

**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 |
| Installation Interval Min. standard = 5 bus. days | Total # of business days | 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 | | | | | | |
| | Avg. # of business days | 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 | | | | | | |
| | Total # of installation commitment met | 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 | | | | | | |
| | % of commitment met | 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 | * | * | * | * | * | * | | | | | |
| | 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) | Total # of working lines | 1,143 | 1,109 | 1,091 | 1,077 | 1,065 | 1,058 | | | | | |
| | | Total # of trouble reports | 8 | 13 | 16 | 10 | 10 | 15 | | | | | |
| | | % of trouble reports | 0.7% | 1.2% | 1.5% | 0.9% | 0.9% | 1.4% | | | | | |
| | 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 | 5 | 7 | 11 | 8 | 9 | 8 | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 4 | 5 | 8 | 6 | 9 | 8 | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 80.0% | 71.4% | 72.7% | 75.0% | 100.0% | 100.0% | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 104:22 | 221:56 | 189:51 | 226:44 | 48:28 | 79:16 | | | | | | |
| | Avg. outage duration (hh:mm) | 20:52 | 31:42 | 17:16 | 28:20 | 5:23 | 9:54 | | | | | | |

| 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 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

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)

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.