

**AT&T
Washington
Service Quality Report**

Month: **April 2005 (rev'd)**
AT&T Entity: **AT&T Communications of the PNW**
Access Lines: **██████████**

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: ██████ Total Commitments: ██████</p> <p><u>Repair Appointments:</u> Residence Commitments Missed: ██████ Total Residence Commitments: ██████ (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> ██████ <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>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> ██████</p> <p><u>Trouble as Ratio per 100 Lines Served (%):</u> ██████%</p> <p><u>Causes of Troubles (if standard is exceeded):</u></p>

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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 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> ■■■■