

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

Company Name: AT&T California

U#: U-1001-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 (08/15/2014)			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	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	4,248,609	4,175,264	4,078,767	4,005,858	3,942,189	3,863,439	N/A	N/A	N/A	N/A	N/A	N/A
		Total # of trouble reports	44,823	59,655	71,631	52,011	43,463	37,819	N/A	N/A	N/A	N/A	N/A	N/A
		% of trouble reports	1.06	1.43	1.76	1.30	1.10	0.98	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	231,109	234,250	246,715	254,852	254,831	258,192	N/A	N/A	N/A	N/A	N/A	N/A
		Total # of trouble reports	5,993	9,016	8,458	7,294	6,557	5,943	N/A	N/A	N/A	N/A	N/A	N/A
		% of trouble reports	2.59	3.85	3.43	2.86	2.57	2.30	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	56,529	57,737	57,869	57,161	58,486	58,846	N/A	N/A	N/A	N/A	N/A	N/A
		Total # of trouble reports	1,006	1,780	1,832	1,328	1,277	1,094	N/A	N/A	N/A	N/A	N/A	N/A
		% of trouble reports	1.78	3.08	3.17	2.32	2.18	1.86	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	33,919	45,151	48,479	38,204	34,002	31,367	N/A	N/A	N/A	N/A	N/A	N/A	
	Total # of repair tickets restored in ≤ 24hrs	24,845	22,434	16,617	16,035	24,000	21,369	N/A	N/A	N/A	N/A	N/A	N/A	
	% of repair tickets restored ≤ 24 Hours	73.2%	49.7%	34.3%	42.0%	70.6%	68.1%	N/A	N/A	N/A	N/A	N/A	N/A	
	Sum of the duration of all outages (hh:mm)	634,651	1,549,464	2,426,613	1,680,448	771,677	731,251	N/A	N/A	N/A	N/A	N/A	N/A	
	Avg. outage duration (hh:mm)	18.7	34.3	50.1	44.0	22.7	23.3	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

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)