.98	99.98	99.99	99.96	99.98	99.94	99.97	99.98	99.99	99.98	99.98	n/a	99.99
Dial Tone W/I 3 Seconds	98%	99.94	99.95	99.95	99.96	99.93	99.91	99.96	99.89	99.95	99.94	99.90	n/a	99.91
TRUNK BLOCKING REPORT (WAC 439 sub 8)														
% Trunk Groups Meeting Defined Blocking Criteria	99%	98.17	98.16	98.19	99.09	99.31	98.85	98.62	98.53	98.16	98.83	99.3	97.44	98.86
REPAIR REPORT (WAC 439 sub 9)														
# Of Out Of Service Trouble Reports		2887	2757	2442	2512	2755	2745	2616	2923	2863	2665	2300	2859	3161
# OOS Trouble Reports Cleared In 48 Hours		2806	2706	2426	2475	2735	2695	2575	2891	2812	2584	2276	2812	3056
# OOS Trouble Reports Not Cleared In 48 Hours	0	81	51	16	37	20	50	41	32	51	81	24	47	105
% OOS Trouble Cleared In 48 Hours	100%	97.19%	98.15%	99.34%	98.53%	99.27%	98.18%	98.43%	98.91%	98.22%	96.96%	98.96%	98.36%	96.68%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0	0
# Of Non-Out Of Service Trouble Reports		1792	1725	1495	1572	1548	1626	1702	1742	1686	1694	1577	1644	1825
# Non-OOS Trouble Rpts Cleared In 72 Hours		1752	1693	1488	1566	1542	1609	1685	1729	1672	1676	1563	1629	1773
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	0	40	32	7	6	6	17	17	13	14	18	14	15	52
% Non-OOS Trouble Cleared In 72 Hours	100%	97.77%	98.14%	99.53%	99.62%	99.61%	98.95%	99.00%	99.25%	99.17%	98.94%	99.11%	99.09%	97.15%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0	0

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Reported To Commission Quarterly: - Mthly Results													
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)													
Total # Installation Orders Completed	3898	3873	3524	3900	3590	3431	3492	3039	3228	3445	3292	3001	3042
# Of Installation Orders Not Completed In 90 Days	0	2	0	4	2	1	1	4	0	3	1	1	2
% Orders Completed In 90 Days	99%	100.00%	99.95%	100.00%	99.90%	99.94%	99.97%	99.97%	99.87%	100.00%	99.91%	99.97%	99.97%
Reported To Commission Quarterly:													
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)													
Total # Installation Orders Completed	12159			11297			10513			9712			9335
# Of Installation Orders Not Completed In 90 Days	1			6			4			7			4
% Orders Completed In 90 Days	99%	99.99%		99.95%			99.96%			99.93%			99.96%
Reported To Commission Every Six Months: - Mthly Results													
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4b)													
Total # Installation Orders Completed	3898	3873	3524	3900	3590	3431	3492	3039	3228	3445	3292	3001	3042
# Of Inst Orders Not Completed In 180 Days	0	0	0	0	0	0	0	2	0	0	0	1	0
% Orders Completed In 180 Days	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.93%	100.00%	100.00%	100.00%	99.97%	100.00%
Reported To Commission Every Six Months:													
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4b)													
Total # Installation Orders Completed	25170						21810						19047
# Of Inst Orders Not Completed In 180 Days	0	2					0						3
% Orders Completed In 180 Days	100%	99.99%					100.00%						99.98%