

**NORTHWEST DIVISION
2005 COMMISSION PERSPECTIVE**

WASHINGTON

OBJ	SEP 04	OCT 04	NOV 04	DEC 04	JAN 05	FEB 05	MAR 05	APR 05	MAY 05	JUN 05	JUL 05	AUG 05
Reported To Commission Monthly:												
MISSED APPOINTMENTS (WAC 439 sub 3)												
Total # Fielded Service Orders	4978	4683	4045	4060	3915	3909	4223	4123	3988	4148	4007	4769
# Of Service Orders With Appointments	1235	1158	1017	1046	1122	981	1054	1060	1046	1014	1074	1362
# Of Service Order Appointments Missed	358	317	251	257	171	118	150	175	162	223	311	406
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0
Total # Dispatched Trouble Tickets	5451	5255	5376	6194	6470	4240	4801	4629	5067	5624	5078	5060
# Of Trouble Tickets With 4 Hour Appointments	622	513	480	453	368	299	315	289	232	849	2100	1674
# Of Trouble Ticket Appointments Missed	70	43	57	64	32	20	17	19	24	95	294	169
# 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	8483	7242	6882	6459	6659	6203	7037	7253	7100	7582	7404	8864
# Due Dated Serv Orders Not Completed In 5 Days	1760	1547	1216	1029	470	359	327	730	562	948	1308	841
# Customer Requested Service Orders Completed	5117	4825	4249	3901	3879	3874	4549	4890	4798	5114	4932	5702
# C R Service Order Due Dates Missed	207	195	210	206	75	47	83	105	135	196	202	204
% Installation Commitments Met	85.54%	85.56%	87.19%	88.08%	94.83%	95.97%	96.46%	93.12%	94.14%	90.99%	87.76%	92.83%
SUMMARY TROUBLE REPORTS (WAC 439 sub 6)												
Network Trouble per 100 Access Lines	0.99	0.80	0.81	0.90	0.94	0.73	0.76	0.72	0.95	1.01	0.97	0.95
# Of CO's Missing Objective	0	0	0	0	1	1	1	1	0	0	0	0
SWITCHING REPORT (WAC 439 sub 7)												
Inter Office Call Completions	99.82	99.82	99.98	99.93	99.97	99.99	99.99	99.94	99.99	99.98	99.98	99.99
Intra Office Call Completions	99.99	99.96	100	100	100	100	100	100	100	100	100	100
Dial Tone W/I 3 Seconds	99.87	99.87	99.96	99.95	99.94	99.96	99.79	99.93	99.88	99.92	99.92	99.97
TRUNK BLOCKING REPORT (WAC 439 sub 8)												
% Trunk Groups Meeting Defined Blocking Criteria	98.37	98.36	98.82	99	99.05	99.53	99.53	98.35	99.06	99.05	99.02	98.8
# IXC Direct Trunk Grps Exceeding 2% Blocking	9	8	10	7	7	7	5	5	4	7	7	5
REPAIR REPORT (WAC 439 sub 9)												
# Of Out Of Service Trouble Reports	4734	3741	3698	3993	4766	3473	3484	3294	4501	4754	4494	4129
# OOS Trouble Reports Cleared In 48 Hours	4584	3702	3576	3930	4723	3347	3459	3265	4438	4670	4434	4086
# OOS Trouble Reports Not Cleared In 48 Hours	150	39	122	63	43	126	25	29	63	84	60	43
% OOS Trouble Cleared In 48 Hours	96.83%	98.96%	96.70%	98.42%	99.10%	96.37%	99.28%	99.12%	98.60%	98.23%	98.66%	98.96%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0
# Of Non-Out Of Service Trouble Reports	3916	3287	3301	3662	3286	2742	2958	2817	3041	3303	2640	2713
# Non-OOS Trouble Rpts Cleared In 72 Hours	3836	3267	3206	3614	3265	2732	2948	2803	3001	3248	2602	2688
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	80	20	95	48	21	10	10	14	40	55	38	25
% Non-OOS Trouble Cleared In 72 Hours	97.96%	99.39%	97.12%	98.69%	99.36%	99.64%	99.66%	99.50%	98.68%	98.33%	98.56%	99.08%
# OOS Trouble Exempted	0	0	0	0	0	0	0	0	0	0	0	0

9/24/2005

Trunk Group Detail WAC 480-120-401 (3)

TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	%BLK ABH	% BLK PEAK	PBH	Action Taken
GW051807	NWPTWAXXDS1	MTVRWAXX05T	M-	DFET	7	2.59	100.00	9:00	Blocked for 5 hrs on 08/09/05
GW052062	ANCRWAXXDS1	MTVRWAXX05T	M-	DFET	10	1.51	30.19	10:00	Blocked for 1 hr on 08/02/06
GW062064	EVRTWAXA03T	STTLWANBDS0	77	DFDT	24	0.56	5.59	8:00	Request CLEC to augment
GW075167	EVRTWAXA03T	STTLWA01DS4	77	AFDT	48	2.19	7.64	12:00	Request CLEC to augment
GW080650	EVRTWAASPS0	EVRTWAXA03T	77	AFDT	24	0.88	17.65	15:00	21 block calls on 8/15/05, none since

Trunk Group Detail WAC 480-120-401 (5)

TGID	CLLI-A	CLLI-Z	DIR	TRF TYPE	TRKS	%BLK ABH	% BLK PEAK	PBH
GW054963	MTVRWAXX05T	BOTHWAAK1MD	7-	DFTF	24	4.73	14.47	15:00
GW077685	EVRTWAXA03T	STTLWA06X6X	77	DFTD	96	3.49	69.70	10:00
GW078344	QNCYWAAE1MD	WNTEWAXX01T	77	DFTF	24	2.47	99.11	8:00
GW078929	MTVRWAXX05T	STTLWAZU4MD	7-	DFTF	192	33.49	46.12	17:00
GW079450	WNTEWAAAC2MD	WNTEWAXX01T	77	DFTF	96	5.09	96.43	0:00

WASHINGTON PUC REPORT
INSTALLATION OF BASIC SERVICE BY CENTRAL OFFICE
August, 2005

CO's	CO Code	Fielded Service Orders	SO with 4 Hour Appoint's	Appoint's Missed	Due Dated I Orders	Due Dated Orders Not Comp In 5 Days	Completed CR Orders	CR Orders Missed
ALGER	NW1ALGR							
ANACORTES	NW1ANCR							
ARLINGTON	NW1ARTN							
BIG LAKE	NW1BGLK							
BLAINE	NW1BLAN							
BENTON CITY	NW1BNCY							
BOTHELL	NW1BOTH							
BIRCH BAY	NW1BRBA							
BRIDGEPORT	NW1BRPT							
BREWSTER	NW1BRWS							
BURLINGTON CONTEL	NW1BURC							
BURLINGTON	NW1BURL							
CAMAS	NW1CAMS							
CHELAN	NW1CHLN							
CLEARVIEW	NW1CLVW							
CAMANO ISLAND	NW1CMIS							
CONCRETE	NW1CNCR							
CONWAY	NW1CNWY							
COUPEVILLE	NW1CPVL							
CURLEW	NW1CRLW							
CASHMERE	NW1CSHR							
EVERETT CASINO	NW1CSNO							
CUSTER	NW1CSTR							
DEMING	NW1DMNG							
DARRINGTON	NW1DRTN							
DUVALL 1	NW1DULL							
EDISON	NW1EDSN							
ENTIAT	NW1ENTT							
EVERETT MAIN	NW1EVRT							
EVERSON	NW1EVSN							
EAST WENATCHEE	NW1EWNC							
FERDALE	NW1FNDL							
FAIRFIELD	NW1FRFD							
FARMINGTON	NW1FRTN							
GEORGE	NW1GERG							
EVERETT	NW1GOPC							
GARFIELD	NW1GRFD							
GRANITE FALLS	NW1GRFL							
GRAYLAND	NW1GRLD							
KENNEWICK-HIGHLAND	NW1HIGH							
HALLS LAKE	NW1HLLK							
LYMAN	NW1HMTN							
JUANITA	NW1JUNT							
KENNEWICK MAIN	NW1KNWC							
KIRKLAND	NW1KRLD							
LA CONNER	NW1LACN							
LAUREL	NW1LARL							
LATAH	NW1LATH							
ACME	NW1ACME							
LAKE GOODWIN	NW1LKGW							
WATERVILLE	NW1WTVL							
LAKE STEVENS	NW1LKST							
LAKE WENATCHEE	NW1LKWN							
LOOMIS	NW1LOMS							
LEAVENWORTH	NW1LVWO							
LYNDEN	NW1LYND							
MALDEN	NW1MLDN							
MOLSON-CHESAW	NW1MLSN							
MANSFIELD	NW1MNFN							
MANSON	NW1MNSN							
MONROE	NW1MONR							
MAPLE FALLS	NW1MPFL							

