

# AT&T COMMUNICATIONS OF THE PNW SERVICE QUALITY REPORT



## CHARTS

**Business Office Center Answer Time  
(Seconds)**

	2010	2011
January		96.1
February		65.2
March		49.2
April		71.8
May		85.7
June		28.8
July		14.6
August		9.7
September		12.2
October		17.1
November		16.7
December	59.4	

**Repair Service Center Answer Time  
(Seconds)**

	2010	2011
January		52.8
February		25.9
March		22.9
April		33.0
May		58.0
June		20.3
July		28.7
August		54.7
September		171.8
October		36.0
November		42.3
December	36.7	

Standard: Average Speed of Answer Time of 50 Seconds or Less

DID NOT MEET OAR STANDARD

### Commitments for Service - Provisioning

	2010	2011
January		100%
February		95.5%
March		100.0%
April		100.0%
May		100.0%
June		100.0%
July		100.0%
August		100.0%
September		100.0%
October		100.0%
November		90.9%
December	89.5%	

OAR Standard: 90%

DID NOT MEET OAR STANDARD

### Repair Cleared Within 48-Hours\*

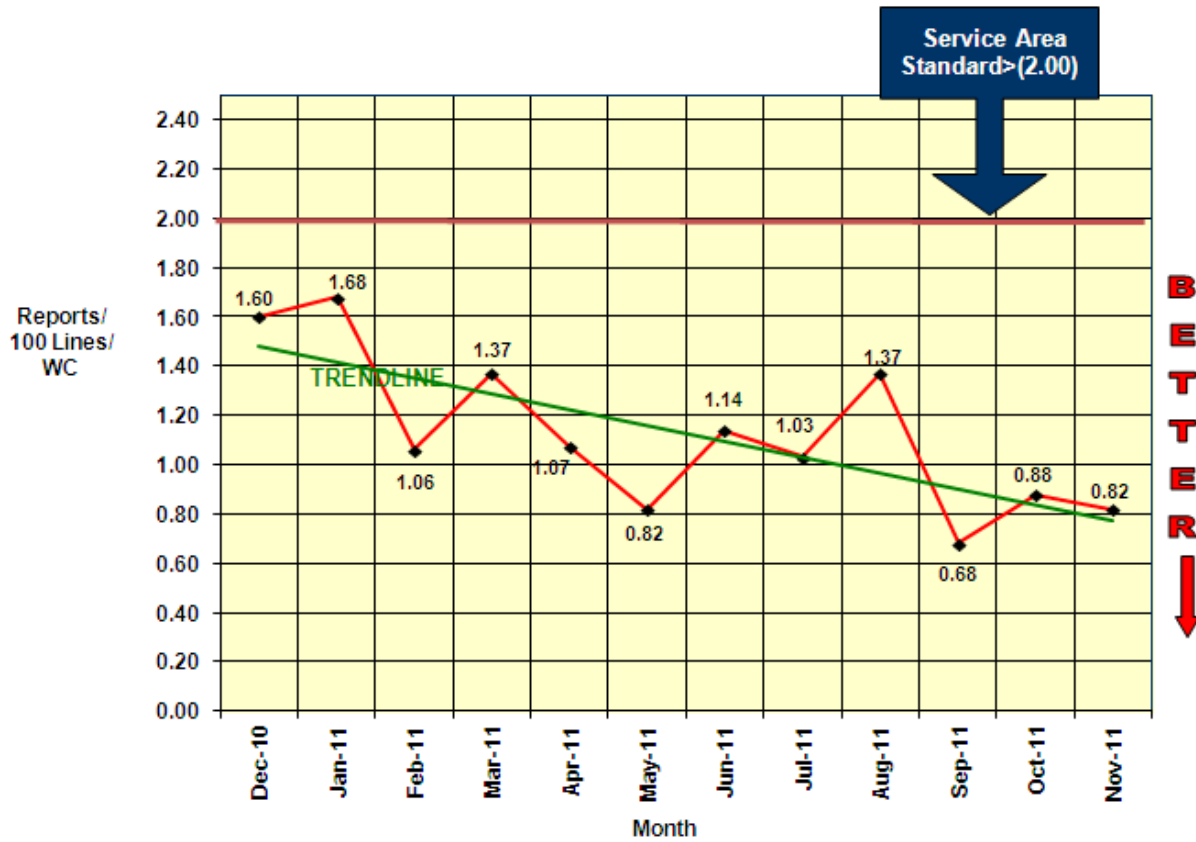
	2010	2011
January		85.3%
February		95.2%
March		88.7%
April		93.5%
May		90.0%
June		92.3%
July		100.0%
August		95.7%
September		89.7%
October		89.7%
November		92.3
December	85.0%	

\*AT&T cannot track exclusions as allowed by the Commission rules.

OAR Standard: 95%

DID NOT MEET OAR STANDARD

## Trouble Report Rate Monthly State Average



### MONTHLY TROUBLE REPORT RATE

Service Area	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11
AT&T Communications	1.60	1.68	1.06	1.37	1.07	0.82	1.14	1.03	1.37	0.68	0.88	0.82
<b>Statewide Average</b>	<b>1.60</b>	<b>1.68</b>	<b>1.06</b>	<b>1.37</b>	<b>1.07</b>	<b>0.82</b>	<b>1.14</b>	<b>1.03</b>	<b>1.37</b>	<b>0.68</b>	<b>0.88</b>	<b>0.82</b>
Service Area Count <sup>2</sup>	0	0	0	0	0	0	0	0	0	0	0	0

NOTE 1: The "MO>2.00" column is the number of times a designated service area of over 1,000 access lines exceeded a 2.00 trouble report rate during the reported twelve month period. The "Designated Service Area Count" is the number the designated service area did not meet standard for the reported month.

NOTE 2: The number at the bottom of the monthly columns are the number of times the designated service area exceeded 2.00 for the reported month.