

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

Company Name: AT&T Corp.

U#: U-5002-C

Report Year: 2020

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Total Company - Statewide

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020)			Date filed (09/02/2020)			Date filed (11/16/2020)			Date filed (02/17/2021)		
		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	6,198	6,120	6,046	5,933	5,889	5,796						
<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	6,198	6,120	6,046	5,933	5,889	5,796					
		Total # of trouble reports	119	70	125	78	70	69					
		% of trouble reports	1.9%	1.1%	2.1%	1.3%	1.2%	1.2%					
	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	83	45	66	49	42	46						
	Total # of repair tickets restored in ≤ 24hrs	21	26	23	13	21	12						
	% of repair tickets restored ≤ 24 Hours	25.3%	57.8%	34.8%	26.5%	50.0%	26.1%						
	Sum of the duration of all outages (hh:mm)	6260:45	1082:11	3536:22	2713:42	1984:52	2860:46						
Avg. outage duration (hh:mm)	75:26	24:3	53:35	55:23	47:16	62:11							
Indicate if catastrophic event is in month													
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	86	49	70	55	44	46						
	Total # of repair tickets restored in ≤ 24hrs	21	28	24	20	22	12						
	% of repair tickets restored ≤ 24 Hours	24.4%	57.1%	34.3%	36.4%	50.0%	26.1%						
	Sum of the duration of all outages (hh:mm)	6526:36	3243:31	5684:8	3040:31	2128:7	2860:46						
Avg. outage duration (hh:mm)	75:53	66:12	81:12	55:17	48:22	62:11							
<b>Refunds</b>	Number of customers who received refunds	79	76	70	45	45	38						
	Monthly amount of refunds	\$308.63	\$310.08	\$284.17	\$184.10	\$179.43	\$167.64						
<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	697	660	588	639	589	617						
	Total # of call seconds to reach live agent	18,571	12,744	34,492	18,410	10,634	19,606						
	% < 60 seconds	87.9%	96.7%	93.5%	96.4%	92.2%	90.4%						

**Primary Utility Contact Information**

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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)