

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

Company Name: AT&T California

U#: U-1001-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/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
<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	
	% 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	
<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	5,966,897	5,904,972	5,835,059	5,752,476	5,688,261	5,624,276					
		Total # of trouble reports	81,291	69,485	87,571	78,931	66,799	63,184					
		% of trouble reports	1.36	1.18	1.50	1.37	1.17	1.12					
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	195,289	192,593	192,763	192,952	194,484	195,888					
		Total # of trouble reports	3,877	3,387	4,372	3,914	2,983	3,056					
		% of trouble reports	1.99	1.76	2.27	2.03	1.53	1.56					
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	50,000	50,673	51,085	51,607	52,250	51,825					
		Total # of trouble reports	1,234	1,006	1,498	1,191	1,039	1,117					
		% of trouble reports	2.47	1.99	2.93	2.31	1.99	2.16					
<b>Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	54,827	46,602	58,177	52,074	43,836	42,248						
	Total # of repair tickets restored in ≤ 24hrs	39,718	37,868	43,047	36,630	33,385	30,790						
	% of repair tickets restored ≤ 24 Hours	72.4%	81.3%	74.0%	70.3%	76.2%	72.9%						
	Sum of the duration of all outages (hh:mm)	1,037,515	721,990	1,051,510	1,018,170	804,845	805,531						
	Avg. outage duration (hh:mm)	18.9	15.5	18.1	19.6	18.4	19.1						

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)