

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

Company Name: AT&T California

U#: U-1001-C

Report Year: 2013

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Total Company - Statewide

| Measurement (Compile monthly, file quarterly)                        |   | Date filed<br>(05/15/2013) |           |           | Date filed<br>(08/15/xx) |     |     | Date filed<br>(11/15/xx) |     |     | Date filed<br>(02/15/xx) |     |     |     |
|--|---|----------------------------|-----------|-----------|--------------------------|-----|-----|--------------------------|-----|-----|--------------------------|-----|-----|-----|
|  |   | 1st Quarter                |           |           | 2nd Quarter              |     |     | 3rd Quarter              |     |     | 4th Quarter              |     |     |     |
|  |   | Jan                        | Feb       | Mar       | Apr                      | May | Jun | Jul                      | Aug | Sep | Oct                      | Nov | Dec |     |
| <b>Installation Interval</b><br>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><br>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   | 5,127,060 | 5,056,803 | 4,975,685                | N/A | N/A | N/A                      | N/A | N/A | N/A                      | N/A | N/A |     |
|  |   | Total # of trouble reports | 86,526    | 58,303    | 58,163                   | N/A | N/A | N/A                      | N/A | N/A | N/A                      | N/A | N/A | N/A |
|  |   | % of trouble reports       | 1.69      | 1.15      | 1.17                     | N/A | N/A | N/A                      | N/A | N/A | N/A                      | N/A | N/A | N/A |
|  | 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) | Total # of working lines   | 225,458   | 224,035   | 220,418                  | N/A | N/A | N/A                      | N/A | N/A | N/A                      | N/A | N/A | N/A |
|  |   | Total # of trouble reports | 6,395     | 3,913     | 3,759                    | N/A | N/A | N/A                      | N/A | N/A | N/A                      | N/A | N/A | N/A |
|  |   | % of trouble reports       | 2.84      | 1.75      | 1.71                     | N/A | N/A | N/A                      | N/A | N/A | N/A                      | N/A | N/A | N/A |
|  | 10% (10 per 100 working lines for units w/ ≤ 1,000 lines)     | Total # of working lines   | 53,041    | 54,461    | 54,965                   | N/A | N/A | N/A                      | N/A | N/A | N/A                      | N/A | N/A | N/A |
|  |   | Total # of trouble reports | 2,004     | 1,125     | 1,109                    | N/A | N/A | N/A                      | N/A | N/A | N/A                      | N/A | N/A | N/A |
|  |   | % of trouble reports       | 3.78      | 2.07      | 2.02                     | N/A | N/A | N/A                      | N/A | N/A | N/A                      | N/A | N/A | N/A |
| <b>Out of Service Report</b><br>Min. standard = 90% within 24 hrs    | Total # of outage report tickets                              | 48,565                     | 36,386    | 38,534    | N/A                      | N/A | N/A | N/A                      | N/A | N/A | N/A                      | N/A | N/A |     |
|  | Total # of repair tickets restored in ≤ 24hrs                 | 29,462                     | 26,471    | 28,776    | N/A                      | N/A | N/A | N/A                      | N/A | N/A | N/A                      | N/A | N/A |     |
|  | % of repair tickets restored ≤ 24 Hours                       | 60.7%                      | 72.8%     | 74.7%     | N/A                      | N/A | N/A | N/A                      | N/A | N/A | N/A                      | N/A | N/A |     |
|  | Sum of the duration of all outages (hh:mm)                    | 1,353,480                  | 720,391   | 707,635   | N/A                      | N/A | N/A | N/A                      | N/A | N/A | N/A                      | N/A | N/A |     |
|  | Avg. outage duration (hh:mm)                                  | 27.9                       | 19.8      | 18.4      | N/A                      | N/A | N/A | N/A                      | N/A | N/A | N/A                      | N/A | N/A |     |

| 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><br>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 2014 | Not due until 2014 | Not due until 2014 | Not due until 2014 |
|  | Total # of call seconds to reach live agent    | Not due until 2014 | Not due until 2014 | Not due until 2014 | Not due until 2014 |
|  | % ≤ 60 seconds                                 | Not due until 2014 | Not due until 2014 | Not due until 2014 | Not due until 2014 |

**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)