

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

Co(s) 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 (08/17/2015)			Date filed (11/16/2015)			Date filed (02/15/xxxx)				
		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	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		
<b>Installation Commitment</b> 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		
<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	3,392,590	3,332,518	3,265,333	3,217,451	3,163,429	3,119,786	3,071,826	3,019,201	2,975,974	N/A	N/A	N/A	
		Total # of trouble reports	63,933	46,915	40,328	34,887	32,618	33,452	37,092	32,916	34,197	N/A	N/A	N/A	
		% of trouble reports	1.88	1.41	1.24	1.08	1.03	1.07	1.21	1.09	1.15	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	252,099	248,343	245,274	246,957	238,163	239,029	N/A	N/A	N/A	
		Total # of trouble reports	11,281	8,147	6,515	6,182	6,247	6,010	5,993	5,272	5,206	N/A	N/A	N/A	
		% of trouble reports	4.34	3.13	2.53	2.45	2.52	2.45	2.43	2.21	2.18	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	65,014	64,187	63,513	63,817	67,917	69,096	N/A	N/A	N/A	
		Total # of trouble reports	3,390	2,429	1,721	1,326	1,288	1,351	1,907	1,297	1,409	N/A	N/A	N/A	
		% of trouble reports	5.41	3.81	2.70	2.04	2.01	2.13	2.99	1.91	2.04	N/A	N/A	N/A	
<b>Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	47,377	37,364	31,827	28,118	25,784	26,418	29,357	26,360	27,285	N/A	N/A	N/A		
	Total # of repair tickets restored in ≤ 24hrs	20,982	18,300	23,383	18,914	19,225	17,698	20,290	20,632	17,972	N/A	N/A	N/A		
	% of repair tickets restored ≤ 24 Hours	44.3%	49.0%	73.5%	67.3%	74.6%	67.0%	69.1%	78.3%	65.9%	N/A	N/A	N/A		
	Sum of the duration of all outages (hh:mm)	3,137,653	1,409,599	662,405	671,037	489,261	609,533	658,408	458,817	635,146	N/A	N/A	N/A		
	Avg. outage duration (hh:mm)	66.2	37.7	20.8	23.9	19.0	23.1	22.4	17.4	23.3	N/A	N/A	N/A		
<b>Measurement (Compile quarterly, file annually on February 15)</b>				<b>1st Quarter</b>			<b>2nd Quarter</b>			<b>3rd Quarter</b>			<b>4th Quarter</b>		
<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			
		Total # of call seconds to reach live agent				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			

**Primary Utility Contact Information**

Name: Adela Chan

Phone: 707-760-6132

Email: [ac2517@att.com](mailto: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)