

2014 COMMISSION PERSPECTIVE

WASHINGTON													
OBJ	APR 13	MAY 13	JUN 13	JUL 13	AUG 13	SEP 13	OCT 13	NOV 13	DEC 13	JAN 14	FEB 14	MAR 14	
<b>Reported To Commission Monthly:</b>													
<b>MISSED APPOINTMENTS (WAC 439 sub 3)</b>													
Total # Fielded Service Orders	2567	2683	2844	2912	3446	3084	3364	2695	2961	3273	3006	3349	
# Of Service Orders With Appointments	791	982	880	797	761	786	808	654	669	782	752	853	
# Of Service Order Appointments Missed	16	5	9	5	14	11	9	8	16	15	14	7	
Total # Dispatched Trouble Tickets	1276	1288	1271	1302	1340	1562	1772	1592	1492	1705	1553	1460	
# Of Trouble Tickets With 4 Hour Appointments	173	122	149	149	136	189	183	215	172	210	173	177	
# Of Trouble Ticket Appointments Missed	7	1	2	1	2	5	2	7	3	3	3	1	
# 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	881	1107	1306	1050	1327	1127	1365	1155	1096	1365	1335	1496	
# Due Dated Serv Orders Not Completed In 5 Days	0	0	0	1	0	0	2	0	0	2	1	4	
# Customer Requested Service Orders Completed	1686	1576	1538	1862	2119	1957	1999	1540	1865	1908	1671	1853	
# C R Service Order Due Dates Missed	81	67	65	104	104	130	74	99	126	100	83	87	
% Installation Commitments Met	90%	96.84%	97.50%	97.71%	96.39%	96.98%	95.78%	97.74%	96.33%	95.74%	96.88%	97.21%	97.28%
<b>SUMMARY TROUBLE REPORTS (WAC 439 sub 6)</b>													
Network Trouble per 100 Access Lines	4 per 100	0.63	0.73	0.65	0.70	0.72	0.80	0.79	0.74	0.63	0.85	0.70	0.62
# Of CO's Missing Objective 2 consecutive mos or 4 in last 12		0	0	0	0	0	0	0	0	0	0	0	
<b>SWITCHING REPORT (WAC 439 sub 7)</b>													
Inter Office Call Completions	98%	99.59	99.45	99.28	97.52	98.71	97.36	97.82	99.44	98.61	98.57	99.33	99.41
Intra Office Call Completions	99%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	
Dial Tone W/I 3 Seconds	98%	99.99	99.98	99.99	99.99	99.99	99.99	99.99	99.99	99.97	99.99	99.98	99.98
<b>TRUNK BLOCKING REPORT (WAC 439 sub 8)</b>													
% Trunk Groups Meeting Defined Blocking Criteria	99%	98.65	97.98	97.19	99.36	98.93	98.72	97.39	98.47	98.25	98.90	97.59	98.69
<b>REPAIR REPORT (WAC 439 sub 9)</b>													
# Of Out Of Service Trouble Reports		1558	1893	1594	1728	1789	1860	1773	1735	1351	1846	1567	1298
# OOS Trouble Reports Cleared In 48 Hours		1525	1846	1547	1676	1697	1701	1712	1621	1237	1639	1458	1234
# OOS Trouble Reports Not Cleared In 48 Hours	0	33	47	47	52	92	159	61	114	114	207	109	64
% OOS Trouble Cleared In 48 Hours	100%	97.88%	97.52%	97.05%	96.99%	94.86%	91.45%	96.56%	93.43%	91.56%	88.79%	93.04%	95.07%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	
# Of Non-Out Of Service Trouble Reports		1016	993	841	942	796	982	897	855	821	1071	820	881
# Non-OOS Trouble Rpts Cleared In 72 Hours		1000	986	838	933	780	943	883	842	808	1054	811	869
# Non-OOS Trouble Rpts Not Cleared In 72 Hours	0	16	7	3	9	16	39	14	13	13	17	9	12
% Non-OOS Trouble Cleared In 72 Hours	100%	98.43%	99.30%	99.64%	99.04%	97.99%	96.03%	98.44%	98.48%	98.42%	98.41%	98.90%	98.64%
# OOS Trouble Exempted		0	0	0	0	0	0	0	0	0	0	0	

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WASHINGTON	OBJ	APR 13	MAY 13	JUN 13	JUL 13	AUG 13	SEP 13	OCT 13	NOV 13	DEC 13	JAN 14	FEB 14	MAR 14
<b>Reported To Commission Quarterly: - Mthly Results</b>													
<b>INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)</b>													
Total # Installation Orders Completed		2567	2683	2844	2912	3446	3084	3364	2695	2961	3273	3006	3349
# 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%	100.00%
<b>Reported To Commission Quarterly:</b>													
<b>INSTALLATION OF BASIC SERVICE (WAC 439 sub 4a)</b>													
Total # Installation Orders Completed				8094			9442			9020			9628
# Of Installation Orders Not Completed In 90 Days				0			0			0			0
% Orders Completed In 90 Days	99%			100.00%			100.00%			100.00%			100.00%