

AT&T
Washington
Service Quality Report
REDACTED VERSION
Docket UT-061617

Month: **May 2008**
 AT&T Entity: **SBC Long Distance, LLC**
 Access lines: **124**

Monthly Report	Measurement
Missed Appointments Report WAC 480-120-439(3)	<u>Installation Appointments:</u> Commitments Missed: [REDACTED] Total Commitments: [REDACTED] <u>Repair Appointments Missed:</u> Commitments Missed [REDACTED] Total Commitments: [REDACTED]
Installation or Activation of Basic Service Report WAC 480-120-439(4)	(a) <u>Number of Orders Taken – Central Office:</u> [REDACTED] <u>Orders Not Completed within 5 days of due date</u> [REDACTED] (b) <u>Number of Orders Taken – Central Office during the last 90 days:</u> [REDACTED] <u>Orders Not Completed in 90 Days:</u> [REDACTED] (c) <u>Number of Orders Taken – Central Office in the last 180 days:</u> [REDACTED] <u>Orders Not Completed in 180 Days:</u> [REDACTED]
Trouble Reports WAC 480-120-439(6)	<u>Total Troubles Received – Central Office</u> [REDACTED] <u>Trouble as Ratio per 100 Lines Served (%):</u> [REDACTED] <u>Causes of Troubles (if standard is exceeded):</u>

SBC Long Distance, LLC – (May 2008)

<p>Switching Report WAC 480-120-439(7)</p>	<p><u>SBC Long Distance, LLC Switches Missing Dial Tone Standard:</u> [REDACTED]</p> <p><u>SBC Long Distance, LLC Switches Missing the Intra-Switch Blocking Standard:</u> [REDACTED]</p>
<p>Trunk Blocking Report WAC 480-120-439(8)</p>	<p><u>SBC Long Distance, LLC Interoffice Trunk Blocking Standard:</u> [REDACTED]</p> <p><u>SBC Long Distance, LLC E911 Interoffice Trunk Blocking Standard:</u> [REDACTED]</p>
<p>Repair Report WAC 480-120-439(9)</p>	<p><u>Total Out-of-Service Repairs Requested:</u> [REDACTED]</p> <p><u>Out-of-Service Repairs Cleared < 48 hours:</u> [REDACTED]</p> <p><u>Total Non Out-of-Service Repairs Requested:</u> [REDACTED]</p> <p><u>Non Out-of-Service Repairs Cleared < 72 hours:</u> [REDACTED]</p>