

**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: 2019

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2019)			Date filed (08/15/2019)			Date filed (11/15/2019)			Date filed (02/15/2020)		
		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						
	Total # of service orders	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						
<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						
	Total # of installation commitment met	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						
<b>Customers</b>	% of commitment met	N/A	N/A	N/A	N/A	N/A	N/A						
	Acct # for voice or bundle, res+bus	7,473	7,316	7,199	7,095	6,992	6,890						
<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	7,473	7,316	7,199	7,095	6,992	6,890					
		Total # of trouble reports	225	253	231	133	111	110					
		% of trouble reports	3.0%	3.5%	3.2%	1.9%	1.6%	1.6%					
	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	133	151	126	78	83	70						
	Total # of repair tickets restored in < 24hrs	37	26	27	32	35	35						
	% of repair tickets restored ≤ 24 Hours	27.8%	17.2%	21.4%	41.0%	42.2%	50.0%						
	Sum of the duration of all outages (hh:mm)	10462:29	20100:23	14127:18	5656:23	4345:27	4248:50						
	Avg. outage duration (hh:mm)	78:40	133:7	112:7	72:31	62:21	60:42						
	Indicate if catastrophic event is in month	Yes	Yes	Yes	N/A	N/A	N/A						
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	141	162	133	78	87	82						
	Total # of repair tickets restored in < 24hrs	43	34	34	32	39	43						
	% of repair tickets restored ≤ 24 Hours	30.5%	21.0%	25.6%	41.0%	44.8%	52.4%						
	Sum of the duration of all outages (hh:mm)	11773:22	20334:33	14164:35	5656:23	4351:46	4790:49						
	Avg. outage duration (hh:mm)	83:30	125:31	106:30	72:31	50:1	58:25						
	Indicate if catastrophic event is in month	Yes	Yes	Yes	N/A	N/A	N/A						
<b>Refunds</b>	Number of customers who received refunds	63	83	73	73	81	80						
	Monthly amount of refunds	\$238.95	\$321.44	\$288.09	\$289.90	\$333.19	\$321.68						
<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	1,105	1,142	994	887	858	752						
	Total # of call seconds to reach live agent	25,540	18,360	19,318	17,481	20,536	14,297						
	% ≤ 60 seconds	95.3%	96.1%	94.5%	92.8%	94.8%	89.8%						

**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)