

2014 COMMISSION PERSPECTIVE

WASHINGTON													
OBJ	MAR 13	APR 13	MAY 13	JUN 13	JUL 13	AUG 13	SEP 13	OCT 13	NOV 13	DEC 13	JAN 14	FEB 14	
<b>Reported To Commission Monthly:</b>													
<b>MISSED APPOINTMENTS (WAC 439 sub 3)</b>													
Total # Fielded Service Orders	3094	2567	2683	2844	2912	3446	3084	3364	2695	2961	3273	3006	
# Of Service Orders With Appointments	767	791	982	880	797	761	786	808	654	669	782	752	
# Of Service Order Appointments Missed	17	16	5	9	5	14	11	9	8	16	15	14	
Total # Dispatched Trouble Tickets	1250	1276	1288	1271	1302	1340	1562	1772	1592	1492	1705	1553	
# Of Trouble Tickets With 4 Hour Appointments	180	173	122	149	149	136	189	183	215	172	210	173	
# Of Trouble Ticket Appointments Missed	6	7	1	2	1	2	5	2	7	3	3	3	
# 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	1085	881	1107	1306	1050	1327	1127	1365	1155	1096	1365	1335	
# Due Dated Serv Orders Not Completed In 5 Days	0	0	0	0	1	0	0	2	0	0	2	1	
# Customer Requested Service Orders Completed	2009	1686	1576	1538	1862	2119	1957	1999	1540	1865	1908	1671	
# C R Service Order Due Dates Missed	138	81	67	65	104	104	130	74	99	126	100	83	
% Installation Commitments Met	90%	95.54%	96.84%	97.50%	97.71%	96.39%	96.98%	95.78%	97.74%	96.33%	95.74%	96.88%	97.21%
<b>SUMMARY TROUBLE REPORTS (WAC 439 sub 6)</b>													
Network Trouble per 100 Access Lines	4 per 100	0.63	0.63	0.73	0.65	0.70	0.72	0.80	0.79	0.74	0.63	0.85	0.70
# 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%	99.80	99.59	99.45	99.28	97.52	98.71	97.36	97.82	99.44	98.61	98.57	99.33
Intra Office Call Completions	99%	99.83	100.00	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%	99.96	99.99	99.98	99.99	99.99	99.99	99.99	99.99	99.99	99.97	99.99	99.98
<b>TRUNK BLOCKING REPORT (WAC 439 sub 8)</b>													
% Trunk Groups Meeting Defined Blocking Criteria	99%	99.30	98.65	97.98	97.19	99.36	98.93	98.72	97.39	98.47	98.25	98.90	97.59
<b>REPAIR REPORT (WAC 439 sub 9)</b>													
# Of Out Of Service Trouble Reports		1334	1558	1893	1594	1728	1789	1860	1773	1735	1351	1846	1567
# OOS Trouble Reports Cleared In 48 Hours		1285	1525	1846	1547	1676	1697	1701	1712	1621	1237	1639	1458
# OOS Trouble Reports Not Cleared In 48 Hours	0	49	33	47	47	52	92	159	61	114	207	109	
% OOS Trouble Cleared In 48 Hours	100%	96.33%	97.88%	97.52%	97.05%	96.99%	94.86%	91.45%	96.56%	93.43%	91.56%	88.79%	93.04%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	
# Of Non-Out Of Service Trouble Reports		1147	1016	993	841	942	796	982	897	855	821	1071	820
# Non-OOS Trouble Rpts Cleared In 72 Hours		1142	1000	986	838	933	780	943	883	842	808	1054	811
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	0	5	16	7	3	9	16	39	14	13	13	17	9
% Non-OOS Trouble Cleared In 72 Hours	100%	99.56%	98.43%	99.30%	99.64%	99.04%	97.99%	96.03%	98.44%	98.48%	98.42%	98.41%	98.90%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	