

**AT&T  
Washington  
Service Quality Report**

Month:                   **Month Year**  
 AT&T Entity:       **TCG Seattle/Oregon**  
 Access lines:       **XXXX**

Monthly Report	Measurement
<b>Missed Appointments Report</b> WAC 480-120-439(3)	<u>Installation Appointments:</u> Commitments Missed:       XX Total Commitments:        XX  <u>Repair Appointments:</u> Statewide measure of troubles not completed by time committed: NA
<b>Installation or Activation of Basic Service Report</b> WAC 480-120-439(4)	<u>Number of Orders Taken – statewide, up to 5 access lines:</u> NA  <b>SECTIONS a) and b) WAIVED FOR CLECS</b>  <u>(c) Orders Completed in 180-Days:</u> NA
<b>Trouble Reports</b> WAC 480-120-439(6)	<u>Total Troubles Received – statewide, up to 5 access lines:</u> NA  <u>Trouble as Ratio per 100 Lines Served (%):</u> X.XX%  <u>Causes of Troubles (if standard is exceeded):</u>
<b>Switching Report</b> WAC 480-120-439(7)	<u>TCG Switches Missing Dial Tone Standard:</u> XX  <u>TCG Switches Missing the Intra-Switch Blocking Standard:</u> XX
<b>Trunk Blocking Report</b> WAC 480-120-439(8)	<u>TCG Interoffice Trunk Blocking Standard Missed:</u> XX  <u>TCG E911 Interoffice Trunk Blocking Standard Missed:</u> XX

**TCG – (Month Year)**

<b>Repair Report</b> WAC 480-120-439(9)	<u>Total Out of Service Repairs Requested:</u> XX <u>Out of Service Repairs Cleared &lt; 24 hours (%):</u> XX% <u>Total Non Out of Service Repairs Requested:</u> XX <u>Non Out of Service Repairs Cleared &lt; 24 hours (%):</u> XX%
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**AT&T  
Washington  
Service Quality Report**

Month: **Month Year**

AT&T Entity: **AT&T Communications of the PNW**

Access Lines: **XXXX**

Monthly Report	Measurement
<b>Missed Appointments Report</b> WAC 480-120-439(3)	<u>Installation Appointments:</u> Commitments missed: XX Total Commitments: XX  <u>Repair Appointments:</u> Residence Commitments Missed: XX Total Residence Commitments: XX (AT&T is unable to track exclusions as allowed by the rule.) AT&T does not track this metric for business services.
<b>Installation or Activation of Basic Service Report</b> WAC 480-120-439(4)	<u>Number of Orders Taken – statewide, up to 5 access lines:</u> XXX  <b>SECTIONS a) and b) WAIVED FOR CLECS</b>  <u>(c) Orders Completed in 180-Days:</u> NA
<b>Trouble Reports</b> WAC 480-120-439(6)	<u>Total Troubles Received – statewide, up to 5 access lines:</u> XXX  <u>Trouble as Ratio per 100 Lines Served (%):</u> X.XX%  <u>Causes of Troubles (if standard is exceeded):</u>
<b>Switching Report</b> WAC 480-120-439(7)	<u>Local Switches Missing Dial Tone Standard:</u> XX  <u>Local Switches Missing the Intra-Switch Blocking Standard:</u> XX
<b>Trunk Blocking Report</b> WAC 480-120-439(8)	<u>Interoffice Trunk Blocking Standard Missed:</u> XX  <u>E911 Interoffice Trunk Blocking Standard Missed:</u> XX

**AT&T PNW – (Month Year)**

<b>Repair Report</b> WAC 480-120-439(9)	<u>Total Out of Service Repairs Requested: XXX</u> <u>Out of Service Repairs Cleared &lt; 48 hours: XX%</u> <u>Total Non Out of Service Repairs Requested: XXX</u> <u>Non Out of Service Repairs Cleared &lt; 72 hours: XX%</u>
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