

**NORTHWEST DIVISION  
2011 COMMISSION PERSPECTIVE**

**WASHINGTON**

OBJ	JUN 10	JUL 10	AUG 10	SEP 10	OCT 10	NOV 10	DEC 10	JAN 11	FEB 11	MAR 11	APR 11	MAY 11	
<b>Reported To Commission Monthly:</b>													
<b>MISSED APPOINTMENTS (WAC 439 sub 3)</b>													
Total # Fielded Service Orders	2233	2193	2241	2459	2312	1999	2380	2074	2074	2248	1874	1585	
# Of Service Orders With Appointments	1687	704	875	964	1048	666	816	722	889	973	796	578	
# Of Service Order Appointments Missed	133	0	78	0	0	2	2	3	6	1	7	3	
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0	
Total # Dispatched Trouble Tickets	3600	3530	3833	3706	3168	3813	4249	3789	2924	3305	2739	2812	
# Of Trouble Tickets With 4 Hour Appointments	271	247	128	116	156	166	210	184	184	319	257	195	
# Of Trouble Ticket Appointments Missed	49	26	16	20	19	22	21	17	16	18	16	14	
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0	
<b>INSTALL OF BASIC SERVICE (WAC 439 sub 4)</b>													
# Due Dated Installation Service Orders	2835	2423	2678	2876	2758	2553	2579	2308	2194	2428	2078	1871	
# Due Dated Serv Orders Not Completed In 5 Days	214	177	356	162	126	49	137	44	50	35	42	41	
# Customer Requested Service Orders Completed	611	556	483	516	500	401	436	407	481	597	488	483	
# C R Service Order Due Dates Missed	21	16	19	30	7	12	7	3	8	8	8	6	
% Installation Commitments Met	90%	93.18%	93.52%	88.14%	94.34%	95.92%	97.94%	95.22%	98.27%	97.83%	98.58%	98.05%	98.00%
<b>SUMMARY TROUBLE REPORTS (WAC 439 sub 6)</b>													
Network Trouble per 100 Access Lines	4 per 100	0.75	0.85	0.8	0.80	0.70	0.81	0.91	0.85	0.70	0.76	0.62	0.62
# Of CO's Missing Objective 2 consecutive mos or 4 in last 12		0	0	0	0	0	0	0	0	0	0	0	0
<b>SWITCHING REPORT (WAC 439 sub 7)</b>													
Inter Office Call Completions	98%	99.87	99.95	99.68	99.79	99.91	n/a	99.73	99.74	99.94	99.96	99.99	100
Intra Office Call Completions	99%	99.97	99.98	99.99	99.98	99.98	n/a	99.99	99.98	99.86	99.97	99.96	99.98
Dial Tone W/I 3 Seconds	98%	99.96	99.89	99.95	99.94	99.9	n/a	99.91	99.94	99.98	99.93	99.95	99.95
<b>TRUNK BLOCKING REPORT (WAC 439 sub 8)</b>													
% Trunk Groups Meeting Defined Blocking Criteria	99%	98.62	98.53	98.16	98.83	99.3	97.44	98.86	98.87	98.39	99.07	99.54	99.77
<b>REPAIR REPORT (WAC 439 sub 9)</b>													
# Of Out Of Service Trouble Reports		2616	2923	2863	2665	2300	2859	3161	2577	2208	2298	1761	1995
# OOS Trouble Reports Cleared In 48 Hours		2575	2891	2812	2584	2276	2812	3056	2564	2192	2257	1731	1981
# OOS Trouble Reports Not Cleared In 48 Hours	0	41	32	51	81	24	47	105	13	16	41	30	14
% OOS Trouble Cleared In 48 Hours	100%	98.43%	98.91%	98.22%	96.96%	98.96%	98.36%	96.68%	99.50%	99.28%	98.22%	98.30%	99.30%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0				
# Of Non-Out Of Service Trouble Reports		1702	1742	1686	1694	1577	1644	1825	1847	1396	1593	1350	1270
# Non-OOS Trouble Rpts Cleared In 72 Hours		1685	1729	1672	1676	1563	1629	1773	1842	1393	1586	1337	1266
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	0	17	13	14	18	14	15	52	5	3	7	13	4
% Non-OOS Trouble Cleared In 72 Hours	100%	99.00%	99.25%	99.17%	98.94%	99.11%	99.09%	97.15%	99.73%	99.79%	99.56%	99.04%	99.69%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0