



Cate D. Hegstrom

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July 15, 2005

Ms. Carole J. Washburn  
Washington Utilities & Transportation Commission  
1300 S. Evergreen Park Drive SW  
Olympia, WA 98504

Re: Docket No. UT-041588, AT&T Communications of the Pacific Northwest, Inc.,  
TCG Oregon, and TCG Seattle Alternate Form of Reporting as allowed by WAC 480-120-  
439 (12)

Dear Ms. Washburn:

Enclosed for filing in the above-referenced docket are the April and May 2005 Quality of Service Reports by AT&T Communications of the Pacific Northwest, Inc., TCG Oregon, and TCG Seattle (collectively "AT&T"). These April and May 2005 Quality of Service Reports include valuable commercial information, for which AT&T seeks confidential treatment pursuant to RCW 80.04.095. Consistent with Commission practice, AT&T has specifically designated the information that is confidential and provided both the complete response – printed on yellow paper, marked "CONFIDENTIAL" and enclosed is a separate envelope marked "Docket No. UT-041588 CONFIDENTIAL pursuant to RCW 80.04.095" – and a public response from which the confidential information has been redacted.

Please contact me if you have any questions about this filing.

Very truly yours,

Cate Hegstrom

Enclosures

Electronic copies to: Ms. Letty S. Friesen  
Mr. Gregory J. Koptak

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REGISTRATION

AT&T  
Washington  
Service Quality Report

Month: April 2005  
AT&T Entity: TCG Seattle/Oregon  
Access lines: [REDACTED]

Monthly Report	Measurement
<p><b>Missed Appointments Report</b> WAC 480-120-439(3)</p> <p>(TCG is unable to track exclusions as allowed by the rule.)</p>	<p><u>Installation Appointments:</u>            Commitments Missed: [REDACTED]            Total Commitments: [REDACTED]</p> <p><u>Repair Appointments Missed:</u>            Commitments Missed: NA            Total Commitments: NA            (AT&amp;T does not track this metric for business services.)</p>
<p><b>Installation or Activation of Basic Service Report</b> WAC 480-120-439(4)</p> <p>(TCG 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 within 5 days of due date:</u> [REDACTED]</p> <p>(b) <u>Number of Orders Taken – statewide:</u> [report due July]  <u>Orders Not Completed in 90 Days:</u> [report due July]</p> <p>(c) <u>Number of Orders Taken – statewide:</u> [report due July]  <u>Orders Not Completed in 180 Days:</u> [report due July]</p>
<p><b>Trouble Reports</b> WAC 480-120-439(6)</p> <p>(TCG 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>

TCG – (April 2005)

<p><b>Switching Report</b> WAC 480-120-439(7)</p>	<p><u>TCG Switches Missing Dial Tone Standard:</u> Standard Met</p> <p><u>TCG Switches Missing the Intra-Switch Blocking Standard:</u> Standard Met</p>
<p><b>Trunk Blocking Report</b> WAC 480-120-439(8)</p>	<p><u>TCG Interoffice Trunk Blocking Standard Missed:</u> Standard Met</p> <p><u>TCG E911 Interoffice Trunk Blocking Standard Missed:</u> Standard Met</p>
<p><b>Repair Report</b> WAC 480-120-439(9)</p>	<p><u>Total Out-of-Service Repairs Requested:</u> ■</p> <p><u>Out-of-Service Repairs Cleared &lt; 48 hours :</u> ■</p> <p><u>Total Non Out-of-Service Repairs Requested:</u> ■</p> <p><u>Non Out-of-Service Repairs Cleared &lt; 72 hours :</u> ■</p>

**AT&T  
Washington  
Service Quality Report**

Month: **April 2005**  
 AT&T Entity: **AT&T Communications of the PNW**  
 Access Lines: **██████████**

<b>Monthly Report</b>	<b>Measurement</b>
<p><b>Missed Appointments Report</b> WAC 480-120-439(3)</p> <p>(AT&amp;T is unable to track exclusions as allowed by the rule.)</p>	<p><u>Installation Appointments:</u>            Commitments missed: ██████            Total Commitments: ██████</p> <p><u>Repair Appointments:</u>            Residence Commitments Missed: ██████            Total Residence Commitments: ██████            (AT&amp;T does not track this metric for business services.)</p>
<p><b>Installation or Activation of Basic Service Report</b> WAC 480-120-439(4)</p> <p>(AT&amp;T is unable to exclude orders for more than 5 access lines.)</p>	<p>(a) <u>Number of Orders Taken – statewide:</u> ██████  <u>Orders Not Completed within 5 days of due date:</u> ██████</p> <p>(b) <u>Number of Orders Taken – statewide:</u> [report due July]  <u>Orders Not Completed in 90 Days:</u> [report due July]            (Residence orders not held more than 14 days.)</p> <p>(c) <u>Number of Orders Taken – statewide:</u> [report due July]  <u>Orders Not Completed in 180 Days:</u> [report due July]            (Residence orders not held more than 14 days.)</p>
<p><b>Trouble Reports</b> WAC 480-120-439(6)</p> <p>(AT&amp;T is unable to exclude reports for more than 5 access lines.)</p>	<p><u>Total Troubles Received – statewide:</u> ██████</p> <p><u>Trouble as Ratio per 100 Lines Served (%):</u> ██████%</p> <p><u>Causes of Troubles (if standard is exceeded):</u></p>

**AT&T PNW – (April 2005)**

<b>Switching Report</b> 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
<b>Trunk Blocking Report</b> WAC 480-120-439(8)	<u>Interoffice Trunk Blocking Standard Missed:</u> NA <u>E911 Interoffice Trunk Blocking Standard Missed:</u> NA
<b>Repair Report</b> WAC 480-120-439(9)	<u>Total Out-of-Service Repairs Requested:</u> ■■■■ <u>Out-of-Service Repairs Cleared &lt; 48 hours:</u> ■■■■ <u>Total Non Out-of-Service Repairs Requested:</u> ■■■■ <u>Non Out-of-Service Repairs Cleared &lt; 72 hours:</u> ■■■■