WASHINGTON PUC REPORT
INSTALLATION OF BASIC SERVICE BY CENTRAL OFFICE
August, 2005

CO's	CO Code	Fielded Service Orders	SO with 4 Hour Appoint's	Appoint's Missed	Due Dated 1 Orders	Due Dated Orders Not Comp In 5 Days	Completed CR Orders	CR Orders Missed
MARBLEMOUNT	NW1MRBL							
MANOR WAY	NW1MRWY							
KENNEWICK MEADOW S	NW1MSPG							
MT VERNON CONTEL	NW1MTVC							
MOUNT VERNON	NW1MTVR							
MARYSVILLE	NW1MYVI							
NACHES	NW1NCHS							
NILE	NW1NILE							
NORTH RICHLAND	NW1NTRD							
OAKESDALE	NW1OKDL							
OAK HARBOR	NW1OKHR							
PULLMAN	NW1PLMN							
QUINCY	NW1QNCY							
RICHMOND BEACH	NW1RCBH							
ROCKFORD	NW1RCFR							
RICHLAND	NW1RCLD							
REDMOND	NW1RDMD							
ROSALIA	NW1ROSL							
REPUBLIC	NW1RPBL							
SKYKOMISH	NW1SKYK							
SILVER LAKE	NW1SLLK							
SAMMAMISH	NW1SMSH							
SNOHOMISH	NW1SNHS							
SOAP LAKE	NW1SOLK							
STANWOOD	NW1STWD							
SULTAN	NW1SULT							
SUMAS	NW1SUMS							
SEDRO-WOOLEY CONTEL	NW1SWLC							
SEDRO WOOLLEY	NW1SWLY							
TEKOA	NW1TEKO							
THORNTON	NW1THTN							
TONASKET	NW1TNSK							
WOODLAND	NW1WDLD							
WENATCHEE	NW1WNTC							
WEST RICHLAND	NW1WRLD							
WASHOUGAL	NW1WSHG							
WASHOUGAL RIVER	NW1WSHR							
WESTPORT	NW1WSPT							

**Washington State PUC Report
Customer Network Trouble Per 100 Switched Access Lines**

Central Office	CO Code	Aug-05	Aug-05
		Sw Lns	Total Rpts
ACME	NW1ACME		
ALGER	NW1ALGR		
ANACORTES	NW1ANCR		
ARLINGTON	NW1ARTN		
BENTON CITY	NW1BNCY		
BIG LAKE	NW1BGLK		
BIRCH BAY	NW1BRBA		
BLAINE	NW1BLAN		
BOTHELL	NW1BOTH		
BREWSTER	NW1BRWS		
BRIDGEPORT	NW1BRPT		
BURLINGTON	NW1BURL		
BURLINGTON CONTEL	NW1BURC		
CAMANO ISLAND	NW1CMIS		
CAMAS	NW1CAMS		
CASHMERE	NW1CSHR		
CHELAN	NW1CHLN		
CLEARVIEW	NW1CLVW		
CONCRETE	NW1CNCR		
CONWAY	NW1CNWY		
COUPEVILLE	NW1CPVL		
CURLEW	NW1CRLW		
CUSTER	NW1CSTR		
DARRINGTON	NW1DRTN		
DEMING	NW1DMNG		
DUVALL	NW1DULL		
EAST WENATCHEE	NW1EWNC		
EDISON	NW1EDSN		
ENTIAT	NW1ENTT		
EVERETT CASINO	NW1CSNO		
EVERETT MAIN	NW1EVRT		
EVERSON	NW1EVSN		
FAIRFIELD	NW1FRFD		
FARMINGTON	NW1FRTN		
FERNDALE	NW1FNDL		
GARFIELD	NW1GRFD		
GEORGE	NW1GERG		
GRANITE FALLS	NW1GRFL		
GRAYLAND	NW1GRLD		
HALLS LAKE	NW1HLLK		
JUANITA	NW1JUNT		
KENNEWICK MAIN	NW1KNWC		
KENNEWICK MEADOW	NW1MSPG		
KENNEWICK-HIGHLAN	NW1HIGH		
KIRKLAND	NW1KRLD		
LA CONNER	NW1LACN		
LAKE GOODWIN	NW1LKGW		
LAKE STEVENS	NW1LKST		
LAKE WENATCHEE	NW1LKWN		
LATAH	NW1LATH		
LAUREL	NW1LARL		
LEAVENWORTH	NW1LVWO		

