

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

Company Name: AT&T Corp.

U#: U-5002-C

Report Year: 2014

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company - Statewide

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2014)			Date filed (08/15/xxxx)			Date filed (11/17/xxxx)			Date filed (02/16/xxxx)		
		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	*	*	*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
		Total # of trouble reports	*	*	*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
		% of trouble reports	*	*	*	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	*	*	*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
		Total # of trouble reports	*	*	*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
		% of trouble reports	*	*	*	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	736	729	721	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
		Total # of trouble reports	12	6	6	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
		% of trouble reports	1.6%	0.8%	0.8%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	8	4	5	n/a	n/a	n/a	n/a	n/a	n/a	n/a		
	Total # of repair tickets restored in < 24hrs	8	4	5	n/a	n/a	n/a	n/a	n/a	n/a	n/a		
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	n/a	n/a	n/a	n/a	n/a	n/a	n/a		
	Sum of the duration of all outages (hh:mm)	66:17	2:16	37:2	n/a	n/a	n/a	n/a	n/a	n/a	n/a		
	Avg. outage duration (hh:mm)	8:17	0:34	7:24	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
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 2015	Not due until 2015	Not due until 2015	Not due until 2015
	Total # of call seconds to reach live agent	Not due until 2015	Not due until 2015	Not due until 2015	Not due until 2015
	% ≤ 60 seconds	Not due until 2015	Not due until 2015	Not due until 2015	Not due until 2015

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)

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.