

**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	
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	
Customers	% 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	9,414	9,289	9,147	
Customer Trouble Report														
Min. Standard	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	9,414	9,289	9,147
		Total # of trouble reports	358	337	258	117	141	118	117	120	113	96	129	80
		% of trouble reports	3.3%	3.1%	2.4%	1.13%	1.38%	1.17%	1.2%	1.2%	1.2%	1.0%	1.4%	0.9%
	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	*	*	*	*	*	*	*	*	*	*	*	*
	Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	244	205	172	71	69	61	77	62	72	55	79	43
		Total # of repair tickets restored in ≤ 24hrs	85	74	88	43	39	36	42	46	49	46	49	26
		% of repair tickets restored 24 Hours	34.8%	36.1%	51.2%	60.6%	56.5%	59.0%	54.5%	74.2%	68.1%	83.6%	62.0%	60.5%
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	1263:7	4028:12	1287:0	
Avg. outage duration (hh:mm)		75:28	72:2	58:1	43:50	30:23	35:22	52:10	34:10	27:46	22:58	50:59	29:56	
Indicate if catastrophic event is in month		yes, exclude month	yes, exclude month	yes, exclude month										
Unadjusted Out of Service Report	Total # of outage report tickets	255	223	179	74	72	64	82	68	74	56	85	45	
	Total # of repair tickets restored in ≤ 24hrs	92	86	92	46	41	37	46	50	52	47	54	28	
	% of repair tickets restored 24 Hours	36.1%	38.6%	51.4%	62.2%	56.94%	57.81%	56.1%	73.5%	70.3%	83.9%	63.5%	62.2%	
	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	1263:18	4175:31	1311:40	
	Avg. outage duration (hh:mm)	74:11	68:40	55:16	42:4	30:16	28:36	49:20	32:43	26:31	22:34	49:7	29:9	
Refunds	Number of customers who received refunds	462	77	35	23	24	22	19	22	21	9	40	34	
	Monthly amount of refunds	\$6,209.02	\$706.90	\$293.89	\$96.98	\$104.92	\$113.38	\$88.43	\$91.82	\$113.01	\$24.85	\$293.45	\$197.65	
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	1,182	1,020	956	
	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	58,290	42,268	38,143	
	% ≤ 60 seconds	88.2%	90.2%	91.4%	84.3%	92.0%	89.7%	92.2%	94.4%	92.3%	88.7%	92.5%	92.9%	

Primary Utility Contact Information

Name: Greta Banks

Phone: 415-417-5022

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