**Washington State PUC Report
Customer Network Trouble Per 100 Switched Access Lines**

Central Office	CO Code	Aug-05	Aug-05
		Sw Lns	Total Rpts
LOOMIS	NW1LOMS		
LYMAN	NW1HMTN		
LYNDEN	NW1LYND		
MALDEN	NW1MLDN		
MANOR WAY	NW1MRWY		
MANSFIELD	NW1MNFD		
MANSON	NW1MNSN		
MAPLE FALLS	NW1MPFL		
MARBLEMOUNT	NW1MRBL		
MARYSVILLE	NW1MYVI		
MOLSON-CHESAW	NW1MLSN		
MONROE	NW1MONR		
MOSCOW	NW1MSCW		
MOUNT VERNON	NW1MTVR		
NACHES	NW1NCHS		
NEWPORT	NW1NWPT		
NILE	NW1NILE		
NORTH RICHLAND	NW1NTRD		
OAK HARBOR	NW1OKHR		
OAKESDALE	NW1OKDL		
PULLMAN	NW1PLMN		
QUINCY	NW1QNCY		
REDMOND	NW1RDMD		
REPUBLIC	NW1RPBL		
RICHLAND	NW1RCLD		
RICHMOND BEACH	NW1RCBH		
ROCKFORD	NW1RCFR		
ROSALIA	NW1ROSL		
SAMMAMISH	NW1SM SH		
SEDRO WOOLLEY	NW1SWLY		
SEDRO-WOOLEY CONT	NW1SWLC		
SILVER LAKE	NW1SLLK		
SKYKOMISH	NW1SKYK		
SNOHOMISH	NW1SNHS		
SOAP LAKE	NW1SOLK		
STANWOOD	NW1STWD		
STEVENS PASS	NW1STPS		
SULTAN	NW1SULT		
SUMAS	NW1SUMS		
TEKOA	NW1TEKO		
THORNTON	NW1THTN		
TONASKET	NW1TNSK		
WASHOUGAL	NW1WSHG		
WASHOUGAL RIVER	NW1WSHR		
WATERVILLE	NW1WTVL		
WENATCHEE	NW1WNTC		
WEST RICHLAND	NW1WRLD		
WESTPORT	NW1WSPT		
WOODLAND	NW1WDL D		
Washington State:			

WASHINGTON STATE SWITCHED ACCESS LINES

Central Office	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	
ACME													NW1ACME
ALGER													NW1ALGR
ANACORTES													NW1ANCR
ARLINGTON													NW1ARTN
BENTON CITY													NW1BNCY
BIG LAKE													NW1BGLK
BIRCH BAY													NW1BRBA
BLAINE													NW1BLAN
BOTHELL													NW1BOTH
BREWSTER													NW1BRWS
BRIDGEPORT													NW1BRPT
BURLINGTON													NW1BURL
BURLINGTON CONTEL													NW1BURC
CAMANO ISLAND													NW1CMIS
CAMAS													NW1CAMS
CASHMERE													NW1CSHR
CHELAN													NW1CHLN
CLEARVIEW													NW1CLVW
CONCRETE													NW1CNCR
CONWAY													NW1CNWY
COUPEVILLE													NW1CPVL
CURLEW													NW1CRLW
CUSTER													NW1CSTR
DARRINGTON													NW1DRTN
DEMING													NW1DMNG
DUVALL													NW1DULL
EAST WENATCHEE													NW1EWNC
EDISON													NW1EDSN
ENTIAT													NW1ENTT
EVERETT CASINO													NW1CSNO
EVERETT MAIN													NW1EVRT
EVERSON													NW1EVSN
FAIRFIELD													NW1FRFD
FARMINGTON													NW1FRTN
FERNDALE													NW1FNDL
GARFIELD													NW1GRFD
GEORGE													NW1GERG
GRANITE FALLS													NW1GRFL
GRAYLAND													NW1GRLD
HALLS LAKE													NW1HLLK
JUANITA													NW1JUNT
KENNEWICK MAIN													NW1KNWC
KENNEWICK MEADOW													NW1MSPG
KENNEWICK-HIGHLAN													NW1HIGH
KIRKLAND													NW1KRLD
LA CONNER													NW1LACN
LAKE GOODWIN													NW1LKGW
LAKE STEVENS													NW1LKST
LAKE WENATCHEE													NW1LKWN
LATAH													NW1LATH
LAUREL													NW1LARL
LEAVENWORTH													NW1LVWO
LOOMIS													NW1LOMS
LYMAN													NW1HMTN
LYNDEN													NW1LYND
MALDEN													NW1MLDN
MANOR WAY													NW1MRWY
MANSFIELD													NW1MNFD
MANSON													NW1MNSN
MAPLE FALLS													NW1MPFL

