

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

Company Name: AT&T Corp.

U#: U-5002-C

Report Year: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company - Statewide

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2019)			Date filed (08/15/2019)			Date filed (11/15/2019)			Date filed (02/18/2020)			
		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	7,473	7,316	7,199	7,095	6,992	6,890	6,778	6,673	6,573	6,486	6,406	6,319	
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	7,473	7,316	7,199	7,095	6,992	6,890	6,778	6,673	6,573	6,486	6,406	6,319
		Total # of trouble reports	225	253	231	133	111	110	120	110	85	90	50	133
		% of trouble reports	3.0%	3.5%	3.2%	1.9%	1.6%	1.6%	1.8%	1.6%	1.3%	1.4%	0.8%	2.1%
	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	133	151	126	78	83	70	54	47	44	62	30	105	
	Total # of repair tickets restored in ≤ 24hrs	37	26	27	32	35	35	24	20	15	37	18	26	
	% of repair tickets restored ≤ 24 Hours	27.8%	17.2%	21.4%	41.0%	42.2%	50.0%	44.4%	42.6%	34.1%	59.7%	60.0%	24.8%	
	Sum of the duration of all outages (hh:mm)	10462:29	20100:23	14127:18	5656:23	4345:27	4248:50	3506:43	2342:9	2411:31	1546:49	647:38	6198:3	
	Avg. outage duration (hh:mm)	78:40	133:7	112:7	72:31	52:21	60:42	64:56	49:50	54:48	24:57	21:35	59:2	
	Indicate if catastrophic event is in month	Yes	Yes	Yes										
Unadjusted Out of Service Report	Total # of outage report tickets	141	162	133	78	87	82	61	55	51	65	33	110	
	Total # of repair tickets restored in ≤ 24hrs	43	34	34	32	39	43	29	25	20	40	21	30	
	% of repair tickets restored ≤ 24 Hours	30.5%	21.0%	25.6%	41.0%	44.8%	52.4%	47.5%	45.5%	39.2%	61.5%	63.6%	27.3%	
	Sum of the duration of all outages (hh:mm)	11773:22	20334:33	14164:35	5656:23	4351:46	4790:49	4281:20	2979:5	2519:59	1554:23	649:27	6242:37	
	Avg. outage duration (hh:mm)	83:30	125:31	106:30	72:31	50:1	58:25	70:11	54:10	49:25	23:55	19:41	56:45	
Refunds	Number of customers who received refunds	63	83	73	73	81	80	84	78	75	81	74	89	
	Monthly amount of refunds	\$238.95	\$321.44	\$288.09	\$289.90	\$333.19	\$321.68	\$346.39	\$328.86	\$327.20	\$323.85	\$304.15	\$330.47	
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	1,105	1,142	994	887	858	752	776	696	667	725	539	627	
	Total # of call seconds to reach live agent	25,540	18,360	19,318	17,481	20,536	14,297	14,986	25,002	17,585	19,602	17,127	20,569	
	% ≤ 60 seconds	95.3%	96.1%	94.5%	92.8%	94.8%	89.8%	87.5%	86.6%	84.6%	83%	79%	79%	

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)