

**AT&T
Washington
Service Quality Report**

Month: **September 2007**

AT&T Entity: **AT&T Communications of the PNW, Inc.**

Access Lines: **[REDACTED]**

| 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:</u> Business Commitments Missed: [REDACTED] Total Business Commitments: [REDACTED] (AT&T does not have access to Repair Appointment Missed data for its UNE-P provisioned residence services.)</p> |
| <p>Installation or Activation of Basic Service Report WAC 480-120-439(4)</p> <p>(AT&T is unable to exclude orders for more than 5 access lines.)</p> | <p>(a) <u>Number of Orders Taken – statewide:</u> [REDACTED] <u>Orders Not Completed by the agreed upon due date:</u> [REDACTED]</p> <p>(b) <u>Number of Orders Taken – statewide:</u> [REDACTED] <u>Orders Not Completed in 90 Days:</u> [REDACTED] (Residence orders not held more than 14 days.)</p> <p>(c) <u>Number of Orders Taken – statewide:</u> [report due January] <u>Orders Not Completed in 180 Days:</u> [report due January] (Residence orders not held more than 14 days.)</p> |
| <p>Trouble Reports WAC 480-120-439(6)</p> <p>(AT&T is unable to exclude reports for more than 5 access lines.)</p> | <p><u>Total Troubles Received – statewide:</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> |

AT&T PNW – (September 2007)

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| Switching Report WAC 480-120-439(7) | <u>Local Switches Missing Dial Tone Standard:</u> NA <u>Local Switches Missing the Intra-Switch Blocking Standard:</u> NA |
| Trunk Blocking Report WAC 480-120-439(8) | <u>Interoffice Trunk Blocking Standard:</u> NA <u>E911 Interoffice Trunk Blocking Standard:</u> NA |
| Repair Report WAC 480-120-439(9) | <u>Total Out-of-Service Repairs Requested:</u> ■ <u>Out-of-Service Repairs Cleared < 48 hours:</u> ■ <u>Total Non Out-of-Service Repairs Requested:</u> ■ <u>Non Out-of-Service Repairs Cleared < 72 hours:</u> ■ |
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