

**AT&T  
Washington  
Service Quality Report**

Month: **April 2008**

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

Access Lines: [REDACTED]

Monthly Report	Measurement
<p><b>Missed Appointments Report</b> WAC 480-120-439(3)</p>	<p><u>Installation Appointments:</u>            Commitments missed: <span style="background-color: black; color: black;">[REDACTED]</span>            Total Commitments: <span style="background-color: black; color: black;">[REDACTED]</span></p> <p><u>Repair Appointments:</u>            Business Commitments Missed: <span style="background-color: black; color: black;">[REDACTED]</span>            Total Business Commitments: <span style="background-color: black; color: black;">[REDACTED]</span>            (AT&amp;T does not have access to Repair Appointment Missed data for its UNE-P provisioned residence 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> <span style="background-color: black; color: black;">[REDACTED]</span>  <u>Orders Not Completed by the agreed upon due date:</u> <span style="background-color: black; color: black;">[REDACTED]</span></p> <p>(b) <u>Number of Orders Taken – statewide:</u> <span style="background-color: black; color: black;">[REDACTED]</span>  <u>Orders Not Completed in 90 Days:</u> <span style="background-color: black; color: black;">[REDACTED]</span>            (Residence orders not held more than 14 days.)</p> <p>(c) <u>Number of Orders Taken – statewide:</u> <span style="background-color: black; color: black;">[REDACTED]</span>  <u>Orders Not Completed in 180 Days:</u> <span style="background-color: black; color: black;">[REDACTED]</span>            (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> <span style="background-color: black; color: black;">[REDACTED]</span></p> <p><u>Trouble as Ratio per 100 Lines Served (%):</u> <span style="background-color: black; color: black;">[REDACTED]</span></p> <p><u>Causes of Troubles (if standard is exceeded):</u></p>

AT&T PNW – (April 2008)

<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:</u> NA  <u>E911 Interoffice Trunk Blocking Standard:</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> ■