

2014 COMMISSION PERSPECTIVE

WASHINGTON													
OBJ	JAN 14	FEB 14	MAR 14	APR 14	MAY 14	JUN 14	JUL 14	AUG 14	SEP 14	OCT 14	NOV 14	DEC 14	
Reported To Commission Monthly:													
MISSED APPOINTMENTS (WAC 439 sub 3)													
Total # Fielded Service Orders	3273	3006	3349	3339	3031	3112	3479	3700	3562	3586	2652	3292	
# Of Service Orders With Appointments	782	752	853	817	757	751	942	1006	847	1021	701	903	
# Of Service Order Appointments Missed	15	14	7	6	6	8	9	22	10	23	35	37	
Total # Dispatched Trouble Tickets	1705	1553	1460	1293	1549	1562	1672	1765	2075	2205	1785	2052	
# Of Trouble Tickets With 4 Hour Appointments	210	173	177	153	166	131	151	139	188	225	231	213	
# Of Trouble Ticket Appointments Missed	3	3	1	0	2	1	3	3	7	10	15	9	
# 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	1365	1335	1496	1594	1368	1540	1478	1308	1096	957	589	745	
# Due Dated Serv Orders Not Completed In 5 Days	2	1	4	5	4	8	5	7	9	9	2	9	
# Customer Requested Service Orders Completed	1908	1671	1853	1745	1663	1572	2001	2392	2466	2629	2063	2547	
# C R Service Order Due Dates Missed	100	83	87	39	41	61	77	137	202	281	416	408	
% Installation Commitments Met	90%	96.88%	97.21%	97.28%	98.68%	98.52%	97.78%	97.64%	96.11%	94.08%	91.91%	84.24%	87.33%
SUMMARY TROUBLE REPORTS (WAC 439 sub 6)													
Network Trouble per 100 Access Lines	4 per 100	0.85	0.70	0.62	0.68	0.71	0.68	0.77	0.86	0.82	1.09	0.89	1.08
# 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%	98.57	99.33	99.41	99.24	99.59	99.01	99.68	99.62	99.65	99.69	99.68	98.94
Intra Office Call Completions	99%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.99	100.00	100.00	100.00	100.00
Dial Tone W/I 3 Seconds	98%	99.99	99.98	99.98	99.99	99.99	99.97	99.97	99.99	99.98	99.98	99.98	99.98
TRUNK BLOCKING REPORT (WAC 439 sub 8)													
% Trunk Groups Meeting Defined Blocking Criteria	99%	98.90	97.59	98.69	98.04	98.69	96.51	98.47	99.52	98.03	98.46	99.12	99.56
REPAIR REPORT (WAC 439 sub 9)													
# Of Out Of Service Trouble Reports		1846	1567	1298	1530	1547	1551	2243	1934	1643	2437	1851	2187
# OOS Trouble Reports Cleared In 48 Hours		1639	1458	1234	1472	1485	1431	2037	1716	1466	2039	1408	1580
# OOS Trouble Reports Not Cleared In 48 Hours	0	207	109	64	58	62	120	206	218	177	398	443	607
% OOS Trouble Cleared In 48 Hours	100%	88.79%	93.04%	95.07%	96.21%	95.99%	92.26%	90.82%	88.73%	89.23%	83.67%	76.07%	72.25%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0
# Of Non-Out Of Service Trouble Reports		1071	820	881	904	817	841	983	1134	855	883	675	877
# Non-OOS Trouble Rpts Cleared In 72 Hours		1054	811	869	899	807	834	970	1121	824	865	637	807
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	0	17	9	12	5	10	7	13	13	31	18	38	70
% Non-OOS Trouble Cleared In 72 Hours	100%	98.41%	98.90%	98.64%	99.45%	98.78%	99.17%	98.68%	98.85%	96.37%	97.96%	94.37%	92.02%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	0

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WASHINGTON												
OBJ	JAN 14	FEB 14	MAR 14	APR 14	MAY 14	JUN 14	JUL 14	AUG 14	SEP 14	OCT 14	NOV 14	DEC 14
Reported To Commission Quarterly: - Mthly Results												
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)												
Total # Installation Orders Completed	3273	3006	3349	3339	3031	3112	3479	3700	3562	3586	2652	3292
# Of Installation Orders Not Completed In 90 Days	0	0	0	0	0	0	0	0	0	0	0	0
% Orders Completed In 90 Days	99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Reported To Commission Quarterly:												
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)												
Total # Installation Orders Completed			9628			9482			10741			9530
# Of Installation Orders Not Completed In 90 Days			0			0			0			0
% Orders Completed In 90 Days			100.00%			100.00%			100.00%			100.00%
Reported To Commission Every Six Months: - Mthly Results												
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4b)												
Total # Installation Orders Completed	3273	3006	3349	3339	3031	3112	3479	3700	3562	3586	2652	3292
# Of Inst Orders Not Completed In 180 Days	0	0	0	0	0	0	0	0	0	0	0	0
% Orders Completed In 180 Days	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Reported To Commission Every Six Months:												
INSTALLATION OF BASIC SERVICE (WAC 439 sub 4b)												
Total # Installation Orders Completed						19110						20271
# Of Inst Orders Not Completed In 180 Days						0						0
% Orders Completed In 180 Days						100.00%						100.00%