

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: AT&T Corp.

U#: U-5002-C

Report Year: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company - Statewide

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2017)			Date filed (08/15/2017)			Date filed (11/15/2017)			Date filed (02/15/2018)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	N/A	N/A	N/A									
	Total # of service orders	N/A	N/A	N/A									
	Avg. # of business days	N/A	N/A	N/A									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	N/A	N/A	N/A									
	Total # of installation commitment met	N/A	N/A	N/A									
	Total # of installation commitment missed	N/A	N/A	N/A									
Customers	% of commitment met	N/A	N/A	N/A									
	Acct # for voice or bundle, res+bus	10,910	10,732	10,549									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	10,910	10,732	10,549								
		Total # of trouble reports	358	337	258								
		% of trouble reports	3.3%	3.1%	2.4%								
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	*	*	*								
		Total # of trouble reports	*	*	*								
		% of trouble reports	*	*	*								
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	*	*	*								
		Total # of trouble reports	*	*	*								
		% of trouble reports	*	*	*								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	244	205	172									
	Total # of repair tickets restored in ≤ 24hrs	85	74	88									
	% of repair tickets restored ≤ 24 Hours	34.8%	36.1%	51.2%									
	Sum of the duration of all outages (hh:mm)	18413:51	14768:20	9978:53									
	Avg. outage duration (hh:mm)	75:28	72:2	58:1									
	Indicate if catastrophic event is in month	yes, exclude month	yes, exclude month	yes, exclude month									
Unadjusted Out of Service Report	Total # of outage report tickets	255	223	179									
	Total # of repair tickets restored in ≤ 24hrs	92	86	92									
	% of repair tickets restored ≤ 24 Hours	36.1%	38.6%	51.4%									
	Sum of the duration of all outages (hh:mm)	18916:47	15313:16	9892:41									
	Avg. outage duration (hh:mm)	74:11	68:40	55:16									
Refunds	Number of customers who received refunds	462	77	35									
	Monthly amount of refunds	\$6,209.02	\$706.90	\$293.89									
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/a menu option to reach live agent).	Total # of calls for TR, Billing & Non-Billing	1,854	1,695	1,595									
	Total # of call seconds to reach live agent	92,700	93,292	64,523									
	% ≤ 60 seconds	88.2%	90.2%	91.4%									

Primary Utility Contact Information

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Date Adopted: 7/28/09
Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Answer Time results reflect California-specific results for trouble reports and national/multi state results for billing and non-billing calls.