

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

Company Name: AT&T Communications of California, Inc.

U#: U-5002-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 (05/15/2011)			Date filed (08/15/2011)			Date filed (11/15/2011)			Date filed (2/15/2012)		
		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	*	*	*	*	*	*	*	*	*	*	*	*
	Total # of trouble reports	*	*	*	*	*	*	*	*	*	*	*	*
	% of trouble reports	*	*	*	*	*	*	*	*	*	*	*	*
Min. Standard 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	1,481	1,445	1,419	1,386	1,355	1,324	1,280	1,264	1,234	1,226	1,201	1,165
	Total # of trouble reports	27	10	28	16	10	12	8	16	19	14	10	18
	% of trouble reports	1.8%	0.7%	2.0%	1.2%	0.7%	0.9%	0.6%	1.3%	1.5%	1.1%	0.8%	1.5%
Min. Standard 10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	*	*	*	*	*	*	*	*	*	*	*	*
	Total # of trouble reports	*	*	*	*	*	*	*	*	*	*	*	*
	% of trouble reports	*	*	*	*	*	*	*	*	*	*	*	*
Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	18	6	21	8	5	7	4	10	12	8	7	12
	Total # of repair tickets restored in ≤ 24hrs	17	5	15	4	4	5	2	7	12	6	7	9
	% of repair tickets restored ≤ 24 Hours	94.4%	83.3%	71.4%	50.0%	80.0%	71.4%	50.0%	70.0%	100.0%	75.0%	100.0%	75.0%
	Sum of the duration of all outages (hh:mm)	225:23	91:52	484:28	266:9	67:11	95:42	69:26	273:47	47:27	155:18	35:53	260:45
	Avg. outage duration (hh:mm)	12:31	15:19	23:4	33:16	13:26	13:40	17:22	27:23	3:57	19:25	5:8	21:44

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	19,887	16,543	16,430	14,241
	Total # of call seconds to reach live agent	1,070,179	286,006	296,143	526,446
	% ≤ 60 seconds	84.8%	92.4%	90.8%	78.6%

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)

AT&T Notes

Results for Residential services and certain business services not included because AT&T Communications is not providing the underlying facilities for these services.

Answer Time results reflect California-specific results for trouble reports and national/multi state results for billing and non-billing calls.