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January 21, 2022

Sent via WUTC Electronic Filing Portal

Ms. Amanda Maxwell
Executive Director and Secretary
Washington Utilities and Transportation Commission
621 Woodland Square Loop SE
Lacey, WA 98503

Received
Records Management
01/21/22 14:08
State Of WASH.
UTIL. AND TRANSP.
COMMISSION

Re: Docket UT-190574 Service Quality Reporting – Condition 8c & 8d

Dear Director Maxwell:

Pursuant to Order 03 in Docket UT-190574, Northwest Fiber shall provide a quarterly retail service quality report to the Commission containing results for Business Office Answer Performance, Repair Office Answer Performance, Network Troubles per 100 access lines; and Repeat Troubles per 100 access lines.

Should you have any questions or concerns, please do not hesitate to contact me.

Sincerely,

Jessica Epley
VP - Regulatory & External Affairs

ZF Northwest Washington 2021 Report	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
MAINTENANCE												
Troubles per 100 Access lines	1.57	1.09	0.93	0.80	0.67	0.75	0.86	0.81	0.84	0.97	1.07	0.94
Repeat Troubles per 100 Access lines	0.70	0.62	0.55	0.55	0.60	0.56	0.68	0.55	0.54	0.57	0.59	0.30
ANSWER PERFORMANCE												
Business Line Answer w/in 60 seconds	95.72%	82.34%	85.82%	97.33%	84.34%	78.47%	91.01%	90.69%	89.07%	92.17%	91.33%	92.20%
Repair Line Answer w/in 60 seconds	95.72%	92.57%	91.09%	97.79%	98.04%	81.22%	90.79%	90.27%	84.23%	91.96%	73.92%	88.51%