

**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: 2012

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Total Company - Statewide

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2012)			Date filed (08/15/2012)			Date filed (11/15/12)			Date filed (02/15/13)		
		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	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
<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	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
<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	*	*	*									
	Total # of trouble reports	*	*	*									
	% of trouble reports	*	*	*									
<b>Min. Standard</b> 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	1,143	1,109	1,091									
	Total # of trouble reports	8	13	16									
	% of trouble reports	0.7%	1.2%	1.5%									
<b>Min. Standard</b> 10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	*	*	*									
	Total # of trouble reports	*	*	*									
	% of trouble reports	*	*	*									
<b>Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	5	7	11									
	Total # of repair tickets restored in ≤ 24hrs	4	5	8									
	% of repair tickets restored ≤ 24 Hours	80.0%	71.4%	72.7%									
	Sum of the duration of all outages (hh:mm)	104:22	221:56	189:51									
	Avg. outage duration (hh:mm)	20:52	31:42	17:16									

Measurement (Compile quarterly, file annually on February 15)		1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
<b>Answer Time (Trouble Reports "TR", 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	Not due until 2013	Not due until 2013	Not due until 2013	Not due until 2013
	Total # of call seconds to reach live agent	Not due until 2013	Not due until 2013	Not due until 2013	Not due until 2013
	% ≤ 60 seconds	Not due until 2013	Not due until 2013	Not due until 2013	Not due until 2013

**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.