

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

Company Name: AT&T Corp.  
Reporting Unit Type:  Total Company  Exchange  Wire Center

U#: U-5002-C  
Reporting Unit Name: Total Company - Statewide

Report Year: 2017

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2017)			Date filed (08/15/2017)			Date filed (11/15/2017)			Date filed (02/15/2018)		
		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
<b>Customers</b>	% 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
	Acct # for voice or bundle, res+bus	10,910	10,732	10,549	10,372	10,216	10,057	9,732	9,743	9,761	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	10,910	10,732	10,549	10,372	10,216	10,057	9,732	9,743	9,761		
		Total # of trouble reports	358	337	258	117	141	118	117	120	113		
		% of trouble reports	3.3%	3.1%	2.4%	1.13%	1.38%	1.17%	1.2%	1.2%	1.2%		
	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	*	*	*	*	*	*	*	*	*	*	*
		Total # of trouble reports	*	*	*	*	*	*	*	*	*	*	*
		% of trouble reports	*	*	*	*	*	*	*	*	*	*	*
	<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	244	205	172	71	69	61	77	62	72		
		Total # of repair tickets restored in ≤ 24hrs	85	74	88	43	39	36	42	46	49		
		% of repair tickets restored 24 Hours	34.8%	36.1%	51.2%	60.6%	56.5%	59.0%	54.5%	74.2%	68.1%		
Sum of the duration of all outages (hh:mm)		18413:51	14768:20	9978:53	3111:36	2096:60	2157:43	4016:51	2118:1	1999:9			
Avg. outage duration (hh:mm)		75:28	72:2	58:1	43:50	30:23	35:22	52:10	34:10	27:46			
Indicate if catastrophic event is in month		yes, exclude month	yes, exclude month	yes, exclude month									
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	255	223	179	74	72	64	82	68	74			
	Total # of repair tickets restored in ≤ 24hrs	92	86	92	46	41	37	46	50	52			
	% of repair tickets restored 24 Hours	36.1%	38.6%	51.4%	62.2%	56.94%	57.81%	56.1%	73.5%	70.3%			
	Sum of the duration of all outages (hh:mm)	18916:47	15313:16	9892:41	3113:7	2178:40	1830:24	4045:60	2225:15	1962:15			
	Avg. outage duration (hh:mm)	74:11	68:40	55:16	42:4	30:16	28:36	49:20	32:43	26:31			
	Number of customers who received refunds	462	77	35	23	24	22	19	22	21			
<b>Refunds</b>	Monthly amount of refunds	\$6,209.02	\$706.90	\$293.89	\$96.98	\$104.92	\$113.38	\$88.43	\$91.82	\$113.01			
	Answer Time (Trouble Reports, 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	1,854	1,695	1,595	1,194	1,475	1,238	1,258	1,155	1,028		
	Total # of call seconds to reach live agent	92,700	93,292	64,523	105,900	87,218	64,311	57,902	29,330	32,196			
	% ≤ 60 seconds	88.2%	90.2%	91.4%	84.3%	92.0%	89.7%	92.2%	94.4%	92.3%			

**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)  
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)