

**NORTHWEST DIVISION
2011 COMMISSION PERSPECTIVE**

WASHINGTON

OBJ	SEP 10	OCT 10	NOV 10	DEC 10	JAN 11	FEB 11	MAR 11	APR 11	MAY 11	JUN 11	JUL 11	AUG 11	
Reported To Commission Monthly:													
MISSED APPOINTMENTS (WAC 439 sub 3)													
Total # Fielded Service Orders	2459	2312	1999	2380	2074	2074	2248	1874	1723	1723	1857	2022	
# Of Service Orders With Appointments	964	1048	666	816	722	889	973	796	578	569	602	668	
# Of Service Order Appointments Missed	0	0	2	2	3	6	1	7	3	14	3	5	
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0	
Total # Dispatched Trouble Tickets	3706	3168	3813	4249	3789	2924	3305	2739	2812	3184	2952	3078	
# Of Trouble Tickets With 4 Hour Appointments	116	156	166	210	184	184	319	257	195	293	247	246	
# Of Trouble Ticket Appointments Missed	20	19	22	21	17	16	18	16	14	19	14	28	
# 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	2876	2758	2553	2579	2308	2194	2428	2078	1871	1874	1994	2186	
# Due Dated Serv Orders Not Completed In 5 Days	162	126	49	137	44	50	35	42	41	56	30	49	
# Customer Requested Service Orders Completed	516	500	401	436	407	481	597	488	483	551	512	530	
# C R Service Order Due Dates Missed	30	7	12	7	3	8	8	8	6	4	4	8	
% Installation Commitments Met	90%	94.34%	95.92%	97.94%	95.22%	98.27%	97.83%	98.58%	98.05%	98.00%	97.53%	98.64%	97.90%
SUMMARY TROUBLE REPORTS (WAC 439 sub 6)													
Network Trouble per 100 Access Lines	4 per 100	0.80	0.70	0.81	0.91	0.85	0.70	0.76	0.62	0.62	0.73	0.85	0.73
# Of CO's Missing Objective 2 consecutive mos or 4 in last 12		0	0	0	0	0	0	0	0	0	0	0	1
SWITCHING REPORT (WAC 439 sub 7)													
Inter Office Call Completions	98%	99.79	99.91	n/a	99.73	99.74	99.94	99.96	99.99	100.00	100.00	99.97	99.99
Intra Office Call Completions	99%	99.98	99.98	n/a	99.99	99.98	99.86	99.97	99.96	99.98	99.98	99.96	99.97
Dial Tone W/I 3 Seconds	98%	99.94	99.9	n/a	99.91	99.94	99.98	99.93	99.95	99.95	99.95	99.95	99.96
TRUNK BLOCKING REPORT (WAC 439 sub 8)													
% Trunk Groups Meeting Defined Blocking Criteria	99%	98.83	99.3	97.44	98.86	98.87	98.39	99.07	99.54	99.77	100.00	99.31	98.85
REPAIR REPORT (WAC 439 sub 9)													
# Of Out Of Service Trouble Reports		2665	2300	2859	3161	2577	2208	2298	1761	1995	2217	2685	2119
# OOS Trouble Reports Cleared In 48 Hours		2584	2276	2812	3056	2564	2192	2257	1731	1981	2183	2638	2055
# OOS Trouble Reports Not Cleared In 48 Hours	0	81	24	47	105	13	16	41	30	14	34	47	64
% OOS Trouble Cleared In 48 Hours	100%	96.96%	98.96%	98.36%	96.68%	99.50%	99.28%	98.22%	98.30%	99.30%	98.47%	98.25%	96.98%
# OOS Trouble Exempted		0	0	0	0	0							
# Of Non-Out Of Service Trouble Reports		1694	1577	1644	1825	1847	1396	1593	1350	1270	1522	1407	1484
# Non-OOS Trouble Rpts Cleared In 72 Hours		1676	1563	1629	1773	1842	1393	1586	1337	1266	1515	1392	1465
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	0	18	14	15	52	5	3	7	13	4	7	15	19
% Non-OOS Trouble Cleared In 72 Hours	100%	98.94%	99.11%	99.09%	97.15%	99.73%	99.79%	99.56%	99.04%	99.69%	99.54%	98.93%	98.72%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0