

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

Company Name: AT&T Corp.

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	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	
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	
	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	
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	1,045	1,036	1,017	*	
		Total # of trouble reports	8	13	16	10	10	15	8	11	7	*	
		% of trouble reports	0.7%	1.2%	1.5%	0.9%	0.9%	1.4%	0.8%	1.1%	0.7%	*	
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	*	*	*	*	*	*	*	*	*	996	
		Total # of trouble reports	*	*	*	*	*	*	*	*	*	8	
		% of trouble reports	*	*	*	*	*	*	*	*	*	0.8%	
Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	5	7	11	8	9	8	3	7	5	6		
	Total # of repair tickets restored in < 24hrs	4	5	8	6	9	8	3	6	5	5		
	% of repair tickets restored ≤ 24 Hours	80.0%	71.4%	72.7%	75.0%	100.0%	100.0%	100.0%	85.7%	100.0%	83.3%		
	Sum of the duration of all outages (hh:mm)	104:22	221:56	189:51	226:44	48:28	79:16	20:8	63:37	20:5	57:20		
	Avg. outage duration (hh:mm)	20:52	31:42	17:16	28:20	5:23	9:54	6:43	9:5	4:1	9:33		

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	16,028	21,167	19,009	18,562
	Total # of call seconds to reach live agent	1,334,633	838,614	1,629,421	1,439,305
	% ≤ 60 seconds	69.0%	83.5%	67.9%	68.6%

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 Corp. 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.