

**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 (11/17/2014)			Date filed (02/17/2015)			
		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	3,802,453	3,710,790	3,650,061	3,590,456	3,509,611	3,446,283
		Total # of trouble reports	44,823	59,655	71,631	52,011	43,463	37,819	42,297	42,471	39,438	40,430	43,758	94,948
		% of trouble reports	1.06	1.43	1.76	1.30	1.10	0.98	1.11	1.14	1.08	1.13	1.25	2.76
	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	256,103	261,503	262,429	259,195	269,184	264,231
		Total # of trouble reports	5,993	9,016	8,458	7,294	6,557	5,943	6,277	6,368	6,487	6,439	7,476	13,033
		% of trouble reports	2.59	3.85	3.43	2.86	2.57	2.30	2.45	2.44	2.47	2.48	2.78	4.93
	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	59,236	59,314	59,584	60,771	62,834	63,525
		Total # of trouble reports	1,006	1,780	1,832	1,328	1,277	1,094	1,253	1,207	1,129	1,367	1,807	3,907
		% of trouble reports	1.78	3.08	3.17	2.32	2.18	1.86	2.12	2.03	1.89	2.25	2.88	6.15
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	33,289	33,489	31,191	31,725	35,383	58,117	
	Total # of repair tickets restored in ≤ 24hrs	24,845	22,434	16,617	16,035	24,000	21,369	19,244	21,967	24,276	25,566	22,514	18,793	
	% of repair tickets restored ≤ 24 Hours	73.2%	49.7%	34.3%	42.0%	70.6%	68.1%	57.8%	65.6%	77.8%	80.6%	63.6%	32.3%	
	Sum of the duration of all outages (hh:mm)	634.651	1,549.464	2,426.613	1,680.448	771.677	731.251	1,004.319	908.661	587.503	525.673	887.647	3,671.571	
	Avg. outage duration (hh:mm)	18.7	34.3	50.1	44.0	22.7	23.3	30.2	27.1	18.8	16.6	25.1	63.2	
Measurement (Compile quarterly, file annually on February 15)							1st Quarter	2nd Quarter	3rd Quarter	4th Quarter				
Answer Time (Trouble Reports "TR", Billing & Non-Billing)		Total # of calls for TR, Billing & Non-Billing					697,993	570,246	625,145	660,241				
Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)		Total # of call seconds to reach live agent					19,195,765	10,259,782	14,479,097	43,221,628				
		% ≤ 60 seconds					82.2%	85.6%	78.7%	67.7%				

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)