

Washington Utilities and Transportation Commission
Docket UT-190574
Response of Joint Applicants
to Bench Request No. 1
Response Date: January 16, 2020

BENCH REQUEST NO. 1:

Please provide a copy of all service quality reports for the operations of Frontier NW in the state of Washington that have been prepared for, or provided to, the Commission, its staff, or the Federal Communications Commission for the last six months in which those reports have been prepared.

Response:

Per General Order R-580 dated March 26, 2015 in Docket UT-140680, effective April 26, 2015, the company must maintain records for three years for the following:

- (1) Switching (inter-, intra office call completion, Dial tone),
- (2) Trunk blocking,
- (3) Answer performance for business office and repair and
- (4) Repair (OOS cleared in 48 hours).

All metrics are maintained on a state-wide basis and are kept internal and not filed with the Commission, its staff or the FCC. See attached confidential files named “WA June-Nov 2019 service metrics” and “WA June-Nov 2019 trunks”.

NON IXC DEDICATED GROUPS

TGID	CLLI-A	CLLI-Z	PL	RF	TYF	TRKS	BLK AB	% BLK PEAK	PBH	ACTION TAKEN
GN242578	WNTCWAXX01T	WNTCWAXX4MD	77		DT					
GW011276	EVRTWAXA03T	EVRTWAXCCG1	77		DT					
GW011284	EVRTWAXA03T	LKSTWAXADS1	77		DT					
GW011288	EVRTWAXA03T	SLLKWAXADS1	77		DT					
GW058727	BRPTWAXXDS1	WNTCWAXX01T	77		DT					
GW058728	BRWSWAXADS1	WNTCWAXX01T	77		DT					

IXC DEDICATED GROUPS

Trunk Group Detail WAC 480-120-401 (3)										
TGID	CLLI-A	CLLI-Z	PL	RF	TYF	TRKS	BLK AB	% BLK PEAK	PBH	ACTION TAKEN
GN106417	EVRTWAAFAMD	EVRTWAXA03T	77		TD					
GN543227	EVRTWAXAGMD	EVRTWAXA03T	77		TD					
GN591254	EVRTWAXCFMD	MTVRWAXX05T	77		TD					
GW068255	WNTCWAXX01T	YAKMWA01AMD	77		TD					

Shaded information is designated as confidential per WAC 480-07-160

NON IXC DEDICATED GROUPS

TGID	CLLI-A	CLLI-Z	PL	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN
GW011274	ARTNWAXXDS1	EVRTWAXA03T	77	DT					
GW011277	EVRTWAXA03T	EVRTWAXFCG0	77	DT					
GW011284	EVRTWAXA03T	LKSTWAXADS1	77	DT					
GW011286	EVRTWAXA03T	MRWYWAXACG0	77	DT					
GW011662	ANCRWAXXDS1	EVRTWAXA03T	77	DT					
GW012067	EVRTWAXA03T	OKHRWAXXDS1	77	DT					
GW058298	LACNWAXXDS0	MTVRWAXX05T	77	DT					
GW058753	SOLKWAXXDS1	WNTCWAXX01T	77	DT					

IXC DEDICATED GROUPS

Trunk Group Detail WAC 480-120-401 (3)									
TGID	CLLI-A	CLLI-Z	PL	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN
GN591254	EVRTWAXCFMD	MTVRWAXX05T	77	TD					

Shaded information is designated as confidential per WAC 480-07-160

NON IXC DEDICATED GROUPS

TGID	CLLI-A	CLLI-Z	PL	F TY	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN
GN242578	WNTCWAXX01T	WNTCWAXX4MD	77	DT					
GW011276	EVRTWAXA03T	EVRTWAXCCG1	77	DT					
GW011284	EVRTWAXA03T	LKSTWAXADS1	77	DT					
GW023827	EVRTWAXA03T	HLLKWAXXDS0	77	DT					
GW026619	EVRTWAXA03T	JUNTWAXADS0	77	DT					
GW026925	EVRTWAXA03T	KRLDWAXXDS0	77	DT					
GW058656	DMNGWAXADS0	MTVRWAXX05T	77	DT					

IXC DEDICATED GROUPS

Trunk Group Detail WAC 480-120-401 (3)									
TGID	CLLI-A	CLLI-Z	PL	F TY	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN
GN104565	MTVRWAXX05T	STTLWAWBXRY	77	TD					

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NON IXC DEDICATED GROUPS

TGID	CLLI-A	CLLI-Z	PL	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN
GN543893	EVRTWAXA03T	EVRTWAXC0MD	77	DT					
GW011276	EVRTWAXA03T	EVRTWAXCCG1	77	DT					
GW011284	EVRTWAXA03T	LKSTWAXADS1	77	DT					
GW011286	EVRTWAXA03T	MRWYWAXACG0	77	DT					
GW011288	EVRTWAXA03T	SLLKWAXADS1	77	DT					
GW023827	EVRTWAXA03T	HLLKWAXXDS0	77	DT					

