



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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AT&T
Washington
Service Quality Report

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

Monthly Report	Measurement
<p>Missed Appointments Report 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&T does not track this metric for business services.)</p>
<p>Installation or Activation of Basic Service Report 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>Trouble Reports 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 – (May 2005)

<p>Switching Report 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>Trunk Blocking Report 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>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>

AT&T
Washington
Service Quality Report

Month: May 2005
AT&T Entity: AT&T Communications of the PNW
Access Lines: [REDACTED]

Monthly Report	Measurement
<p>Missed Appointments Report WAC 480-120-439(3)</p> <p>(AT&T 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:</u> Residence Commitments Missed: [REDACTED] Total Residence Commitments: [REDACTED] (AT&T does not track this metric for business 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 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] (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>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 – (May 2005)

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