

2014 COMMISSION PERSPECTIVE

WASHINGTON													
	OBJ	NOV 13	DEC 13	JAN 14	FEB 14	MAR 14	APR 14	MAY 14	JUN 14	JUL 14	AUG 14	SEP 14	OCT 14
Reported To Commission Monthly:													
MISSED APPOINTMENTS (WAC 439 sub 3)													
Total # Fielded Service Orders		2695	2961	3273	3006	3349	3339	3031	3112	3479	3700	3562	3586
# Of Service Orders With Appointments		654	669	782	752	853	817	757	751	942	1006	847	1021
# Of Service Order Appointments Missed		8	16	15	14	7	6	6	8	9	22	10	23
Total # Dispatched Trouble Tickets		1592	1492	1705	1553	1460	1293	1549	1562	1672	1765	2075	2205
# Of Trouble Tickets With 4 Hour Appointments		215	172	210	173	177	153	166	131	151	139	188	225
# Of Trouble Ticket Appointments Missed		7	3	3	3	1	0	2	1	3	3	7	10
# 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		1155	1096	1365	1335	1496	1594	1368	1540	1478	1308	1096	957
# Due Dated Serv Orders Not Completed In 5 Days		0	0	2	1	4	5	4	8	5	7	9	9
# Customer Requested Service Orders Completed		1540	1865	1908	1671	1853	1745	1663	1572	2001	2392	2466	2629
# C R Service Order Due Dates Missed		99	126	100	83	87	39	41	61	77	137	202	281
% Installation Commitments Met	90%	96.33%	95.74%	96.88%	97.21%	97.28%	98.68%	98.52%	97.78%	97.64%	96.11%	94.08%	91.91%
SUMMARY TROUBLE REPORTS (WAC 439 sub 6)													
Network Trouble per 100 Access Lines	4 per 100	0.74	0.63	0.85	0.70	0.62	0.68	0.71	0.68	0.77	0.86	0.82	1.09
# 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%	99.44	98.61	98.57	99.33	99.41	99.24	99.59	99.01	99.68	99.62	99.65	99.69
Intra Office Call Completions	99%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.99	100.00	100.00
Dial Tone W/I 3 Seconds	98%	99.99	99.97	99.99	99.98	99.98	99.99	99.99	99.97	99.97	99.99	99.98	99.98
TRUNK BLOCKING REPORT (WAC 439 sub 8)													
% Trunk Groups Meeting Defined Blocking Criteria	99%	98.47	98.25	98.90	97.59	98.69	98.04	98.69	96.51	98.47	99.52	98.03	98.46
REPAIR REPORT (WAC 439 sub 9)													
# Of Out Of Service Trouble Reports		1735	1351	1846	1567	1298	1530	1547	1551	2243	1934	1643	2437
# OOS Trouble Reports Cleared In 48 Hours		1621	1237	1639	1458	1234	1472	1485	1431	2037	1716	1466	2039
# OOS Trouble Reports Not Cleared In 48 Hours	0	114	114	207	109	64	58	62	120	206	218	177	398
% OOS Trouble Cleared In 48 Hours	100%	93.43%	91.56%	88.79%	93.04%	95.07%	96.21%	95.99%	92.26%	90.82%	88.73%	89.23%	83.67%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0
# Of Non-Out Of Service Trouble Reports		855	821	1071	820	881	904	817	841	983	1134	855	883
# Non-OOS Trouble Rpts Cleared In 72 Hours		842	808	1054	811	869	899	807	834	970	1121	824	865
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	0	13	13	17	9	12	5	10	7	13	13	31	18
% Non-OOS Trouble Cleared In 72 Hours	100%	98.48%	98.42%	98.41%	98.90%	98.64%	99.45%	98.78%	99.17%	98.68%	98.85%	96.37%	97.96%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0