

2012 COMMISSION PERSPECTIVE

WASHINGTON

OBJ	OCT 11	NOV 11	DEC 11	JAN 12	FEB 12	MAR 12	APR 12	MAY 12	JUN 12	JUL 12	AUG 12	SEP 12	
<b>Reported To Commission Monthly:</b>													
<b>MISSED APPOINTMENTS (WAC 439 sub 3)</b>													
Total # Fielded Service Orders	1832	1542	1426	1342	1690	2572	3063	3282	3401	3208	3585	3659	
# Of Service Orders With Appointments	589	514	493	527	596	2572	3063	3282	3401	3208	3585	3659	
# Of Service Order Appointments Missed	54	0	22	17	44	154	204	143	209	249	292	313	
Total # Dispatched Trouble Tickets	2817	2957	3116	3625	2799	1902	1715	1893	2009	2274	1863	1325	
# Of Trouble Tickets With 4 Hour Appointments	304	264	344	404	282	1902	1715	1893	2009	2274	1863	1325	
# Of Trouble Ticket Appointments Missed	29	27	33	43	25	356	327	382	402	629	489	291	
# Of Excluded Appointments	0	0	0	0	0	0	0	0	0	0	0	0	
<b>INSTALL OF BASIC SERVICE (WAC 439 sub 4)</b>													
# Due Dated Installation Service Orders	2090	2275	2073	1851	1849	1018	1432	1817	1831	1362	1486	1492	
# Due Dated Serv Orders Not Completed In 5 Days	500	33	154	60	121	0	1	0	1	1	1	1	
# Customer Requested Service Orders Completed	360	374	285	304	356	1554	1631	1465	1570	1846	2099	2167	
# C R Service Order Due Dates Missed	16	0	10	0	6	109	119	94	102	148	182	216	
% Installation Commitments Met	90%	78.94%	98.75%	93.04%	97.22%	94.24%	95.76%	96.08%	97.14%	96.97%	95.36%	94.07%	
<b>SUMMARY TROUBLE REPORTS (WAC 439 sub 6)</b>													
Network Trouble per 100 Access Lines	4 per 100	0.68	0.73	0.85	0.89	0.69	0.63	0.60	0.69	0.70	0.77	0.75	0.56
# Of CO's Missing Objective 2 consecutive mos or 4 in last 12		0	0	0	0	0	0	0	0	0	0	0	
<b>SWITCHING REPORT (WAC 439 sub 7)</b>													
Inter Office Call Completions	98%	99.86	99.85	99.91	98.42	99.94	99.94	99.98	99.31	99.39	99.12	99.20	99.74
Intra Office Call Completions	99%	99.97	99.98	99.82	99.94	99.97	99.97	99.95	99.84	99.84	99.84	99.77	99.81
Dial Tone W/I 3 Seconds	98%	99.95	99.94	99.92	99.93	99.97	99.97	98.99	99.97	99.98	99.96	99.98	99.97
<b>TRUNK BLOCKING REPORT (WAC 439 sub 8)</b>													
% Trunk Groups Meeting Defined Blocking Criteria	99%	99.30	99.54	99.31	97.01	99.54	99.54	99.08	99.08	98.61	97.92	97.22	96.94
<b>REPAIR REPORT (WAC 439 sub 9)</b>													
# Of Out Of Service Trouble Reports		1709	2038	2156	2529	1755	1548	1479	1778	2093	2228	1989	1428
# OOS Trouble Reports Cleared In 48 Hours		1671	2000	2135	2440	1717	1459	1437	1722	1945	2126	1924	1386
# OOS Trouble Reports Not Cleared In 48 Hours	0	38	38	21	89	38	89	42	56	148	102	65	42
% OOS Trouble Cleared In 48 Hours	100%	97.78%	98.14%	99.03%	96.48%	97.83%	94.25%	97.16%	96.85%	92.93%	95.42%	96.73%	97.06%
# OOS Trouble Exempted													
# Of Non-Out Of Service Trouble Reports		1488	1474	1619	1787	1550	1313	1262	1261	1227	1296	1225	975
# Non-OOS Trouble Rpts Cleared In 72 Hours		1479	1457	1601	1756	1539	1305	1252	1248	1214	1283	1212	968
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	0	9	17	18	31	11	8	10	13	13	13	13	7
% Non-OOS Trouble Cleared In 72 Hours	100%	99.40%	98.85%	98.89%	98.27%	99.29%	99.39%	99.21%	98.97%	98.94%	99.00%	98.94%	99.28%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0

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<b>Reported To Commission Quarterly: - Mthly Results</b>												
<b>INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)</b>												
Total # Installation Orders Completed	2450	2654	2463	2155	2205	2572	3063	3282	3401	3208	3585	3659
# Of Installation Orders Not Completed In 90 Days	3	1	1	1	3	0	0	0	0	0	0	0
% Orders Completed In 90 Days	99%	99.98%	99.96%	99.95%	99.86%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>Reported To Commission Quarterly:</b>												
<b>INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)</b>												
Total # Installation Orders Completed			7567			6932			9746			10452
# Of Installation Orders Not Completed In 90 Days			5			4			0			0
% Orders Completed In 90 Days	99%		99.93%			99.94%			100.00%			100.00%