

**NORTHWEST DIVISION  
2012 COMMISSION PERSPECTIVE**

**WASHINGTON**

OBJ	MAR 11	APR 11	MAY 11	JUN 11	JUL 11	AUG 11	SEP 11	OCT 11	NOV 11	DEC 11	JAN 12	FEB 12	
<b>Reported To Commission Monthly:</b>													
<b>MISSED APPOINTMENTS (WAC 439 sub 3)</b>													
Total # Fielded Service Orders	2248	1874	1585	1723	1857	2022	1889	1832	1542	1426	1342	1690	
# Of Service Orders With Appointments	973	796	578	569	602	668	677	589	514	493	527	596	
# Of Service Order Appointments Missed	1	7	3	14	3	5	21	54	0	22	17	44	
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0	
Total # Dispatched Trouble Tickets	3305	2739	2812	3184	2952	3078	2726	2817	2957	3116	3625	2799	
# Of Trouble Tickets With 4 Hour Appointments	319	257	195	293	247	246	235	304	264	344	404	282	
# Of Trouble Ticket Appointments Missed	18	16	14	19	14	28	21	29	27	33	43	25	
# 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	2428	2078	1871	1873	1994	2186	2241	2090	2275	2073	1851	1849	
# Due Dated Serv Orders Not Completed In 5 Days	35	42	41	56	30	49	90	500	33	154	60	121	
# Customer Requested Service Orders Completed	597	488	483	551	512	530	495	360	374	285	304	356	
# C R Service Order Due Dates Missed	8	8	6	4	4	8	0	16	0	10	0	6	
% Installation Commitments Met	90%	98.58%	98.05%	98.00%	97.52%	98.64%	97.90%	96.71%	78.94%	98.75%	93.04%	97.22%	94.24%
<b>SUMMARY TROUBLE REPORTS (WAC 439 sub 6)</b>													
Network Trouble per 100 Access Lines	4 per 100	0.76	0.62	0.62	0.73	0.85	0.73	0.68	0.68	0.73	0.85	0.89	0.69
# Of CO's Missing Objective 2 consecutive mos or 4 in last 12		0	0	0	0	0	1	0	0	0	0	0	0
<b>SWITCHING REPORT (WAC 439 sub 7)</b>													
Inter Office Call Completions	98%	99.96	99.99	100.00	100.00	99.97	99.99	99.86	99.86	99.85	99.91	98.42	99.94
Intra Office Call Completions	99%	99.97	99.96	99.98	99.98	99.96	99.97	99.97	99.97	99.98	99.82	99.94	99.97
Dial Tone W/I 3 Seconds	98%	99.93	99.95	99.95	99.95	99.95	99.96	99.95	99.95	99.94	99.92	99.93	99.97
<b>TRUNK BLOCKING REPORT (WAC 439 sub 8)</b>													
% Trunk Groups Meeting Defined Blocking Criteria	99%	99.07	99.54	99.77	100.00	99.31	98.85	99.31	99.30	99.54	99.31	97.01	99.54
<b>REPAIR REPORT (WAC 439 sub 9)</b>													
# Of Out Of Service Trouble Reports		2298	1761	1995	2217	2685	2119	1954	1709	2038	2156	2529	1755
# OOS Trouble Reports Cleared In 48 Hours		2257	1731	1981	2183	2638	2055	1914	1671	2000	2135	2440	1717
# OOS Trouble Reports Not Cleared In 48 Hours	0	41	30	14	34	47	64	40	38	38	21	89	38
% OOS Trouble Cleared In 48 Hours	100%	98.22%	98.30%	99.30%	98.47%	98.25%	96.98%	97.95%	97.78%	98.14%	99.03%	96.48%	97.83%
# OOS Trouble Exempted													
# Of Non-Out Of Service Trouble Reports		1593	1350	1270	1522	1407	1484	1419	1488	1474	1619	1787	1550
# Non-OOS Trouble Rpts Cleared In 72 Hours		1586	1337	1266	1515	1392	1465	1400	1479	1457	1601	1756	1539
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	0	7	13	4	7	15	19	19	9	17	18	31	11
% Non-OOS Trouble Cleared In 72 Hours	100%	99.56%	99.04%	99.69%	99.54%	98.93%	98.72%	98.66%	99.40%	98.85%	98.89%	98.27%	99.29%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0