



Mark E. Hepburn  
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July 15, 2008

Washington Commission  
ATTN: Carol Washburn  
1300 South Evergreen Park Dr. SW  
Olympia, Washington 98504-7250

RECEIVED  
WASHINGTON  
COMMISSION  
2008 JUL 18 AM 9:42

RE: Docket # UT-061617, for SBC Long Distance LLC, d/b/a AT&T Long Distance.

Dear Ms: Washburn

Enclosed please find our (Revised) May, 2008 quality of service report. The correction was Trouble as Ratio per 100 Lines Served (%). I have included a Confidential Version on Yellow Paper, and a Redacted Version on White paper with this filing.

I will be sending the original copies today.

Please call me if you have any questions or need additional information.

Sincerely,  
Mark Hepburn

Area Manager Regulatory Operations

Enclosures

**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
<p><b>Missed Appointments Report</b> WAC 480-120-439(3)</p>	<p><u>Installation Appointments:</u>                      Commitments Missed: [REDACTED]                      Total Commitments: [REDACTED]</p> <p><u>Repair Appointments Missed:</u>                      Commitments Missed [REDACTED]                      Total Commitments: [REDACTED]</p>
<p><b>Installation or Activation of Basic Service Report</b> WAC 480-120-439(4)</p>	<p>(a) <u>Number of Orders Taken – Central Office:</u> [REDACTED]  <u>Orders Not Completed within 5 days of due date</u> [REDACTED]</p> <p>(b) <u>Number of Orders Taken – Central Office during the last 90 days:</u> [REDACTED]  <u>Orders Not Completed in 90 Days:</u> [REDACTED]</p> <p>(c) <u>Number of Orders Taken – Central Office in the last 180 days:</u> [REDACTED]  <u>Orders Not Completed in 180 Days:</u> [REDACTED]</p>
<p><b>Trouble Reports</b> WAC 480-120-439(6)</p>	<p><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></p>

**SBC Long Distance, LLC – (May 2008)**

<p><b>Switching Report</b> 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><b>Trunk Blocking Report</b> 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><b>Repair Report</b> WAC 480-120-439(9)</p>	<p><u>Total Out-of-Service Repairs Requested:</u> [REDACTED]</p> <p><u>Out-of-Service Repairs Cleared &lt; 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 &lt; 72 hours:</u> [REDACTED]</p>