



Mark E. Hepburn
AT&T Finance Operations

AT&T Long Distance
1010 N. St. Mary's Street
Room 1324
San Antonio, TX 78215
Phone: 210-246-8041
Fax: 210-246-8759
Email: mh4424@att.com

August 21, 2008

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

2008 AUG 29 AM 8:11
M. E. Hepburn
AT&T Finance Operations

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

Dear Ms: Washburn

Enclosed please find our July, 2008 quality of service report. 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

Mark Hepburn
AT&T Finance Operations

Enclosures

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

Month: **July 2008**
 AT&T Entity: **SBC Long Distance, LLC**
 Access lines: **94**

Category	Measure
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 – (July 2008)

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