

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

Company Name: AT&T Corp.

U#: U-5002-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 (11/15/13)			Date filed (02/17/14)		
		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	*	*	*	*	*	*	*	*	*	*	
		Total # of trouble reports	*	*	*	*	*	*	*	*	*	*	
		% of trouble reports	*	*	*	*	*	*	*	*	*	*	
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	943	919	892	885	859	841	827	817	798	778	769
		Total # of trouble reports	14	11	9	12	13	6	5	4	19	12	17
		% of trouble reports	1.5%	1.2%	1.0%	1.4%	1.5%	0.7%	0.6%	0.5%	2.4%	1.5%	2.2%
Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	5	10	7	8	9	2	3	3	17	9	15	
	Total # of repair tickets restored in < 24hrs	5	10	6	8	9	2	3	3	17	9	15	
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	Sum of the duration of all outages (hh:mm)	50:25	31:22	60:25	32:2	31:4	6:16	10:5	16:41	92:22	45:25	88:32	
	Avg. outage duration (hh:mm)	10:05	3:08	8:38	4:00	3:27	3:08	3:22	5:34	5:26	5:03	5:54	

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	14,540	12,727	11,227	9,714
	Total # of call seconds to reach live agent	1,376,773	321,253	853,009	492,448
	% ≤ 60 seconds	62.6%	89.1%	74.7%	73.5%

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.