

2013 COMMISSION PERSPECTIVE

WASHINGTON													
OBJ	FEB 13	MAR 13	APR 13	MAY 13	JUN 13	JUL 13	AUG 13	SEP 13	OCT 13	NOV 13	DEC 13	JAN 14	
Reported To Commission Monthly:													
MISSED APPOINTMENTS (WAC 439 sub 3)													
Total # Fielded Service Orders	2261	3094	2567	2683	2844	2912	3446	3084	3364	2695	2961	3273	
# Of Service Orders With Appointments	981	767	791	982	880	797	761	786	808	654	669	782	
# Of Service Order Appointments Missed	19	17	16	5	9	5	14	11	9	8	16	15	
Total # Dispatched Trouble Tickets	1623	1250	1276	1288	1271	1302	1340	1562	1772	1592	1492	1705	
# Of Trouble Tickets With 4 Hour Appointments	188	180	173	122	149	149	136	189	183	215	172	210	
# Of Trouble Ticket Appointments Missed	11	6	7	1	2	1	2	5	2	7	3	3	
# 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	780	1085	881	1107	1306	1050	1327	1127	1365	1155	1096	1365	
# Due Dated Serv Orders Not Completed In 5 Days	0	0	0	0	0	1	0	0	2	0	0	2	
# Customer Requested Service Orders Completed	1481	2009	1686	1576	1538	1862	2119	1957	1999	1540	1865	1908	
# C R Service Order Due Dates Missed	134	138	81	67	65	104	104	130	74	99	126	100	
% Installation Commitments Met	90%	94.07%	95.54%	96.84%	97.50%	97.71%	96.39%	96.98%	95.78%	97.74%	96.33%	95.74%	96.88%
SUMMARY TROUBLE REPORTS (WAC 439 sub 6)													
Network Trouble per 100 Access Lines	4 per 100	0.62	0.63	0.63	0.73	0.65	0.70	0.72	0.80	0.79	0.74	0.63	0.85
# 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
SWITCHING REPORT (WAC 439 sub 7)													
Inter Office Call Completions	98%	99.99	99.80	99.59	99.45	99.28	97.52	98.71	97.36	97.82	99.44	98.61	98.57
Intra Office Call Completions	99%	99.73	99.83	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Dial Tone W/I 3 Seconds	98%	99.98	99.96	99.99	99.98	99.99	99.99	99.99	99.99	99.99	99.99	99.97	99.99
TRUNK BLOCKING REPORT (WAC 439 sub 8)													
% Trunk Groups Meeting Defined Blocking Criteria	99%	100.00	99.30	98.65	97.98	97.19	99.36	98.93	98.72	97.39	98.47	98.25	98.90
REPAIR REPORT (WAC 439 sub 9)													
# Of Out Of Service Trouble Reports		1421	1334	1558	1893	1594	1728	1789	1860	1773	1735	1351	1846
# OOS Trouble Reports Cleared In 48 Hours		1349	1285	1525	1846	1547	1676	1697	1701	1712	1621	1237	1639
# OOS Trouble Reports Not Cleared In 48 Hours	0	72	49	33	47	47	52	92	159	61	114	114	207
% OOS Trouble Cleared In 48 Hours	100%	94.93%	96.33%	97.88%	97.52%	97.05%	96.99%	94.86%	91.45%	96.56%	93.43%	91.56%	88.79%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0
# Of Non-Out Of Service Trouble Reports		1067	1147	1016	993	841	942	796	982	897	855	821	1071
# Non-OOS Trouble Rpts Cleared In 72 Hours		1054	1142	1000	986	838	933	780	943	883	842	808	1054
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	0	13	5	16	7	3	9	16	39	14	13	13	17
% Non-OOS Trouble Cleared In 72 Hours	100%	98.78%	99.56%	98.43%	99.30%	99.64%	99.04%	97.99%	96.03%	98.44%	98.48%	98.42%	98.41%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0