

**AT&T
Washington
Service Quality Report**

Month: **May 2011**

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

Access Lines: **█**

Monthly Report	Measurement
<p>Missed Appointments Report WAC 480-120-439(3)</p>	<p><u>Installation Appointments:</u> Commitments missed: █ Total Commitments: █</p> <p><u>Repair Appointments:</u> Business Commitments Missed: █ Total Business Commitments: █ (AT&T does not have access to Repair Appointment Missed data for its UNE-P provisioned residence 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 by the agreed upon due date:</u> █</p> <p>(b) <u>Number of Orders Taken – statewide:</u> [report due in July] <u>Orders Not Completed in 90 Days:</u> [report due in July] (Residence orders not held more than 14 days.)</p> <p>(c) <u>Number of Orders Taken – statewide:</u> [report due in July] <u>Orders Not Completed in 180 Days:</u> [report due in 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>

AT&T Communications of the Pacific Northwest, Inc. (May 2011)

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