

2014 COMMISSION PERSPECTIVE

WASHINGTON													
OBJ	AUG 13	SEP 13	OCT 13	NOV 13	DEC 13	JAN 14	FEB 14	MAR 14	APR 14	MAY 14	JUN 14	JUL 14	
Reported To Commission Monthly:													
MISSED APPOINTMENTS (WAC 439 sub 3)													
Total # Fielded Service Orders	3446	3084	3364	2695	2961	3273	3006	3349	3339	3031	3112	3479	
# Of Service Orders With Appointments	761	786	808	654	669	782	752	853	817	757	751	942	
# Of Service Order Appointments Missed	14	11	9	8	16	15	14	7	6	6	8	9	
Total # Dispatched Trouble Tickets	1340	1562	1772	1592	1492	1705	1553	1460	1293	1549	1562	1672	
# Of Trouble Tickets With 4 Hour Appointments	136	189	183	215	172	210	173	177	153	166	131	151	
# Of Trouble Ticket Appointments Missed	2	5	2	7	3	3	3	1	0	2	1	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	1327	1127	1365	1155	1096	1365	1335	1496	1594	1368	1540	1478	
# Due Dated Serv Orders Not Completed In 5 Days	0	0	2	0	0	2	1	4	5	4	8	5	
# Customer Requested Service Orders Completed	2119	1957	1999	1540	1865	1908	1671	1853	1745	1663	1572	2001	
# C R Service Order Due Dates Missed	104	130	74	99	126	100	83	87	39	41	61	77	
% Installation Commitments Met	90%	96.98%	95.78%	97.74%	96.33%	95.74%	96.88%	97.21%	97.28%	98.68%	98.52%	97.78%	97.64%
SUMMARY TROUBLE REPORTS (WAC 439 sub 6)													
Network Trouble per 100 Access Lines	4 per 100	0.72	0.80	0.79	0.74	0.63	0.85	0.70	0.62	0.68	0.71	0.68	0.77
# Of CO's Missing Objective 2 consecutive mos or 4 in last 12		0	0	0	0	0	0	0	0	0	0	0	
SWITCHING REPORT (WAC 439 sub 7)													
Inter Office Call Completions	98%	98.71	97.36	97.82	99.44	98.61	98.57	99.33	99.41	99.24	99.59	99.01	99.68
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	
Dial Tone W/I 3 Seconds	98%	99.99	99.99	99.99	99.99	99.97	99.99	99.98	99.98	99.99	99.99	99.97	
TRUNK BLOCKING REPORT (WAC 439 sub 8)													
% Trunk Groups Meeting Defined Blocking Criteria	99%	98.93	98.72	97.39	98.47	98.25	98.90	97.59	98.69	98.04	98.69	96.51	98.47
REPAIR REPORT (WAC 439 sub 9)													
# Of Out Of Service Trouble Reports		1789	1860	1773	1735	1351	1846	1567	1298	1530	1547	1551	2243
# OOS Trouble Reports Cleared In 48 Hours		1697	1701	1712	1621	1237	1639	1458	1234	1472	1485	1431	2037
# OOS Trouble Reports Not Cleared In 48 Hours	0	92	159	61	114	114	207	109	64	58	62	120	206
% OOS Trouble Cleared In 48 Hours	100%	94.86%	91.45%	96.56%	93.43%	91.56%	88.79%	93.04%	95.07%	96.21%	95.99%	92.26%	90.82%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0
# Of Non-Out Of Service Trouble Reports		796	982	897	855	821	1071	820	881	904	817	841	983
# Non-OOS Trouble Rpts Cleared In 72 Hours		780	943	883	842	808	1054	811	869	899	807	834	970
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	0	16	39	14	13	13	17	9	12	5	10	7	13
% Non-OOS Trouble Cleared In 72 Hours	100%	97.99%	96.03%	98.44%	98.48%	98.42%	98.41%	98.90%	98.64%	99.45%	98.78%	99.17%	98.68%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0