

**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 (11/15/2012)			Date filed (02/15/2013)			
		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	5,966,897	5,904,972	5,835,059	5,752,476	5,688,261	5,624,276	5,533,600	5,466,451	5,388,312	5,327,550	5,269,913	5,191,581
		Total # of trouble reports	81,291	69,485	87,571	78,931	66,799	63,184	61,446	66,220	57,570	69,507	71,714	123,820
		% of trouble reports	1.36	1.18	1.50	1.37	1.17	1.12	1.11	1.21	1.07	1.30	1.36	2.39
	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	207,891	211,892	218,181	222,444	224,484	224,436
		Total # of trouble reports	3,877	3,387	4,372	3,914	2,983	3,056	2,901	3,668	3,107	3,892	4,459	9,117
		% of trouble reports	1.99	1.76	2.27	2.03	1.53	1.56	1.40	1.73	1.42	1.75	1.99	4.06
	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	52,479	51,980	52,664	52,304	54,028	53,431
		Total # of trouble reports	1,234	1,006	1,498	1,191	1,039	1,117	977	984	884	1,000	1,376	2,696
		% of trouble reports	2.47	1.99	2.93	2.31	1.99	2.16	1.86	1.89	1.68	1.91	2.55	5.05
Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	54,827	46,602	58,177	52,074	43,836	42,248	41,242	44,059	38,703	47,144	50,420	61,254	
	Total # of repair tickets restored in < 24hrs	39,718	37,868	43,047	36,630	33,385	30,790	31,008	29,311	29,694	36,511	36,614	25,712	
	% of repair tickets restored ≤ 24 Hours	72.4%	81.3%	74.0%	70.3%	76.2%	72.9%	75.2%	66.5%	76.7%	77.4%	72.6%	42.0%	
	Sum of the duration of all outages (hh:mm)	1,037,515	721,990	1,051,510	1,018,170	804,845	805,531	736,063	994,311	663,835	794,607	952,747	2,626,724	
	Avg. outage duration (hh:mm)	18.9	15.5	18.1	19.6	18.4	19.1	17.8	22.6	17.2	16.9	18.9	42.9	

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	723,188	642,394	614,624	687,174
	Total # of call seconds to reach live agent	25,377,990	13,572,648	10,428,652	24,846,477
	% ≤ 60 seconds	84.0%	91.4%	93.2%	84.6%

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)