

**NORTHWEST DIVISION
2011 COMMISSION PERSPECTIVE**

WASHINGTON

OBJ	MAY 10	JUN 10	JUL 10	AUG 10	SEP 10	OCT 10	NOV 10	DEC 10	JAN 11	FEB 11	MAR 11	APR 11	
Reported To Commission Monthly:													
MISSED APPOINTMENTS (WAC 439 sub 3)													
Total # Fielded Service Orders	2181	2233	2193	2241	2459	2312	1999	2380	2074	2074	2248	1874	
# Of Service Orders With Appointments	1987	1687	704	875	964	1048	666	816	722	889	973	796	
# Of Service Order Appointments Missed	113	133	0	78	0	0	2	2	3	6	1	7	
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0	
Total # Dispatched Trouble Tickets	3618	3600	3530	3833	3706	3168	3813	4249	3789	2924	3305	2739	
# Of Trouble Tickets With 4 Hour Appointments	241	271	247	128	116	156	166	210	184	184	319	257	
# Of Trouble Ticket Appointments Missed	44	49	26	16	20	19	22	21	17	16	18	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	2419	2835	2423	2678	2876	2758	2553	2579	2308	2194	2428	2078	
# Due Dated Serv Orders Not Completed In 5 Days	83	214	177	356	162	126	49	137	44	50	35	42	
# Customer Requested Service Orders Completed	1002	611	556	483	516	500	401	436	407	481	597	488	
# C R Service Order Due Dates Missed	22	21	16	19	30	7	12	7	3	8	8	8	
% Installation Commitments Met	90%	96.93%	93.18%	93.52%	88.14%	94.34%	95.92%	97.94%	95.22%	98.27%	97.83%	98.58%	98.05%
SUMMARY TROUBLE REPORTS (WAC 439 sub 6)													
Network Trouble per 100 Access Lines	4 per 100	0.76	0.75	0.85	0.8	0.80	0.70	0.81	0.91	0.85	0.70	0.76	0.62
# Of CO's Missing Objective 2 consecutive mos or 4 in last 12		1	0	0	0	0	0	0	0	0	0	0	0
SWITCHING REPORT (WAC 439 sub 7)													
Inter Office Call Completions	98%	99.81	99.87	99.95	99.68	99.79	99.91	n/a	99.73	99.74	99.94	99.96	99.99
Intra Office Call Completions	99%	99.94	99.97	99.98	99.99	99.98	99.98	n/a	99.99	99.98	99.86	99.97	99.96
Dial Tone W/I 3 Seconds	98%	99.91	99.96	99.89	99.95	99.94	99.9	n/a	99.91	99.94	99.98	99.93	99.95
TRUNK BLOCKING REPORT (WAC 439 sub 8)													
% Trunk Groups Meeting Defined Blocking Criteria	99%	98.85	98.62	98.53	98.16	98.83	99.3	97.44	98.86	98.87	98.39	99.07	99.54
REPAIR REPORT (WAC 439 sub 9)													
# Of Out Of Service Trouble Reports		2745	2616	2923	2863	2665	2300	2859	3161	2577	2208	2298	1761
# OOS Trouble Reports Cleared In 48 Hours		2695	2575	2891	2812	2584	2276	2812	3056	2564	2192	2257	1731
# OOS Trouble Reports Not Cleared In 48 Hours	0	50	41	32	51	81	24	47	105	13	16	41	30
% OOS Trouble Cleared In 48 Hours	100%	98.18%	98.43%	98.91%	98.22%	96.96%	98.96%	98.36%	96.68%	99.50%	99.28%	98.22%	98.30%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0
# Of Non-Out Of Service Trouble Reports		1626	1702	1742	1686	1694	1577	1644	1825	1847	1396	1593	1350
# Non-OOS Trouble Rpts Cleared In 72 Hours		1609	1685	1729	1672	1676	1563	1629	1773	1842	1393	1586	1337
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	0	17	17	13	14	18	14	15	52	5	3	7	13
% Non-OOS Trouble Cleared In 72 Hours	100%	98.95%	99.00%	99.25%	99.17%	98.94%	99.11%	99.09%	97.15%	99.73%	99.79%	99.56%	99.04%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0