

**NORTHWEST DIVISION  
2011 COMMISSION PERSPECTIVE**

**WASHINGTON**

OBJ	DEC 10	JAN 11	FEB 11	MAR 11	APR 11	MAY 11	JUN 11	JUL 11	AUG 11	SEP 11	OCT 11	NOV 11	
<b>Reported To Commission Monthly:</b>													
<b>MISSED APPOINTMENTS (WAC 439 sub 3)</b>													
Total # Fielded Service Orders	2380	2074	2074	2248	1874	1585	1723	1857	2022	1889	1832	1542	
# Of Service Orders With Appointments	816	722	889	973	796	578	569	602	668	677	589	514	
# Of Service Order Appointments Missed	2	3	6	1	7	3	14	3	5	21	54	0	
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0	
Total # Dispatched Trouble Tickets	4249	3789	2924	3305	2739	2812	3184	2952	3078	2726	2817	2957	
# Of Trouble Tickets With 4 Hour Appointments	210	184	184	319	257	195	293	247	246	235	304	264	
# Of Trouble Ticket Appointments Missed	21	17	16	18	16	14	19	14	28	21	29	27	
# 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	2579	2308	2194	2428	2078	1871	1873	1994	2186	2241	2090	2275	
# Due Dated Serv Orders Not Completed In 5 Days	137	44	50	35	42	41	56	30	49	90	500	33	
# Customer Requested Service Orders Completed	436	407	481	597	488	483	551	512	530	495	360	374	
# C R Service Order Due Dates Missed	7	3	8	8	8	6	4	4	8	0	16	0	
% Installation Commitments Met	90%	95.22%	98.27%	97.83%	98.58%	98.05%	98.00%	97.52%	98.64%	97.90%	96.71%	78.94%	98.75%
<b>SUMMARY TROUBLE REPORTS (WAC 439 sub 6)</b>													
Network Trouble per 100 Access Lines	4 per 100	0.91	0.85	0.70	0.76	0.62	0.62	0.73	0.85	0.73	0.68	0.68	0.73
# Of CO's Missing Objective 2 consecutive mos or 4 in last 12		0	0	0	0	0	0	0	1	0	0	0	
<b>SWITCHING REPORT (WAC 439 sub 7)</b>													
Inter Office Call Completions	98%	99.73	99.74	99.94	99.96	99.99	100.00	100.00	99.97	99.99	99.86	99.86	99.85
Intra Office Call Completions	99%	99.99	99.98	99.86	99.97	99.96	99.98	99.98	99.96	99.97	99.97	99.97	99.98
Dial Tone W/I 3 Seconds	98%	99.91	99.94	99.98	99.93	99.95	99.95	99.95	99.96	99.95	99.95	99.94	
<b>TRUNK BLOCKING REPORT (WAC 439 sub 8)</b>													
% Trunk Groups Meeting Defined Blocking Criteria	99%	98.86	98.87	98.39	99.07	99.54	99.77	100.00	99.31	98.85	99.31	99.30	99.54
<b>REPAIR REPORT (WAC 439 sub 9)</b>													
# Of Out Of Service Trouble Reports		3161	2577	2208	2298	1761	1995	2217	2685	2119	1954	1709	2038
# OOS Trouble Reports Cleared In 48 Hours		3056	2564	2192	2257	1731	1981	2183	2638	2055	1914	1671	2000
# OOS Trouble Reports Not Cleared In 48 Hours	0	105	13	16	41	30	14	34	47	64	40	38	38
% OOS Trouble Cleared In 48 Hours	100%	96.68%	99.50%	99.28%	98.22%	98.30%	99.30%	98.47%	98.25%	96.98%	97.95%	97.78%	98.14%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0
# Of Non-Out Of Service Trouble Reports		1825	1847	1396	1593	1350	1270	1522	1407	1484	1419	1488	1474
# Non-OOS Trouble Rpts Cleared In 72 Hours		1773	1842	1393	1586	1337	1266	1515	1392	1465	1400	1479	1457
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	0	52	5	3	7	13	4	7	15	19	19	9	17
% Non-OOS Trouble Cleared In 72 Hours	100%	97.15%	99.73%	99.79%	99.56%	99.04%	99.69%	99.54%	98.93%	98.72%	98.66%	99.40%	98.85%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0