



Mark E. Hepburn
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May 4, 2007

Washington Commission
ATTN: Carol Washburn
1300 South Evergreen Park Dr. SW
Olympia, Washington 98504-7250

RE: Docket # UT 61617, for SBC Long Distance LLC, d/b/a AT&T Long Distance.

Dear Ms: Washburn

Enclosed please find our April, 2007 quality of service report. I have included a Confidential Version on Yellow Paper, and a Redacted Version on White paper with this filing.

I will be sending the original copies over night.

Please call me if you have any questions or need additional information.

Sincerely,
Mark Hepburn

Mark Hepburn
Enclosures

RECEIVED
RECORDS MANAGEMENT
07 MAY -4 AM 11:39
STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

**AT&T
Washington
Service Quality Report
REDACTED VERSION**

Month: **April 2007**
 AT&T Entity: **SBC Long Distance, LLC**
 Access lines: **548**

Monthly Report	Measurement
<p>Missed Appointments Report WAC 480-120-439(3)</p>	<p><u>Installation Appointments:</u> Commitments Missed: [REDACTED] Total Commitments: [REDACTED]</p> <p><u>Repair Appointments Missed:</u> Commitments Missed [REDACTED] Total Commitments: [REDACTED]</p>
<p>Installation or Activation of Basic Service Report WAC 480-120-439(4)</p> <p>(SBC Long Distance, LLC is unable to exclude orders for more than 5 access lines.)</p>	<p>(a) <u>Number of Orders Taken – Central Office:</u> [REDACTED]</p> <p><u>Orders Not Completed within 5 days of due date</u> [REDACTED]</p> <p>(b) <u>Number of Orders Taken – Central Office during the last 90 days:</u> [REDACTED]</p> <p><u>Orders Not Completed in 90 Days:</u> [REDACTED]</p> <p>(c) <u>Number of Orders Taken – Central Office in the last 180 days:</u> [REDACTED]</p> <p><u>Orders Not Completed in 180 Days:</u> [REDACTED]</p>
<p>Trouble Reports WAC 480-120-439(6)</p> <p>(SBC Long Distance, LLC is unable to exclude orders for more than 5 access lines.)</p>	<p><u>Total Troubles Received – Central Office</u> [REDACTED]</p> <p><u>Trouble as Ratio per 100 Lines Served (%):</u> [REDACTED]</p> <p><u>Causes of Troubles (if standard is exceeded):</u></p>

SBC Long Distance, LLC – (April 2007)

<p>Switching Report WAC 480-120-439(7)</p>	<p><u>SBC Long Distance, LLC Switches Missing Dial Tone Standard:</u> ██████████</p> <p><u>SBC Long Distance, LLC Switches Missing the Intra-Switch Blocking Standard:</u> ██████████</p>
<p>Trunk Blocking Report WAC 480-120-439(8)</p>	<p><u>SBC Long Distance, LLC Interoffice Trunk Blocking Standard:</u> ██████████</p> <p><u>SBC Long Distance, LLC E911 Interoffice Trunk Blocking Standard:</u> ██████████</p>
<p>Repair Report WAC 480-120-439(9)</p>	<p><u>Total Out-of-Service Repairs Requested:</u> ██████████</p> <p><u>Out-of-Service Repairs Cleared < 48 hours:</u> ██████████</p> <p><u>Total Non Out-of-Service Repairs Requested:</u> ██████████</p> <p><u>Non Out-of-Service Repairs Cleared < 72 hours:</u> ██████████</p>