

**AT&T  
Washington  
Service Quality Report**

Month: **March 2005**  
AT&T Entity: **TCG Seattle/Oregon**  
Access lines: **██████████**

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: ██████ Total Commitments: ██████</p> <p><u>Repair Appointments Missed:</u> Commitments Missed: <b>NA</b> Total Commitments: <b>NA</b> (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> ██████ <u>Orders Not Completed within 5 days of due date:</u> ██████</p> <p>(b) <u>Number of Orders Taken – statewide:</u> ██████ <u>Orders Not Completed in 90 Days:</u> ██████</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> ██████</p> <p><u>Trouble as Ratio per 100 Lines Served (%):</u> ██████%</p> <p><u>Causes of Troubles (if standard is exceeded):</u></p>

**TCG – (March 2005)**

<b>Switching Report</b> WAC 480-120-439(7)	<u>TCG Switches Missing Dial Tone Standard:</u> Standard Met  <u>TCG Switches Missing the Intra-Switch Blocking Standard:</u> Standard Met
<b>Trunk Blocking Report</b> WAC 480-120-439(8)	<u>TCG Interoffice Trunk Blocking Standard Missed:</u> Standard Met  <u>TCG E911 Interoffice Trunk Blocking Standard Missed:</u> Standard Met
<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> ■■■

**AT&T  
Washington  
Service Quality Report**

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

Monthly Report	Measurement
<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> ██████  <u>Orders Not Completed in 90 Days:</u> ██████            (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 – (March 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> ■■■■