

2014 COMMISSION PERSPECTIVE

WASHINGTON													
OBJ	DEC 13	JAN 14	FEB 14	MAR 14	APR 14	MAY 14	JUN 14	JUL 14	AUG 14	SEP 14	OCT 14	NOV 14	
<b>Reported To Commission Monthly:</b>													
<b>MISSED APPOINTMENTS (WAC 439 sub 3)</b>													
Total # Fielded Service Orders	2961	3273	3006	3349	3339	3031	3112	3479	3700	3562	3586	2652	
# Of Service Orders With Appointments	669	782	752	853	817	757	751	942	1006	847	1021	701	
# Of Service Order Appointments Missed	16	15	14	7	6	6	8	9	22	10	23	35	
Total # Dispatched Trouble Tickets	1492	1705	1553	1460	1293	1549	1562	1672	1765	2075	2205	1785	
# Of Trouble Tickets With 4 Hour Appointments	172	210	173	177	153	166	131	151	139	188	225	231	
# Of Trouble Ticket Appointments Missed	3	3	3	1	0	2	1	3	3	7	10	15	
# 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	1096	1365	1335	1496	1594	1368	1540	1478	1308	1096	957	589	
# Due Dated Serv Orders Not Completed In 5 Days	0	2	1	4	5	4	8	5	7	9	9	2	
# Customer Requested Service Orders Completed	1865	1908	1671	1853	1745	1663	1572	2001	2392	2466	2629	2063	
# C R Service Order Due Dates Missed	126	100	83	87	39	41	61	77	137	202	281	416	
% Installation Commitments Met	90%	95.74%	96.88%	97.21%	97.28%	98.68%	98.52%	97.78%	97.64%	96.11%	94.08%	91.91%	84.24%
<b>SUMMARY TROUBLE REPORTS (WAC 439 sub 6)</b>													
Network Trouble per 100 Access Lines	4 per 100	0.63	0.85	0.70	0.62	0.68	0.71	0.68	0.77	0.86	0.82	1.09	0.89
# 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%	98.61	98.57	99.33	99.41	99.24	99.59	99.01	99.68	99.62	99.65	99.69	99.68
Intra Office Call Completions	99%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.99	100.00	100.00	100.00
Dial Tone W/I 3 Seconds	98%	99.97	99.99	99.98	99.98	99.99	99.99	99.97	99.97	99.99	99.98	99.98	99.98
<b>TRUNK BLOCKING REPORT (WAC 439 sub 8)</b>													
% Trunk Groups Meeting Defined Blocking Criteria	99%	98.25	98.90	97.59	98.69	98.04	98.69	96.51	98.47	99.52	98.03	98.46	99.12
<b>REPAIR REPORT (WAC 439 sub 9)</b>													
# Of Out Of Service Trouble Reports		1351	1846	1567	1298	1530	1547	1551	2243	1934	1643	2437	1851
# OOS Trouble Reports Cleared In 48 Hours		1237	1639	1458	1234	1472	1485	1431	2037	1716	1466	2039	1408
# OOS Trouble Reports Not Cleared In 48 Hours	0	114	207	109	64	58	62	120	206	218	177	398	443
% OOS Trouble Cleared In 48 Hours	100%	91.56%	88.79%	93.04%	95.07%	96.21%	95.99%	92.26%	90.82%	88.73%	89.23%	83.67%	76.07%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0
# Of Non-Out Of Service Trouble Reports		821	1071	820	881	904	817	841	983	1134	855	883	675
# Non-OOS Trouble Rpts Cleared In 72 Hours		808	1054	811	869	899	807	834	970	1121	824	865	637
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	0	13	17	9	12	5	10	7	13	13	31	18	38
% Non-OOS Trouble Cleared In 72 Hours	100%	98.42%	98.41%	98.90%	98.64%	99.45%	98.78%	99.17%	98.68%	98.85%	96.37%	97.96%	94.37%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0