

Service Quality Reporting Req's - Class A WAC 480-120-439, monthly reporting for (3), (4), (6) - (10)	AT&T	TCG entities
(3) Missed appointment report report should state # missed, # made, and # excluded - install and repair appts. reported separately	able to comply with rule, except unable to track allowable exclusions and company does not track this metric for business	able to comply with install appointment information requirement only able to report statewide measure of troubles not completed by time committed for repair
(4) Install or activation of basic service monthly - report total # of orders taken, by CO, up to initial 5 access lines - include orders with due dates > 5 days as req by customer (by CO, of the total orders taken, the number unable to complete within 5 days or custom requested later date)	5-day installation % standard is waived for CLECs report still required (unable to segregate orders > than 5 access lines - includes <u>all</u> orders)	5-day installation % standard is waived for CLECs report still required (unable to segregate orders > than 5 access lines - includes <u>all</u> orders)
(a) 90-day report	90-day % standard waived for CLECs report still required	90-day % standard waived for CLECs report still required
(b) 180-day report	able to report for business, exception automatically cancels orders held > 14	reported
(c) state exceptions	Unable to track exclusions	Unable to track exclusions
(6) Summary trouble reports reports by CO & # of lines serviced by CO, explanation of causes which exceed standard - ratio per 100 lines in service TRs by CO must not exceed 4 per 100 access lines per month for 2 consecutive months, or 4 months in any 12-month period. (does not apply to CPE, etc.)	company able to comply - except will be on statewide basis	company able to comply - except will be on statewide basis
(7) Swtiching report LEC must report problems - identify location of every switch that is performing below standard Switches (or remote) minimum standards during avg busy-hour of the avg busy season (i) dial tone w/i 3 seconds 98% of calls (ii) 98% calls placed must not encounter intraswitch blocking condition w/i CO, etc.	<u>Local switches missing dial tone standard</u> Unable to report this measurement - lack of switch <u>Local switches missing intraswitch blocking -</u> Unable to report this measurement - lack of switch	<u>Local switches missing dial tone standard</u> Able to provide this measurement for its own switches <u>Local switches missing intraswitch blocking -</u> able to provide this measurement for its own switches

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(8) Trunk blocking report Each company that experiences trunk blocking in excess of standard must report each trunk group below standard - peak %, # of trunks in trunk group, busy hour when peak blockage occurs, concerns (3) or (5), & steps taken to relieve blockage (2 consecutive months)	<u>Interoffice trunk blocking standard missed</u> - Unable to report this measurement for AT&T - lack of switch	<u>Interoffice trunk blocking standard missed</u> - Able to report this measurement for its own switches
(3) blocking for avg busy hour for 99% of trunk groups must be <1/2 of 1% - local & EAS; < 1% E911 (5) provide svc to IXC at grade of svc ordered. IXC must order sufficient facilities such that no more than 2% of all calls are blocked at the LECs switch	<u>E911 Interoffice trunk blocking standard missed</u> - Unable to report this measurement - lack of switch	<u>E911 interoffice trunk blocking standard missed</u> - Able to report this measurement for its own network to the extent it has interoffice facilities, E911 trunks and trunks to IXCs
(9) Repair report (a) svc interruptions - repairs subject to standard, # of reported, # repaired w/i 48 hours, the number > 48 hours, & number exempt (1) all OOS interruptions must be repaired w/i 48 hours (w/exceptions). OOS interruption = condition that prevents the use of the phone line for originating	can comply with rule, except cannot provide the number repaired > 48 hours	can comply with the rule, except cannot provide the number repaired > 48 hours
(b) svc impairments - repairs subject to standard, # of reported, # repaired w/i 72 hours, the number > 72 hours, & number exempt (2) All other regulated interruptions w/in 72 hours (w/exceptions)	can comply with rule, except cannot provide the number repaired > 72 hours	can comply with the rule, except cannot provide the number repaired > 72 hours
NOTE: Sundays & legal holidays are excluded from 48 & 72 hour periods	Unable to track exclusions	Unable to track exclusions
(10) BO & Repair answering system When requested - report compliance. The report must be the same that company managers receive concerning avg speed, xfers to live rep, station busies & unanswered calls (1) during reg biz hrs, calls must be answered by live rep or automated answering system Automated:	Company has central call center (region-wide) - Automated call system is designed to answer the call well within the 30 seconds required under the rule	Company has central call center (region-wide) - Automated call system is designed to answer the call well within the 30 seconds required under the rule

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(a) each mo, avg time must be < 30 seconds		
(b) option to speak with rep w/i 60 seconds or xfer to live rep w/i 60 seconds	Automated system provides the customer with a sorting menu which generally meets the 60-second requirement to speak to a live representative - company petitioned for 90-second answer time standard	Automated system provides the customer with a sorting menu which generally meets the 60-second requirement to speak to a live representative - company petitioned for 90-second answer time standard
(c) avg time rep answers call must be < 60 seconds		
Manual answer 99% of call attempts w/i 30 seconds	Not Applicable	Not Applicable