

**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
<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	
	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	
	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	
<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	
	met	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	
<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	
	Acct # for voice or bundle, res+bus	8,991	8,833	8,709									
<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	8,991	8,833	8,709								
		Total # of trouble reports	235	122	191								
		% of trouble reports	2.6%	1.4%	2.2%								
	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	155	74	129									
	Total # of repair tickets restored in ≤ 24hrs	78	50	68									
	% of repair tickets restored ≤ 24 Hours	50.3%	67.6%	52.7%									
	Sum of the duration of all outages (hh:mm)	7624:40	2998:9	4897:21									
	Avg. outage duration (hh:mm)	49:11	40:31	37:58									
	Indicate if catastrophic event is in month												
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	157	77	130									
	Total # of repair tickets restored in ≤ 24hrs	80	53	68									
	% of repair tickets restored ≤ 24 Hours	51.0%	68.8%	52.3%									
	Sum of the duration of all outages (hh:mm)	7625:8	3030:20	4929:50									
	Avg. outage duration (hh:mm)	48:34	39:21	37:55									
<b>Refunds</b>	Number of customers who received refunds	91	57	53									
	Monthly amount of refunds	\$505.95	\$295.54	\$193.34									
<b>Answer Time (Trouble Reports, 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	1,252	891	1,143									
	Total # of call seconds to reach live agent	56,207	39,494	43,209									
	% ≤60 seconds	90.3%	88.9%	93.1%									

\*Business refund amt

**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)