

2014 COMMISSION PERSPECTIVE

WASHINGTON													
OBJ	MAY 13	JUN 13	JUL 13	AUG 13	SEP 13	OCT 13	NOV 13	DEC 13	JAN 14	FEB 14	MAR 14	APR 14	
Reported To Commission Monthly:													
MISSED APPOINTMENTS (WAC 439 sub 3)													
Total # Fielded Service Orders	2683	2844	2912	3446	3084	3364	2695	2961	3273	3006	3349	3339	
# Of Service Orders With Appointments	982	880	797	761	786	808	654	669	782	752	853	817	
# Of Service Order Appointments Missed	5	9	5	14	11	9	8	16	15	14	7	6	
Total # Dispatched Trouble Tickets	1288	1271	1302	1340	1562	1772	1592	1492	1705	1553	1460	1293	
# Of Trouble Tickets With 4 Hour Appointments	122	149	149	136	189	183	215	172	210	173	177	153	
# Of Trouble Ticket Appointments Missed	1	2	1	2	5	2	7	3	3	3	1	0	
# 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	1107	1306	1050	1327	1127	1365	1155	1096	1365	1335	1496	1594	
# Due Dated Serv Orders Not Completed In 5 Days	0	0	1	0	0	2	0	0	2	1	4	5	
# Customer Requested Service Orders Completed	1576	1538	1862	2119	1957	1999	1540	1865	1908	1671	1853	1745	
# C R Service Order Due Dates Missed	67	65	104	104	130	74	99	126	100	83	87	39	
% Installation Commitments Met	90%	97.50%	97.71%	96.39%	96.98%	95.78%	97.74%	96.33%	95.74%	96.88%	97.21%	97.28%	98.68%
SUMMARY TROUBLE REPORTS (WAC 439 sub 6)													
Network Trouble per 100 Access Lines	4 per 100	0.73	0.65	0.70	0.72	0.80	0.79	0.74	0.63	0.85	0.70	0.62	0.68
# 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%	99.45	99.28	97.52	98.71	97.36	97.82	99.44	98.61	98.57	99.33	99.41	99.24
Intra Office Call Completions	99%	100.00	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%	99.98	99.99	99.99	99.99	99.99	99.99	99.99	99.97	99.99	99.98	99.98	99.99
TRUNK BLOCKING REPORT (WAC 439 sub 8)													
% Trunk Groups Meeting Defined Blocking Criteria	99%	97.98	97.19	99.36	98.93	98.72	97.39	98.47	98.25	98.90	97.59	98.69	98.04
REPAIR REPORT (WAC 439 sub 9)													
# Of Out Of Service Trouble Reports		1893	1594	1728	1789	1860	1773	1735	1351	1846	1567	1298	1530
# OOS Trouble Reports Cleared In 48 Hours		1846	1547	1676	1697	1701	1712	1621	1237	1639	1458	1234	1472
# OOS Trouble Reports Not Cleared In 48 Hours	0	47	47	52	92	159	61	114	114	207	109	64	58
% OOS Trouble Cleared In 48 Hours	100%	97.52%	97.05%	96.99%	94.86%	91.45%	96.56%	93.43%	91.56%	88.79%	93.04%	95.07%	96.21%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0
# Of Non-Out Of Service Trouble Reports		993	841	942	796	982	897	855	821	1071	820	881	904
# Non-OOS Trouble Rpts Cleared In 72 Hours		986	838	933	780	943	883	842	808	1054	811	869	899
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	0	7	3	9	16	39	14	13	13	17	9	12	5
% Non-OOS Trouble Cleared In 72 Hours	100%	99.30%	99.64%	99.04%	97.99%	96.03%	98.44%	98.48%	98.42%	98.41%	98.90%	98.64%	99.45%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0