

**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/yy)			Date filed (11/15/yy)			Date filed (02/15/yy)		
		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									
	% of commitment met	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									
	Total # of trouble reports	188,658	104,397	123,701									
	% of trouble reports	2.75	1.54	1.85									
Min. Standard 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	195,870	194,225	191,851									
	Total # of trouble reports	8,540	5,117	6,126									
	% of trouble reports	4.36	2.63	3.19									
Min. Standard 10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	51756	51262	51810									
	Total # of trouble reports	2369	1507	1875									
	% of trouble reports	4.58	2.94	3.62									
Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	42,072	57,950	57,300									
	Total # of repair tickets restored in ≤ 24hrs	23,670	33,334	33,069									
	% of repair tickets restored ≤ 24 Hours	56.3%	57.5%	57.7%									
	Sum of the duration of all outages (hh:mm)	2,048,053	1,508,854	1,545,756									
	Avg. outage duration (hh:mm)	48.7	26.0	27.0									

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	Not due until 2012	Not due until 2012	Not due until 2012	Not due until 2012
	Total # of call seconds to reach live agent	Not due until 2012	Not due until 2012	Not due until 2012	Not due until 2012
	% ≤ 60 seconds	Not due until 2012	Not due until 2012	Not due until 2012	Not due until 2012

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)