

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

Company Name: AT&T Corp.  
Reporting Unit Type:  Total Company  Exchange  Wire Center

U#: U-5002-C  
Reporting Unit Name: Total Company - Statewide

Report Year: 2018

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2018)			Date filed (08/15/2018)			Date filed (11/15/2018)			Date filed (02/15/2019)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Total # of service orders	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Avg. # of business days	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Total # of installation commitment met	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Total # of installation commitment missed	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
<b>Customers</b>	% of commitment met	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Acct # for voice or bundle, res+bus	8,991	8,833	8,709	8,588	8,469	8,342	8,188	8,063	7,910			
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	8,991	8,833	8,709	8,588	8,469	8,342	8,188	8,063	7,910		
		Total # of trouble reports	235	122	191	94	121	97	117	89	62		
		% of trouble reports	2.6%	1.4%	2.2%	1.09%	1.43%	1.16%	1.4%	1.1%	0.8%		
	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	*	*	*	*	*	*	*	*	*	*	
	<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	155	74	129	54	72	55	73	64	46		
		Total # of repair tickets restored in < 24hrs	78	50	68	31	53	40	44	37	34		
		% of repair tickets restored ≤ 24 Hours	50.3%	67.6%	52.7%	57.4%	73.6%	72.7%	60.3%	57.8%	73.9%		
Sum of the duration of all outages (hh:mm)		7624:40	2998:9	4897:21	2019:12	2643:23	1411:35	3110:23	2138:40	1021:55			
Avg. outage duration (hh:mm)		49:11	40:31	37:58	37:24	36:43	25:40	42:36	33:25	22:13			
Indicate if catastrophic event is in month													
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	157	77	130	61	79	57	74	66	51			
	Total # of repair tickets restored in < 24hrs	80	53	68	34	58	41	45	39	39			
	% of repair tickets restored ≤ 24 Hours	51.0%	68.8%	52.3%	55.7%	73.4%	71.9%	60.8%	59.1%	76.5%			
	Sum of the duration of all outages (hh:mm)	7625:8	3030:20	4929:50	2192:40	2787:37	1508:6	3110:50	2143:41	1060:48			
	Avg. outage duration (hh:mm)	48:34	39:21	37:55	35:57	35:17	26:27	42:2	32:29	20:48			
<b>Refunds</b>	Number of customers who received refunds	91	57	48	77	72	87	53	57	41			
	Monthly amount of refunds	\$505.95	\$295.54	\$143.92	\$376.46	\$346.68	\$380.57	\$131.44	\$96.94	\$114.86			
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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	1,252	891	1,143	923	910	890	978	934	780			
	Total # of call seconds to reach live agent	56,207	39,494	43,209	24,921	21,103	27,940	24,622	16,948	11,700			
	% ≤ 60 seconds	90.3%	88.9%	93.1%	96.3%	94.0%	90.2%	95.6%	94.3%	94.4%			

**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)