Washington Retail Service Quality Results - 2005

Measure	Standard	Units	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Held Orders > 90 days	<= 1.0% per exchange	# Exch. Misses	0	0	0	0	1	0	1	1	0	1	1	0
Held Orders > 5 days	<=10% per exchange	# Exch. Misses	0	0	0	0	1	1	0	0	1	3	3	3
Trouble Report Rate	4 / 100 lines / mo	# Exch. Misses	0	0	0	0	0	0	0	0	0	0	0	0
Out of Service	100% w/in 48 hrs	% Cleared	98.43%	99.25%	99.43%	99.27%	97.25%	98.98%	98.96%	98.17%	99.00%	98.24%	98.46%	97.33%
Repair Center Access	60-sec avg wait time	Avg Time (sec)	20	30	25	25	23	20	21	24	19	19	15	24
Business Office Access	60-sec avg wait time	Avg Time (sec)	14	22	17	17	24	21	35	38	40	45	27	28
Dial Tone Speed	98% of calls in 3 seconds	# Switch Misses	0	0	0	0	0	0	0	0	0	0	0	0
Complaint Response	Complete response - 2 days	# Complaints	0	0	0	0	0	0	0	0	0	0	1	0

Washington Retail Service Quality Results - 2006

Measure	Standard	Units	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Held Orders > 90 days	<= 1.0% per exchange	# Exch. Misses	1	0	0	0	1	0	0	1	0	0	0	0
Held Orders > 5 days	<=10% per exchange	# Exch. Misses	6	3	2	0	0	1	1	1	2	0	0	2
Trouble Report Rate	4 / 100 lines / mo	# Exch. Misses	0	0	0	0	0	0	0	0	0	0	0	0
Out of Service	100% w/in 48 hrs	% Cleared	93.64%	97.82%	99.33%	99.40%	99.17%	99.33%	98.60%	99.41%	99.30%	99.51%	97.26%	89.24%
Repair Center Access	60-sec avg wait time	Avg Time (sec)	20	22	36	26	33	28	90	50	46	23	27	40
Business Office Access	60-sec avg wait time	Avg Time (sec)	40	19	19	15	35	23	33	15	33	21	34	26
Dial Tone Speed	98% of calls in 3 seconds	# Switch Misses	0	0	0	0	0	0	0	0	0	0	0	0
Complaint Response	Complete response - 2 days	# Complaints	0	0	0	0	0	0	0	0	0	0	0	0