

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

Company Name: AT&T Corp.

U#: U-5002-C

Report Year: 2015

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Total Company - Statewide

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2015)			Date filed (08/17/2015)			Date filed (11/16/2015)			Date filed (02/15/2016)		
		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									
	Total # of service orders	n/a	n/a	n/a									
	Avg. # of business days	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									
	Total # of installation commitment met	n/a	n/a	n/a									
	Total # of installation commitment missed	n/a	n/a	n/a									
	% of commitment met	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	600	581	565								
		Total # of trouble reports	6	12	6								
		% of trouble reports	1.0%	2.1%	1.1%								
<b>Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	4	6	3									
	Total # of repair tickets restored in ≤ 24hrs	3	6	2									
	% of repair tickets restored ≤ 24 Hours	75.0%	100.0%	66.7%									
	Sum of the duration of all outages (hh:mm)	91:23	40:53	107:59									
	Avg. outage duration (hh:mm)	22:51	6:49	36:00									

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	Not Due Until 2016	Not Due Until 2016	Not Due Until 2016	Not Due Until 2016
	Total # of call seconds to reach live agent	Not Due Until 2016	Not Due Until 2016	Not Due Until 2016	Not Due Until 2016
	% ≤ 60 seconds	Not Due Until 2016	Not Due Until 2016	Not Due Until 2016	Not Due Until 2016

**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)

**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.