

**NORTHWEST DIVISION
2011 COMMISSION PERSPECTIVE**

WASHINGTON

| OBJ | JAN 11 | FEB 11 | MAR 11 | APR 11 | MAY 11 | JUN 11 | JUL 11 | AUG 11 | SEP 11 | OCT 11 | NOV 11 | DEC 11 | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|--------|
| Reported To Commission Monthly: | | | | | | | | | | | | | |
| MISSED APPOINTMENTS (WAC 439 sub 3) | | | | | | | | | | | | | |
| Total # Fielded Service Orders | 2074 | 2074 | 2248 | 1874 | 1585 | 1723 | 1857 | 2022 | 1889 | 1832 | 1542 | 1426 | |
| # Of Service Orders With Appointments | 722 | 889 | 973 | 796 | 578 | 569 | 602 | 668 | 677 | 589 | 514 | 493 | |
| # Of Service Order Appointments Missed | 3 | 6 | 1 | 7 | 3 | 14 | 3 | 5 | 21 | 54 | 0 | 22 | |
| # Of Excluded Appointments | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Total # Dispatched Trouble Tickets | 3789 | 2924 | 3305 | 2739 | 2812 | 3184 | 2952 | 3078 | 2726 | 2817 | 2957 | 3116 | |
| # Of Trouble Tickets With 4 Hour Appointments | 184 | 184 | 319 | 257 | 195 | 293 | 247 | 246 | 235 | 304 | 264 | 344 | |
| # Of Trouble Ticket Appointments Missed | 17 | 16 | 18 | 16 | 14 | 19 | 14 | 28 | 21 | 29 | 27 | 33 | |
| # 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 | 2308 | 2194 | 2428 | 2078 | 1871 | 1873 | 1994 | 2186 | 2241 | 2090 | 2275 | 2073 | |
| # Due Dated Serv Orders Not Completed In 5 Days | 44 | 50 | 35 | 42 | 41 | 56 | 30 | 49 | 90 | 500 | 33 | 154 | |
| # Customer Requested Service Orders Completed | 407 | 481 | 597 | 488 | 483 | 551 | 512 | 530 | 495 | 360 | 374 | 285 | |
| # C R Service Order Due Dates Missed | 3 | 8 | 8 | 8 | 6 | 4 | 4 | 8 | 0 | 16 | 0 | 10 | |
| % Installation Commitments Met | 90% | 98.27% | 97.83% | 98.58% | 98.05% | 98.00% | 97.52% | 98.64% | 97.90% | 96.71% | 78.94% | 98.75% | 93.04% |
| SUMMARY TROUBLE REPORTS (WAC 439 sub 6) | | | | | | | | | | | | | |
| Network Trouble per 100 Access Lines | 4 per 100 | 0.85 | 0.70 | 0.76 | 0.62 | 0.62 | 0.73 | 0.85 | 0.73 | 0.68 | 0.68 | 0.73 | 0.85 |
| # Of CO's Missing Objective 2 consecutive mos or 4 in last 12 | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| SWITCHING REPORT (WAC 439 sub 7) | | | | | | | | | | | | | |
| Inter Office Call Completions | 98% | 99.74 | 99.94 | 99.96 | 99.99 | 100.00 | 100.00 | 99.97 | 99.99 | 99.86 | 99.86 | 99.85 | 99.91 |
| Intra Office Call Completions | 99% | 99.98 | 99.86 | 99.97 | 99.96 | 99.98 | 99.98 | 99.96 | 99.97 | 99.97 | 99.97 | 99.98 | 99.82 |
| Dial Tone W/I 3 Seconds | 98% | 99.94 | 99.98 | 99.93 | 99.95 | 99.95 | 99.95 | 99.95 | 99.96 | 99.95 | 99.95 | 99.94 | 99.92 |
| TRUNK BLOCKING REPORT (WAC 439 sub 8) | | | | | | | | | | | | | |
| % Trunk Groups Meeting Defined Blocking Criteria | 99% | 98.87 | 98.39 | 99.07 | 99.54 | 99.77 | 100.00 | 99.31 | 98.85 | 99.31 | 99.30 | 99.54 | 99.31 |
| REPAIR REPORT (WAC 439 sub 9) | | | | | | | | | | | | | |
| # Of Out Of Service Trouble Reports | | 2577 | 2208 | 2298 | 1761 | 1995 | 2217 | 2685 | 2119 | 1954 | 1709 | 2038 | 2156 |
| # OOS Trouble Reports Cleared In 48 Hours | | 2564 | 2192 | 2257 | 1731 | 1981 | 2183 | 2638 | 2055 | 1914 | 1671 | 2000 | 2135 |
| # OOS Trouble Reports Not Cleared In 48 Hours | 0 | 13 | 16 | 41 | 30 | 14 | 34 | 47 | 64 | 40 | 38 | 38 | 21 |
| % OOS Trouble Cleared In 48 Hours | 100% | 99.50% | 99.28% | 98.22% | 98.30% | 99.30% | 98.47% | 98.25% | 96.98% | 97.95% | 97.78% | 98.14% | 99.03% |
| # OOS Trouble Exempted | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| # Of Non-Out Of Service Trouble Reports | | 1847 | 1396 | 1593 | 1350 | 1270 | 1522 | 1407 | 1484 | 1419 | 1488 | 1474 | 1619 |
| # Non-OOS Trouble Rpts Cleared In 72 Hours | | 1842 | 1393 | 1586 | 1337 | 1266 | 1515 | 1392 | 1465 | 1400 | 1479 | 1457 | 1601 |
| # Non-OOS Trouble Rpts Not Cleared In 72 Hours | 0 | 5 | 3 | 7 | 13 | 4 | 7 | 15 | 19 | 19 | 9 | 17 | 18 |
| % Non-OOS Trouble Cleared In 72 Hours | 100% | 99.73% | 99.79% | 99.56% | 99.04% | 99.69% | 99.54% | 98.93% | 98.72% | 98.66% | 99.40% | 98.85% | 98.89% |
| # OOS Trouble Exempted | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