IXC DEDICATED GROUPS

Trunk Group Detail WAC 480-120-401 (3)									
TGID	CLLI-A	CLLI-Z	PL	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN
GN106417	EVRTWAAFAM	EVRTWAXA03T	77	TD					
GN591254	EVRTWAXCFM	MTVRWAXX05T	77	TD					

Shaded information is designated as confidential per WAC 480-07-160

NON IXC DEDICATED GROUPS

TGID	CLLI-A	CLLI-Z	PL	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN
GN242578	WNTCWAXX01T	WNTCWAXX4MD	77	DT					
GW011284	EVRTWAXA03T	LKSTWAXADS1	77	DT					
GW011289	EVRTWAXA03T	SNHSWAXXDS1	77	DT					
GW011662	ANCRWAXXDS1	EVRTWAXA03T	77	DT					
GW012067	EVRTWAXA03T	OKHRWAXXDS1	77	DT					
GW012075	EVRTWAXA03T	SMSHWAXADS1	77	DT					
GW029990	KNWCWAXA01T	RCLDWAXBDS1	77	DT					
GW058298	LACNWAXXDS0	MTVRWAXX05T	77	DT					
GW058648	BRBAWAXADS0	MTVRWAXX05T	77	DT					
GW058656	DMNGWAXADS0	MTVRWAXX05T	77	DT					
GW058731	MNSNWAXADS0	WNTCWAXX01T	77	DT					
GW080788	MTVRWAXFPSA	MTVRWAXX05T	77	DT					
GW140367	LYNDWAXXDS1	MTVRWAXX05T	77	DT					

IXC DEDICATED GROUPS

Trunk Group Detail WAC 480-120-401 (3)									
TGID	CLLI-A	CLLI-Z	PL	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN
GN543143_1	EVRTWAXAXEX	EVRTWAXA03T	77	TD					

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NON IXC DEDICATED GROUPS

TGID	CLLI-A	CLLI-Z	PL	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN
GN242578	WNTCWAXX01T	WNTCWAXX4MD	77	DT					
GW011276	EVRTWAXA03T	EVRTWAXCCG1	77	DT					
GW011284	EVRTWAXA03T	LKSTWAXADS1	77	DT					
GW011286	EVRTWAXA03T	MRWYWAXACG0	77	DT					
GW011288	EVRTWAXA03T	SLLKWAXADS1	77	DT					
GW026925	EVRTWAXA03T	KRLDWAXXDS0	77	DT					

IXC DEDICATED GROUPS

Trunk Group Detail WAC 480-120-401 (3)									
TGID	CLLI-A	CLLI-Z	PL	TRF TYPE	TRKS	% BLK ABH	% BLK PEAK	PBH	ACTION TAKEN
GN542363	KNWCWAXA01T	WLWLWA019MD	77	TD					
GN106350	EWNCWABC6M	WNTCWAXX01T	77	TD					
GN540470	WNTCWAXX01T	WNTCWAXXQMD	77	TD					
GW068255	WNTCWAXX01T	YAKMWA01AMD	77	TD					

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2019 COMMISSION PERSPECTIVE

WASHINGTON

	OBJ	JUN 19	JUL 19	AUG 19	SEP 19	OCT 19	NOV 19
Report Not Filed w/ UTC - Maintain records for 3 years*							
ANSWER PERFORMANCE (WAC -133 & -439 (1))							
Business Office	60 ASA						
Repair	60 ASA						
SWITCHING REPORT (WAC -401 & 439(1))							
Inter Office Call Completions	98%						
Intra Office Call Completions	99%						
Dial Tone W/I 3 Seconds	98%						
TRUNK BLOCKING REPORT (WAC -401 & 439(1))							
% Trunk Groups Meeting Defined Blocking Criteria	99%						
REPAIR REPORT (WAC 439 (1))**							
# Of Out Of Service Trouble Reports							
# OOS Trouble Reports Cleared In 48 Hours							
# OOS Trouble Reports Not Cleared In 48 Hours	0						
% OOS Trouble Cleared In 48 Hours	100%						

* Per General Order R-580 dated March 26, 2015 in Docket UT-140680, effective April 26, 2015, the company must maintain records for three years for the following: Switching (inter-, intra office call completion, Dial tone), trunk blocking, answer

** August 5, 2015 - Bill Wieman at the WUTC said that the UTC made an error when they struck the requirements of service repair interruption reports in WAC480-120-440. The report is struck. What is not struck is the 48 hour repair standard. They