

**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 (02/17/2014)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> 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> 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	4,903,603	4,834,907	4,739,916	4,670,078	4,598,072	4,518,935	4,454,122	4,391,857	4,322,824
		Total # of trouble reports	86,526	58,303	58,163	58,763	55,909	51,809	58,386	53,571	55,477	55,875	55,734	51,435
		% of trouble reports	1.69	1.15	1.17	1.20	1.16	1.09	1.25	1.17	1.23	1.25	1.27	1.19
	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	225,381	223,039	222,433
		Total # of trouble reports	6,395	3,913	3,759	3,726	3,695	3,208	3,635	3,442	3,277	3,115	3,965	3,713
		% of trouble reports	2.84	1.75	1.71	1.64	1.63	1.40	1.60	1.54	1.47	1.38	1.78	1.67
	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	56,703	57,929	57,280
		Total # of trouble reports	2,004	1,125	1,109	1,133	1,166	1,032	1,140	1,017	994	971	1,220	1,148
		% of trouble reports	3.78	2.07	2.02	2.08	2.16	1.94	2.09	1.78	1.73	1.71	2.11	2.00
<b>Out of Service Report</b> 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	38,150	39,321	36,376	
	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	28,571	23,810	25,010	
	% of repair tickets restored ≤ 24 Hours	60.7%	72.8%	74.7%	73.4%	72.9%	67.9%	65.1%	61.0%	56.8%	74.9%	60.6%	68.8%	
	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	691,474	998,637	768,059	
	Avg. outage duration (hh:mm)	27.9	19.8	18.4	19.6	19.1	21.4	22.9	25.7	29.6	18.1	25.4	21.1	

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> 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	668,074	591,321	636,657	583,703
	Total # of call seconds to reach live agent	20,676,995	18,892,027	19,099,999	14,769,251
	% ≤ 60 seconds	87.7%	86.7%	89.3%	89.3%

**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)