

ZiPLY Fiber
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July 8, 2020

Sent via WUTC Electronic Filing Portal

Ms. Mark L. Johnson
 Executive Director and Secretary
 Washington Utilities and Transportation Commission
 621 Woodland Square Loop SE
 Lacey, WA 98503

State Of WASH.
 UTIL. AND TRANSP.
 COMMISSION

07/08/2020 08:43

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 Records Management

Re: Docket UT-190574 Service Quality Reporting – Condition 8c & 8d

Dear Director Johnson:

Pursuant to Order 03 in Docket UT-190574, Northwest Fiber shall provide a quarterly retail service quality report to the Commission containing results for Business Office Answer Performance, Repair Office Answer Performance, Network Troubles per 100 access lines; and Repeat Troubles per 100 access lines.

Washington 2020 Report	Objective	JAN	FEB	MAR	APR	MAY	JUN
MAINTENANCE							
Troubles per 100 Access lines	Stip	1.09	0.93	0.79	0.67	0.77	0.97
Repeat Troubles per 100 Access lines	Stip	0.01	0.01	0.00	0.00	0.01	0.00
ANSWER PERFORMANCE							
Business Line Answer w/in 30 seconds	60 seconds					85.80%	63.27%
Repair Line Answer w/in 30 seconds	60 seconds					86.35%	91.02%

Should you have any questions or concerns, please do not hesitate to contact me.

Sincerely,

Jessica Epley
 Government & External Affairs Director