

2013 COMMISSION PERSPECTIVE

WASHINGTON

OBJ	APR 12	MAY 12	JUN 12	JUL 12	AUG 12	SEP 12	OCT 12	NOV 12	DEC 12	JAN 13	FEB 13	MAR 13	
<b>Reported To Commission Monthly:</b>													
<b>MISSED APPOINTMENTS (WAC 439 sub 3)</b>													
Total # Fielded Service Orders	3063	3282	3401	3208	3585	3659	3247	2679	2735	3653	2261	3094	
# Of Service Orders With Appointments	815	870	936	859	788	700	511	491	826	1170	981	767	
# Of Service Order Appointments Missed	32	31	32	36	26	24	18	23	48	48	19	17	
Total # Dispatched Trouble Tickets	1715	1893	2009	2274	1863	1325	2043	2348	2117	1307	1623	1250	
# Of Trouble Tickets With 4 Hour Appointments	166	155	175	178	204	147	254	234	228	192	188	180	
# Of Trouble Ticket Appointments Missed	9	6	7	7	8	5	12	7	17	13	11	6	
# 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	1432	1817	1831	1362	1486	1492	1616	1028	799	1291	780	1085	
# Due Dated Serv Orders Not Completed In 5 Days	1	0	1	1	1	1	2	0	0	0	0	0	
# Customer Requested Service Orders Completed	1631	1465	1570	1846	2099	2167	1631	1651	1936	2362	1481	2009	
# C R Service Order Due Dates Missed	119	94	102	148	182	216	87	167	265	340	134	138	
% Installation Commitments Met	90%	96.08%	97.14%	96.97%	95.36%	94.90%	94.07%	97.26%	93.77%	90.31%	94.07%	95.54%	
<b>SUMMARY TROUBLE REPORTS (WAC 439 sub 6)</b>													
Network Trouble per 100 Access Lines	4 per 100	0.62	0.72	0.72	0.80	0.78	0.56	0.83	0.85	0.83	0.82	0.62	0.63
# 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%	99.98	99.31	99.39	99.12	99.20	99.74	99.58	99.97	99.88	99.45	99.99	99.80
Intra Office Call Completions	99%	99.95	99.84	99.84	99.84	99.77	99.81	99.76	99.79	99.78	99.73	99.73	99.83
Dial Tone W/I 3 Seconds	98%	98.99	99.97	99.98	99.96	99.98	99.97	99.97	99.99	99.98	99.98	99.98	99.96
<b>TRUNK BLOCKING REPORT (WAC 439 sub 8)</b>													
% Trunk Groups Meeting Defined Blocking Criteria	99%	99.08	99.08	98.61	97.92	97.22	96.94	98.35	99.53	99.30	99.07	100.00	99.30
<b>REPAIR REPORT (WAC 439 sub 9)</b>													
# Of Out Of Service Trouble Reports		1479	1778	2093	2228	1989	1428	2329	2091	2078	1905	1421	1334
# OOS Trouble Reports Cleared In 48 Hours		1437	1722	1945	2126	1924	1386	2227	1961	1853	1746	1349	1285
# OOS Trouble Reports Not Cleared In 48 Hours	0	42	56	148	102	65	42	102	130	225	159	72	49
% OOS Trouble Cleared In 48 Hours	100%	97.16%	96.85%	92.93%	95.42%	96.73%	97.06%	95.62%	93.78%	89.17%	91.65%	94.93%	96.33%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0
# Of Non-Out Of Service Trouble Reports		1262	1261	1227	1296	1225	975	1221	1332	1157	1348	1067	1147
# Non-OOS Trouble Rpts Cleared In 72 Hours		1252	1248	1214	1283	1212	968	1199	1319	1144	1328	1054	1142
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	0	10	13	13	13	13	7	22	13	13	20	13	5
% Non-OOS Trouble Cleared In 72 Hours	100%	99.21%	98.97%	98.94%	99.00%	98.94%	99.28%	98.20%	99.02%	98.88%	98.52%	98.78%	99.56%
# 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	3063	3282	3401	3208	3585	3659	3247	2679	2735	3653	2261	3094
# Of Installation Orders Not Completed In 90 Days	0	0	0	0	0	0	0	0	0	0	0	0
% Orders Completed In 90 Days	99%	100.00%	100.00%	100.00%	100.00%	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			9746			10452			8661			9008
# Of Installation Orders Not Completed In 90 Days			0			0			0			0
% Orders Completed In 90 Days	99%		100.00%			100.00%			100.00%			100.00%