

2012 COMMISSION PERSPECTIVE

WASHINGTON

OBJ	APR 11	MAY 11	JUN 11	JUL 11	AUG 11	SEP 11	OCT 11	NOV 11	DEC 11	JAN 12	FEB 12	MAR 12	
Reported To Commission Monthly:													
MISSED APPOINTMENTS (WAC 439 sub 3)													
Total # Fielded Service Orders	1874	1585	1723	1857	2022	1889	1832	1542	1426	1342	1690	1017	
# Of Service Orders With Appointments	796	578	569	602	668	677	589	514	493	527	596	1017	
# Of Service Order Appointments Missed	7	3	14	3	5	21	54	0	22	17	44	154	
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0	
Total # Dispatched Trouble Tickets	2739	2812	3184	2952	3078	2726	2817	2957	3116	3625	2799	1902	
# Of Trouble Tickets With 4 Hour Appointments	257	195	293	247	246	235	304	264	344	404	282	1902	
# Of Trouble Ticket Appointments Missed	16	14	19	14	28	21	29	27	33	43	25	356	
# 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	2078	1871	1873	1994	2186	2241	2090	2275	2073	1851	1849	1017	
# Due Dated Serv Orders Not Completed In 5 Days	42	41	56	30	49	90	500	33	154	60	121	0	
# Customer Requested Service Orders Completed	488	483	551	512	530	495	360	374	285	304	356	3	
# C R Service Order Due Dates Missed	8	6	4	4	8	0	16	0	10	0	6	0	
% Installation Commitments Met	90%	98.05%	98.00%	97.52%	98.64%	97.90%	96.71%	78.94%	98.75%	93.04%	97.22%	94.24%	100.00%
SUMMARY TROUBLE REPORTS (WAC 439 sub 6)													
Network Trouble per 100 Access Lines	4 per 100	0.62	0.62	0.73	0.85	0.73	0.68	0.68	0.73	0.85	0.89	0.69	0.69
# Of CO's Missing Objective 2 consecutive mos or 4 in last 12		0	0	0	0	1	0	0	0	0	0	0	0
SWITCHING REPORT (WAC 439 sub 7)													
Inter Office Call Completions	98%	99.99	100.00	100.00	99.97	99.99	99.86	99.86	99.85	99.91	98.42	99.94	99.94
Intra Office Call Completions	99%	99.96	99.98	99.98	99.96	99.97	99.97	99.97	99.98	99.82	99.94	99.97	99.97
Dial Tone W/I 3 Seconds	98%	99.95	99.95	99.95	99.95	99.96	99.95	99.95	99.94	99.92	99.93	99.97	99.97
TRUNK BLOCKING REPORT (WAC 439 sub 8)													
% Trunk Groups Meeting Defined Blocking Criteria	99%	99.54	99.77	100.00	99.31	98.85	99.31	99.30	99.54	99.31	97.01	99.54	99.54
REPAIR REPORT (WAC 439 sub 9)													
# Of Out Of Service Trouble Reports		1761	1995	2217	2685	2119	1954	1709	2038	2156	2529	1755	1548
# OOS Trouble Reports Cleared In 48 Hours		1731	1981	2183	2638	2055	1914	1671	2000	2135	2440	1717	1459
# OOS Trouble Reports Not Cleared In 48 Hours	0	30	14	34	47	64	40	38	38	21	89	38	89
% OOS Trouble Cleared In 48 Hours	100%	98.30%	99.30%	98.47%	98.25%	96.98%	97.95%	97.78%	98.14%	99.03%	96.48%	97.83%	94.25%
# OOS Trouble Exempted													
# Of Non-Out Of Service Trouble Reports		1350	1270	1522	1407	1484	1419	1488	1474	1619	1787	1550	1313
# Non-OOS Trouble Rpts Cleared In 72 Hours		1337	1266	1515	1392	1465	1400	1479	1457	1601	1756	1539	1305
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	0	13	4	7	15	19	19	9	17	18	31	11	8
% Non-OOS Trouble Cleared In 72 Hours	100%	99.04%	99.69%	99.54%	98.93%	98.72%	98.66%	99.40%	98.85%	98.89%	98.27%	99.29%	99.39%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0

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Reported To Commission Quarterly: - Mthly Results													
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)													
Total # Installation Orders Completed	2573	2364	2446	2530	2745	2743	2450	2654	2360	2155	2206	1020	
# Of Installation Orders Not Completed In 90 Days	4	2	5	1	2	0	3	1	1	1	3	0	
% Orders Completed In 90 Days	99%	99.84%	99.92%	99.80%	99.96%	99.93%	100.00%	99.88%	99.96%	99.96%	99.95%	99.86%	100.00%
Reported To Commission Quarterly:													
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)													
Total # Installation Orders Completed			7383			8018			7464			5381	
# Of Installation Orders Not Completed In 90 Days			11			3			5			4	
% Orders Completed In 90 Days	99%		99.85%			99.96%			99.93%			99.93%	