

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

Company Name: AT&T California

U#: U-1001-C

Report Year: 2011

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company - Statewide

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2011)			Date filed (08/15/2011)			Date filed (11/15/2011)			Date filed (02/15/2012)			
		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	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	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	N/A	
Installation Commitment 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	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	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	N/A	
	% 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	N/A	
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	6,848,232	6,773,133	6,701,965	6,618,647	6,533,054	6,465,819	6,376,972	6,313,338	6,249,528	6,173,945	6,117,352	6,052,308
		Total # of trouble reports	188,658	104,397	123,701	89,575	79,420	77,462	76,595	78,667	74,445	90,657	80,749	79,508
		% of trouble reports	2.75	1.54	1.85	1.35	1.22	1.20	1.20	1.25	1.19	1.47	1.32	1.31
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	195,870	194,225	191,851	196,313	193,122	195,674	199,855	194,409	195,912	193,954	191,543	191,089
		Total # of trouble reports	8,540	5,117	6,126	4,458	3,450	3,731	3,673	3,335	3,030	3,756	3,543	3,633
		% of trouble reports	4.36	2.63	3.19	2.27	1.79	1.91	1.84	1.72	1.55	1.94	1.85	1.90
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	51,756	51,262	51,810	51,468	52,026	50,699	50,271	51,885	51,587	51,153	51,844	50,466
		Total # of trouble reports	2,369	1,507	1,875	1,386	1,149	1,294	1,227	1,072	1,096	1,276	1,254	1,171
		% of trouble reports	4.58	2.94	3.62	2.69	2.21	2.55	2.44	2.07	2.12	2.49	2.42	2.32
Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	42,072	57,950	57,300	48,867	48,485	50,492	46,669	48,300	45,711	38,059	38,459	33,721	
	Total # of repair tickets restored in ≤ 24hrs	23,670	33,334	33,069	30,430	33,976	32,019	33,927	34,332	34,054	55,318	49,832	44,969	
	% of repair tickets restored ≤ 24 Hours	56.3%	57.5%	57.7%	62.3%	70.1%	63.4%	72.7%	71.1%	74.5%	68.8%	77.2%	75.0%	
	Sum of the duration of all outages (hh:mm)	2,048,053	1,508,854	1,545,756	1,212,037	981,537	1,144,330	882,405	961,263	850,169	1,135,747	855,944	803,666	
	Avg. outage duration (hh:mm)	48.7	26.0	27.0	24.8	20.2	22.7	18.9	19.9	18.6	20.5	17.2	17.9	

Measurement (Compile quarterly, file annually on February 15)		1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Answer Time (Trouble Reports "TR", 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	1,158,217	780,468	862,490	800,330
	Total # of call seconds to reach live agent	83,771,800	35,505,239	63,043,424	22,448,162
	% ≤ 60 seconds	80.2%	80.8%	68.1%	86.4%

Primary Utility Contact Information

Name: Adela Chan

Phone: 415-778-1470

Email: ac2517@att.com

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)