

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