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VIA MAIL AND ELECTRONIC MAIL

June 2, 2014

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 is the April 2014 report by AT&T Corp. (f/k/a AT&T Communications of the Pacific Northwest, Inc.) This Quality of Service Report includes 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 report – printed on yellow paper, marked “CONFIDENTIAL” and enclosed in a separate envelope marked “Docket No. UT-041588 CONFIDENTIAL pursuant to RCW 80.04.095” – and a public report from which the confidential information has been redacted.

Please contact me if you have any questions about this filing.

Sincerely,

/s/ Sally Briar

Enclosures

**AT&T
Washington
Service Quality Report**

Month: **April 2014**
 AT&T Entity: **AT&T Corp.**
 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> █ <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> █ <u>Orders Not Completed in 180 Days:</u> █ (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 Corp. (April 2014)

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> ■