

**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<br>(05/15/2014) |        |        | Date filed<br>(08/15/2014) |        |        | Date filed<br>(11/15/14) |     |     | Date filed<br>(02/15/14) |     |     |
|--|---|----------------------------|--------|--------|----------------------------|--------|--------|--------------------------|-----|-----|--------------------------|-----|-----|
|  |   | 1st Quarter                |        |        | 2nd Quarter                |        |        | 3rd Quarter              |     |     | 4th Quarter              |     |     |
|  |   | Jan                        | Feb    | Mar    | Apr                        | May    | Jun    | Jul                      | Aug | Sep | Oct                      | Nov | Dec |
| <b>Installation Interval</b><br>Min. standard = 5 bus. days          | Total # of business days                                      | 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    |                          |     |     |                          |     |     |
|  | Avg. # of business days                                       | n/a                        | n/a    | n/a    | n/a                        | n/a    | n/a    |                          |     |     |                          |     |     |
| <b>Installation Commitment</b><br>Min. standard = 95% commitment met | Total # of installation commitments                           | 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    |                          |     |     |                          |     |     |
|  | Total # of installation commitment missed                     | 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    |                          |     |     |                          |     |     |
| <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   | *      | *      | *                          | *      | *      | *                        |     |     |                          |     |     |
|  |   | 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   | 736    | 729    | 721                        | 703    | 684    | 677                      |     |     |                          |     |     |
|  |   | Total # of trouble reports | 12     | 6      | 6                          | 11     | 13     | 8                        |     |     |                          |     |     |
|  |   | % of trouble reports       | 1.6%   | 0.8%   | 0.8%                       | 1.6%   | 1.9%   | 1.2%                     |     |     |                          |     |     |
| <b>Out of Service Report</b><br>Min. standard = 90% within 24 hrs    | Total # of outage report tickets                              | 8                          | 4      | 5      | 5                          | 6      | 7      |                          |     |     |                          |     |     |
|  | Total # of repair tickets restored in ≤ 24hrs                 | 8                          | 4      | 5      | 5                          | 3      | 6      |                          |     |     |                          |     |     |
|  | % of repair tickets restored ≤ 24 Hours                       | 100.0%                     | 100.0% | 100.0% | 100.0%                     | 50.0%  | 85.7%  |                          |     |     |                          |     |     |
|  | Sum of the duration of all outages (hh:mm)                    | 66:17                      | 2:16   | 37:2   | 14:41                      | 248:19 | 110:31 |                          |     |     |                          |     |     |
|  | Avg. outage duration (hh:mm)                                  | 8:17                       | 0:34   | 7:24   | 2:56                       | 41:23  | 15:47  |                          |     |     |                          |     |     |

| 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><br>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.