

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

Company Name: AT&T California

U#: U-1001-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 (08/15/xxxx)			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	3,392,590	3,332,518	3,265,333	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
		Total # of trouble reports	63,933	46,915	40,328	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
		% of trouble reports	1.88	1.41	1.24	N/A	N/A	N/A	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	260,022	259,877	257,322	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
		Total # of trouble reports	11,281	8,147	6,515	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
		% of trouble reports	4.34	3.13	2.53	N/A	N/A	N/A	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	62,613	63,760	63,670	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
		Total # of trouble reports	3,390	2,429	1,721	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
		% of trouble reports	5.41	3.81	2.70	N/A	N/A	N/A	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	47,377	37,364	31,827	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Total # of repair tickets restored in ≤ 24hrs	20,982	18,300	23,383	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	% of repair tickets restored ≤ 24 Hours	44.3%	49.0%	73.5%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Sum of the duration of all outages (hh:mm)	3,137,653	1,409,599	662,405	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Avg. outage duration (hh:mm)	66.2	37.7	20.8	N/A	N/A	N/A	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 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)