

**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 (05/15/2013)			Date filed (08/15/2013)			Date filed (11/15/2013)			Date filed (02/15/xx)			
		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	5,127,060	5,056,803	4,975,685	4,903,603	4,834,907	4,739,916	4,670,078	4,598,072	4,518,935	N/A	N/A	N/A
		Total # of trouble reports	86,526	58,303	58,163	58,763	55,909	51,809	58,386	53,571	55,477	N/A	N/A	N/A
		% of trouble reports	1.69	1.15	1.17	1.20	1.16	1.09	1.25	1.17	1.23	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	226,999	227,081	229,165	227,097	223,915	222,252	N/A	N/A	N/A
		Total # of trouble reports	6,395	3,913	3,759	3,726	3,695	3,208	3,635	3,442	3,277	N/A	N/A	N/A
		% of trouble reports	2.84	1.75	1.71	1.64	1.63	1.40	1.60	1.54	1.47	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	54,580	53,863	53,216	54,607	56,997	57,323	N/A	N/A	N/A
		Total # of trouble reports	2,004	1,125	1,109	1,133	1,166	1,032	1,140	1,017	994	N/A	N/A	N/A
		% of trouble reports	3.78	2.07	2.02	2.08	2.16	1.94	2.09	1.78	1.73	N/A	N/A	N/A
Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	48,565	36,386	38,534	38,751	37,638	36,040	40,027	36,890	38,042	N/A	N/A	N/A	
	Total # of repair tickets restored in < 24hrs	29,462	26,471	28,776	28,455	27,451	24,472	26,061	22,503	21,611	N/A	N/A	N/A	
	% of repair tickets restored ≤ 24 Hours	60.7%	72.8%	74.7%	73.4%	72.9%	67.9%	65.1%	61.0%	56.8%	N/A	N/A	N/A	
	Sum of the duration of all outages (hh:mm)	1,353,480	720,391	707,635	758,309	718,087	771,614	915,790	946,262	1,127,228	N/A	N/A	N/A	
	Avg. outage duration (hh:mm)	27.9	19.8	18.4	19.6	19.1	21.4	22.9	25.7	29.6	N/A	N/A	N/A	

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 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

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)