

**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	1512	
# Of Service Orders With Appointments	722	889	973	796	578	569	602	668	677	589	514	508	
# 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	2163	
# Due Dated Serv Orders Not Completed In 5 Days	44	50	35	42	41	56	30	49	90	500	33	109	
# Customer Requested Service Orders Completed	407	481	597	488	483	551	512	530	495	360	374	298	
# C R Service Order Due Dates Missed	3	8	8	8	6	4	4	8	0	16	0	0	
% Installation Commitments Met	90%	98.27%	97.83%	98.58%	98.05%	98.00%	97.52%	98.64%	97.90%	96.71%	78.94%	95.57%	
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

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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	2463
# 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			7567
# Of Installation Orders Not Completed In 90 Days			6			11			3			5
% Orders Completed In 90 Days			99%			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	2463
# 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						15585
# Of Inst Orders Not Completed In 180 Days						1						0
% Orders Completed In 180 Days						100%						100.00%