**NORTHWEST DIVISION
2011 COMMISSION PERSPECTIVE**

WASHINGTON

| OBJ | JAN 11 | FEB 11 | MAR 11 | APR 11 | MAY 11 | JUN 11 | JUL 11 | AUG 11 | SEP 11 | OCT 11 | NOV 11 | DEC 11 |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Reported To Commission Quarterly: - Mthly Results | | | | | | | | | | | | |
| INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a) | | | | | | | | | | | | |
| Total # Installation Orders Completed | 2739 | 2741 | 3040 | 2573 | 2364 | 2446 | 2530 | 2745 | 2743 | 2450 | 2654 | 2360 |
| # Of Installation Orders Not Completed In 90 Days | 1 | 2 | 3 | 4 | 2 | 5 | 1 | 2 | 0 | 3 | 1 | 1 |
| % Orders Completed In 90 Days | 99% | 99.96% | 99.93% | 99.90% | 99.84% | 99.92% | 99.80% | 99.96% | 99.93% | 100.00% | 99.88% | 99.96% |
| Reported To Commission Quarterly: | | | | | | | | | | | | |
| INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a) | | | | | | | | | | | | |
| Total # Installation Orders Completed | | | 8520 | | | 7383 | | | 8018 | | | 7464 |
| # Of Installation Orders Not Completed In 90 Days | | | 6 | | | 11 | | | 3 | | | 5 |
| % Orders Completed In 90 Days | | | 99.93% | | | 99.85% | | | 99.96% | | | 99.93% |
| Reported To Commission Every Six Months: - Mthly Results | | | | | | | | | | | | |
| INSTALLATION OF BASIC SERVICE (WAC 439 sub 4b) | | | | | | | | | | | | |
| Total # Installation Orders Completed | 2739 | 2741 | 3040 | 2573 | 2364 | 2446 | 2530 | 2745 | 2743 | 2450 | 2654 | 2360 |
| # Of Inst Orders Not Completed In 180 Days | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| % Orders Completed In 180 Days | 100% | 100.00% | 100.00% | 99.96% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| Reported To Commission Every Six Months: | | | | | | | | | | | | |
| INSTALLATION OF BASIC SERVICE (WAC 439 sub 4b) | | | | | | | | | | | | |
| Total # Installation Orders Completed | | | | | | 15903 | | | | | | 15482 |
| # Of Inst Orders Not Completed In 180 Days | | | | | | 1 | | | | | | 0 |
| % Orders Completed In 180 Days | | | | | | 99.99% | | | | | | 100.00% |