

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

Company Name: AT&T Corp.

U#: U-5002-C

Report Year: 2018

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company - Statewide

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2018)			Date filed (08/15/2018)			Date filed (11/15/2018)			Date filed (02/15/2019)		
		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	8,991	8,833	8,709	8,588	8,469	8,342						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	8,991	8,833	8,709	8,588	8,469	8,342					
		Total # of trouble reports	235	122	191	94	121	97					
		% of trouble reports	2.6%	1.4%	2.2%	1.09%	1.43%	1.16%					
	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	155	74	129	54	72	55						
	Total # of repair tickets restored in ≤ 24hrs	78	50	68	31	53	40						
	% of repair tickets restored ≤ 24 Hours	50.3%	67.6%	52.7%	57.4%	73.6%	72.7%						
	Sum of the duration of all outages (hh:mm)	7624:40	2998:9	4897:21	2019:12	2643:23	1411:35						
	Avg. outage duration (hh:mm)	49:11	40:31	37:58	37:24	36:43	25:40						
Indicate if catastrophic event is in month													
Unadjusted Out of Service Report	Total # of outage report tickets	157	77	130	61	79	57						
	Total # of repair tickets restored in ≤ 24hrs	80	53	68	34	58	41						
	% of repair tickets restored ≤ 24 Hours	51.0%	68.8%	52.3%	55.7%	73.4%	71.9%						
	Sum of the duration of all outages (hh:mm)	7625:8	3030:20	4929:50	2192:40	2787:37	1508:6						
	Avg. outage duration (hh:mm)	48:34	39:21	37:55	35:57	35:17	26:27						
Refunds	Number of customers who received refunds	91	57	48	77	72	87						
	Monthly amount of refunds	\$505.95	\$295.54	\$143.92	\$376.46	\$346.68	\$380.57						
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	1,252	891	1,143	923	910	890						
	Total # of call seconds to reach live agent	56,207	39,494	43,209	24,921	21,103	27,940						
	% ≤ 60 seconds	90.3%	88.9%	93.1%	96.3%	94.0%	90.2%						

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)