

Attachment 3

**AT&T
Washington
Service Quality Report¹**

Month:

AT&T Entity:

Monthly Report	Measurement
<p>Missed Appointments Report WAC 480-120-439(3)</p>	<p><u>Installation Appointments:</u> Statewide measure of commitments met (%):</p> <p><u>Repair Appointments:</u> Statewide measure of troubles completed by time committed (%):</p>
<p>Installation or Activation of Basic Service Report WAC 480-120-439(4)</p> <p>Frequency: (a) Monthly (b) Quarterly (c) Bi-annually</p>	<p><u>Number of Orders Taken – statewide, up to 5 access lines:</u></p> <p><u>(a) Orders Completed in 5-Business Days (%):</u> Because of ILECs’ installation demands, AT&T must report this standard as a force majeure event</p> <p><u>(b) Orders Completed in 90-Days:</u> AT&T automatically cancels residential orders held over 14 days as its inability to obtain underlying LEC facilities creates a force majeure event. Number reported is only small business.</p> <p><u>(c) Orders Completed in 180-Days:</u> AT&T automatically cancels residential orders held over 14 days. Number reported is only small business.</p>
<p>Trouble Reports WAC 480-120-439(6)</p>	<p><u>Total Troubles Received – statewide, up to 5 access lines:</u></p> <p><u>Trouble as Ratio per 100 Lines Served:</u></p> <p><u>Causes of Troubles (if standard is exceeded):</u></p>

¹ Reporting on a statewide basis.

Switching Report WAC 480-120-439(7)	<u>AT&T Local Switches Missing Dial Tone Standard:</u> <u>AT&T Local Switches Missing the Intra-Switch Blocking Standard:</u>
Trunk Blocking Report WAC 480-120-439(8)	<u>AT&T Interoffice Trunk Blocking Standard Missed:</u> <u>AT&T E911 Interoffice Trunk Blocking Standard Missed:</u>
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>
Business Office/Repair Answering Report WAC 480-120-439(10)	When Requested: <u>Calls Answered Within 30 seconds (%):</u> <u>Avg. Call Answer Time For Rep. To Answer after transfer:</u> Option to speak with live rep or transfer caller to rep within 90 seconds from start menu.