

2013 COMMISSION PERSPECTIVE

WASHINGTON

OBJ	SEP 12	OCT 12	NOV 12	DEC 12	JAN 13	FEB 13	MAR 13	APR 13	MAY 13	JUN 13	JUL 13	AUG 13	
<b>Reported To Commission Monthly:</b>													
<b>MISSED APPOINTMENTS (WAC 439 sub 3)</b>													
Total # Fielded Service Orders	3659	3247	2679	2735	3653	2261	3094	2567	2683	2844	2912	3446	
# Of Service Orders With Appointments	700	511	491	826	1170	981	767	791	982	880	797	761	
# Of Service Order Appointments Missed	24	18	23	48	48	19	17	16	5	9	5	14	
Total # Dispatched Trouble Tickets	1325	2043	2348	2117	1307	1623	1250	1276	1288	1271	1302	1340	
# Of Trouble Tickets With 4 Hour Appointments	147	254	234	228	192	188	180	173	122	149	149	136	
# Of Trouble Ticket Appointments Missed	5	12	7	17	13	11	6	7	1	2	1	2	
# 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	1492	1616	1028	799	1291	780	1085	881	1107	1306	1050	1327	
# Due Dated Serv Orders Not Completed In 5 Days	1	2	0	0	0	0	0	0	0	0	1	0	
# Customer Requested Service Orders Completed	2167	1631	1651	1936	2362	1481	2009	1686	1576	1538	1862	2119	
# C R Service Order Due Dates Missed	216	87	167	265	340	134	138	81	67	65	104	104	
% Installation Commitments Met	90%	94.07%	97.26%	93.77%	90.31%	90.69%	94.07%	95.54%	96.84%	97.50%	97.71%	96.39%	96.98%
<b>SUMMARY TROUBLE REPORTS (WAC 439 sub 6)</b>													
Network Trouble per 100 Access Lines	4 per 100	0.56	0.83	0.85	0.83	0.82	0.62	0.63	0.63	0.73	0.65	0.70	0.72
# Of CO's Missing Objective 2 consecutive mos or 4 in last 12		0	0	0	0	0	0	0	0	0	0	0	0
<b>SWITCHING REPORT (WAC 439 sub 7)</b>													
Inter Office Call Completions	98%	99.74	99.58	99.97	99.88	99.45	99.99	99.80	99.59	99.45	99.28	97.52	98.71
Intra Office Call Completions	99%	99.81	99.76	99.79	99.78	99.73	99.73	99.83	100.00	100.00	100.00	100.00	100.00
Dial Tone W/I 3 Seconds	98%	99.97	99.97	99.99	99.98	99.98	99.98	99.96	99.99	99.98	99.99	99.99	99.99
<b>TRUNK BLOCKING REPORT (WAC 439 sub 8)</b>													
% Trunk Groups Meeting Defined Blocking Criteria	99%	96.94	98.35	99.53	99.30	99.07	100.00	99.30	98.65	97.98	97.19	99.36	98.93
<b>REPAIR REPORT (WAC 439 sub 9)</b>													
# Of Out Of Service Trouble Reports		1428	2329	2091	2078	1905	1421	1334	1558	1893	1594	1728	1789
# OOS Trouble Reports Cleared In 48 Hours		1386	2227	1961	1853	1746	1349	1285	1525	1846	1547	1676	1697
# OOS Trouble Reports Not Cleared In 48 Hours	0	42	102	130	225	159	72	49	33	47	47	52	92
% OOS Trouble Cleared In 48 Hours	100%	97.06%	95.62%	93.78%	89.17%	91.65%	94.93%	96.33%	97.88%	97.52%	97.05%	96.99%	94.86%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0
# Of Non-Out Of Service Trouble Reports		975	1221	1332	1157	1348	1067	1147	1016	993	841	942	796
# Non-OOS Trouble Rpts Cleared In 72 Hours		968	1199	1319	1144	1328	1054	1142	1000	986	838	933	780
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	0	7	22	13	13	20	13	5	16	7	3	9	16
% Non-OOS Trouble Cleared In 72 Hours	100%	99.28%	98.20%	99.02%	98.88%	98.52%	98.78%	99.56%	98.43%	99.30%	99.64%	99.04%	97.99%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0