

2013 COMMISSION PERSPECTIVE

WASHINGTON

OBJ	MAY 12	JUN 12	JUL 12	AUG 12	SEP 12	OCT 12	NOV 12	DEC 12	JAN 13	FEB 13	MAR 13	APR 13	
Reported To Commission Monthly:													
MISSED APPOINTMENTS (WAC 439 sub 3)													
Total # Fielded Service Orders	3282	3401	3208	3585	3659	3247	2679	2735	3653	2261	3094	2567	
# Of Service Orders With Appointments	870	936	859	788	700	511	491	826	1170	981	767	791	
# Of Service Order Appointments Missed	31	32	36	26	24	18	23	48	48	19	17	16	
Total # Dispatched Trouble Tickets	1893	2009	2274	1863	1325	2043	2348	2117	1307	1623	1250	1276	
# Of Trouble Tickets With 4 Hour Appointments	155	175	178	204	147	254	234	228	192	188	180	173	
# Of Trouble Ticket Appointments Missed	6	7	7	8	5	12	7	17	13	11	6	7	
# 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	1817	1831	1362	1486	1492	1616	1028	799	1291	780	1085	881	
# Due Dated Serv Orders Not Completed In 5 Days	0	1	1	1	1	2	0	0	0	0	0	0	
# Customer Requested Service Orders Completed	1465	1570	1846	2099	2167	1631	1651	1936	2362	1481	2009	1686	
# C R Service Order Due Dates Missed	94	102	148	182	216	87	167	265	340	134	138	81	
% Installation Commitments Met	90%	97.14%	96.97%	95.36%	94.90%	94.07%	97.26%	93.77%	90.31%	90.69%	94.07%	95.54%	96.84%
SUMMARY TROUBLE REPORTS (WAC 439 sub 6)													
Network Trouble per 100 Access Lines	4 per 100	0.72	0.72	0.80	0.78	0.56	0.83	0.85	0.83	0.82	0.62	0.63	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	
SWITCHING REPORT (WAC 439 sub 7)													
Inter Office Call Completions	98%	99.31	99.39	99.12	99.20	99.74	99.58	99.97	99.88	99.45	99.99	99.80	99.59
Intra Office Call Completions	99%	99.84	99.84	99.84	99.77	99.81	99.76	99.79	99.78	99.73	99.73	99.83	100.00
Dial Tone W/I 3 Seconds	98%	99.97	99.98	99.96	99.98	99.97	99.97	99.99	99.98	99.98	99.98	99.96	99.99
TRUNK BLOCKING REPORT (WAC 439 sub 8)													
% Trunk Groups Meeting Defined Blocking Criteria	99%	99.08	98.61	97.92	97.22	96.94	98.35	99.53	99.30	99.07	100.00	99.30	98.65
REPAIR REPORT (WAC 439 sub 9)													
# Of Out Of Service Trouble Reports		1778	2093	2228	1989	1428	2329	2091	2078	1905	1421	1334	1558
# OOS Trouble Reports Cleared In 48 Hours		1722	1945	2126	1924	1386	2227	1961	1853	1746	1349	1285	1525
# OOS Trouble Reports Not Cleared In 48 Hours	0	56	148	102	65	42	102	130	225	159	72	49	33
% OOS Trouble Cleared In 48 Hours	100%	96.85%	92.93%	95.42%	96.73%	97.06%	95.62%	93.78%	89.17%	91.65%	94.93%	96.33%	97.88%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0
# Of Non-Out Of Service Trouble Reports		1261	1227	1296	1225	975	1221	1332	1157	1348	1067	1147	1016
# Non-OOS Trouble Rpts Cleared In 72 Hours		1248	1214	1283	1212	968	1199	1319	1144	1328	1054	1142	1000
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	0	13	13	13	13	7	22	13	13	20	13	5	16
% Non-OOS Trouble Cleared In 72 Hours	100%	98.97%	98.94%	99.00%	98.94%	99.28%	98.20%	99.02%	98.88%	98.52%	98.78%	99.56%	98.43%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0