VzNw Trbl 12mo

WASHINGTON STATE PUC REPORT

Customer Network Trouble Per 100 Switched Access Lines

Threshold is less than = 4

CENTRAL OFF. LOCATION	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	
ACME													NW1ACME
ALGER													NW1ALGR
ANACORTES													NW1ANCR
ARLINGTON													NW1ARTN
BENTON CITY													NW1BNCY
BIG LAKE													NW1BGLK
BIRCH BAY													NW1BRBA
BLAINE													NW1BLAN
BOTHELL													NW1BOTH
BREWSTER													NW1BRWS
BRIDGEPORT													NW1BRPT
BURLINGTON													NW1BURL
BURLINGTON CONTEL													NW1BURC
CAMANO ISLAND													NW1CMIS
CAMAS													NW1CAMS
CASHMERE													NW1CSHR
CHELAN													NW1CHLN
CLEARVIEW													NW1CLVW
CONCRETE													NW1CNCR
CONWAY													NW1CNWY
COUPEVILLE													NW1CPVL
CURLEW													NW1CRLW
CUSTER													NW1CSTR
DARRINGTON													NW1DRTN
DEMING													NW1DMNG
DUVALL													NW1DULL
EAST WENATCHEE													NW1EWNC
EDISON													NW1EDSN
ENTIAT													NW1ENTT
EVERETT CASINO													NW1CSNO
EVERETT MAIN													NW1EVRT
EVERSON													NW1EVSN
FAIRFIELD													NW1FRFD
FARMINGTON													NW1FRTN
FERNDALE													NW1FNDL
GARFIELD													NW1GRFD
GEORGE													NW1GERG
GRANITE FALLS													NW1GRFL
GRAYLAND													NW1GRLD
HALLS LAKE													NW1HLLK
JUANITA													NW1JUNT
KENNEWICK MAIN													NW1KNWC
KENNEWICK MEADOW													NW1MSPG
KENNEWICK-HIGHLAN													NW1HIGH
KIRKLAND													NW1KRLD
LA CONNER													NW1LACN
LAKE GOODWIN													NW1LKGW
LAKE STEVENS													NW1LKST
LAKE WENATCHEE													NW1LKWN
LATAH													NW1LATH
LAUREL													NW1LARL
LEAVENWORTH													NW1LVWO
LOOMIS													NW1LOMS
LYMAN													NW1HMTN
LYNDEN													NW1LYND
MALDEN													NW1MLDN

WASHINGTON STATE PUC REPORT													
Customer Network Trouble Per 100 Switched Access Lines													
Threshold is less than = 4													
CENTRAL OFF. LOCATION	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	
MANOR WAY													NW1MRVY
MANSFIELD													NW1MNFD
MANSON													NW1MNSN
MAPLE FALLS													NW1MPFL
MARBLEMOUNT													NW1MRBL
MARYSVILLE													NW1MYVI
MOLSON-CHESAW													NW1MLSN
MONROE													NW1MONR
MOSCOW													NW1MSCW
MOUNT VERNON													NW1MTVR
NACHES													NW1NCHS
NEWPORT													NW1NWPT
NILE													NW1NILE
NORTH RICHLAND													NW1NTRD
OAK HARBOR													NW1OKHR
OAKESDALE													NW1OKDL
PULLMAN													NW1PLMN
QUINCY													NW1QNCY
REDMOND													NW1RDMD
REPUBLIC													NW1RPBL
RICHLAND													NW1RCLD
RICHMOND BEACH													NW1RCBH
ROCKFORD													NW1RCFR
ROSALIA													NW1ROSL
SAMMAMISH													NW1SMSh
SEDRO WOOLLEY													NW1SWLY
SEDRO-WOOLEY CONT													NW1SWLC
SILVER LAKE													NW1SLLK
SKYKOMISH													NW1SKYK
SNOHOMISH													NW1SNHS
SOAP LAKE													NW1SOLK
STANWOOD													NW1STWD
STEVENS PASS													NW1STPS
SULTAN													NW1SULT
SUMAS													NW1SUMS
TEKOA													NW1TEKO
THORNTON													NW1THTN
TONASKET													NW1TNSK
WASHOUGAL													NW1WSHG
WASHOUGAL RIVER													NW1WSHR
WATERVILLE													NW1WTVL
WENATCHEE													NW1WNTC
WEST RICHLAND													NW1WRLD
WESTPORT													NW1WSPT
WOODLAND													NW1WDLD