

2012 COMMISSION PERSPECTIVE

WASHINGTON

OBJ	AUG 11	OCT 11	NOV 11	DEC 11	JAN 12	FEB 12	MAR 12	APR 12	MAY 12	JUN 12	JUL 12	AUG 12	
Reported To Commission Monthly:													
MISSED APPOINTMENTS (WAC 439 sub 3)													
Total # Fielded Service Orders	2022	1832	1542	1426	1342	1690	2572	3063	3282	3401	3208	3585	
# Of Service Orders With Appointments	668	589	514	493	527	596	2572	3063	3282	3401	3208	3585	
# Of Service Order Appointments Missed	5	54	0	22	17	44	154	204	143	209	249	292	
	0												
Total # Dispatched Trouble Tickets	3078	2817	2957	3116	3625	2799	1902	1715	1893	2009	2274	1863	
# Of Trouble Tickets With 4 Hour Appointments	246	304	264	344	404	282	1902	1715	1893	2009	2274	1863	
# Of Trouble Ticket Appointments Missed	28	29	27	33	43	25	356	327	382	402	629	489	
# 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	2186	2090	2275	2073	1851	1849	1018	1432	1817	1831	1362	1486	
# Due Dated Serv Orders Not Completed In 5 Days	49	500	33	154	60	121	0	1	0	1	1	1	
# Customer Requested Service Orders Completed	530	360	374	285	304	356	1554	1631	1465	1570	1846	2099	
# C R Service Order Due Dates Missed	8	16	0	10	0	6	109	119	94	102	148	182	
% Installation Commitments Met	90%	97.90%	78.94%	98.75%	93.04%	97.22%	94.24%	95.76%	96.08%	97.14%	96.97%	95.36%	94.90%
SUMMARY TROUBLE REPORTS (WAC 439 sub 6)													
Network Trouble per 100 Access Lines	4 per 100	0.73	0.68	0.73	0.85	0.89	0.69	0.63	0.60	0.69	0.70	0.77	0.75
# Of CO's Missing Objective 2 consecutive mos or 4 in last 12		1	0	0	0	0	0	0	0	0	0	0	0
SWITCHING REPORT (WAC 439 sub 7)													
Inter Office Call Completions	98%	99.99	99.86	99.85	99.91	98.42	99.94	99.94	99.98	99.31	99.39	99.12	99.20
Intra Office Call Completions	99%	99.97	99.97	99.98	99.82	99.94	99.97	99.97	99.95	99.84	99.84	99.84	99.77
Dial Tone W/I 3 Seconds	98%	99.96	99.95	99.94	99.92	99.93	99.97	99.97	98.99	99.97	99.98	99.96	99.98
TRUNK BLOCKING REPORT (WAC 439 sub 8)													
% Trunk Groups Meeting Defined Blocking Criteria	99%	98.85	99.30	99.54	99.31	97.01	99.54	99.54	99.08	99.08	98.61	97.92	97.22
REPAIR REPORT (WAC 439 sub 9)													
# Of Out Of Service Trouble Reports		2119	1709	2038	2156	2529	1755	1548	1479	1778	2093	2228	1989
# OOS Trouble Reports Cleared In 48 Hours		2055	1671	2000	2135	2440	1717	1459	1437	1722	1945	2126	1924
# OOS Trouble Reports Not Cleared In 48 Hours	0	64	38	38	21	89	38	89	42	56	148	102	65
% OOS Trouble Cleared In 48 Hours	100%	96.98%	97.78%	98.14%	99.03%	96.48%	97.83%	94.25%	97.16%	96.85%	92.93%	95.42%	96.73%
# OOS Trouble Exempted													
# Of Non-Out Of Service Trouble Reports		1484	1488	1474	1619	1787	1550	1313	1262	1261	1227	1296	1225
# Non-OOS Trouble Rpts Cleared In 72 Hours		1465	1479	1457	1601	1756	1539	1305	1252	1248	1214	1283	1212
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	0	19	9	17	18	31	11	8	10	13	13	13	13
% Non-OOS Trouble Cleared In 72 Hours	100%	98.72%	99.40%	98.85%	98.89%	98.27%	99.29%	99.39%	99.21%	98.97%	98.94%	99.00%	98.94%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0