

**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 (08/15/2014)			Date filed (11/17/14)			Date filed (02/17/15)			
		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	*	*	*	*	*	*	*	*	*	*	*	
		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	656	648	637	614	610	604
		Total # of trouble reports	12	6	6	11	13	8	18	7	11	6	5	18
		% of trouble reports	1.6%	0.8%	0.8%	1.6%	1.9%	1.2%	2.7%	1.1%	1.7%	1.0%	0.8%	3.0%
Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	8	4	5	5	6	7	13	4	6	2	4	11	
	Total # of repair tickets restored in ≤ 24hrs	8	4	5	5	3	6	9	3	6	0	4	3	
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	100.0%	50.0%	85.7%	69.2%	75.0%	100.0%	0.0%	100.0%	27.3%	
	Sum of the duration of all outages (hh:mm)	66:17	2:16	37:2	14:41	248:19	110:31	401:37	113:28	56:13	104:1	44:7	389:12	
	Avg. outage duration (hh:mm)	8:17	0:34	7:24	2:56	41:23	15:47	30:54	28:22	9:22	52:1	11:2	35:23	
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					9,922	8,842	7,967	6,766				
		Total # of call seconds to reach live agent					483,370	434,642	273,727	164,298				
		% ≤ 60 seconds					74.1%	75.7%	83.0%	88.2%				

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. Answer Time results reflect California-specific results for trouble reports and national/multi state results for billing and non-billing calls.