

**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: 2019

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2019)			Date filed (08/15/2019)			Date filed (11/15/2019)			Date filed (02/15/2020)		
		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	
	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	
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	
	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	
	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	
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	
	Acct # for voice or bundle, res+bus	7,473	7,316	7,199									
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								
		Total # of trouble reports	225	253	231								
		% of trouble reports	3.0%	3.5%	3.2%								
	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	*	*	*	*	*	*	*	*	*	*	
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	133	151	126									
	Total # of repair tickets restored in < 24hrs	37	26	27									
	% of repair tickets restored ≤ 24 Hours	27.8%	17.2%	21.4%									
	Sum of the duration of all outages (hh:mm)	10462:29	20100:23	14127:18									
	Avg. outage duration (hh:mm)	78:40	133:7	112:7									
	Indicate if catastrophic event is in month	Yes	Yes	Yes									
Unadjusted Out of Service Report	Total # of outage report tickets	141	162	133									
	Total # of repair tickets restored in < 24hrs	43	34	34									
	% of repair tickets restored ≤ 24 Hours	30.5%	21.0%	25.6%									
	Sum of the duration of all outages (hh:mm)	11773:22	20334:33	14164:35									
	Avg. outage duration (hh:mm)	83:30	125:31	106:30									
	Indicate if catastrophic event is in month	Yes	Yes	Yes									
Refunds	Number of customers who received refunds	63	83	73									
	Monthly amount of refunds	\$238.95	\$321.44	\$288.09									
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									
	Total # of call seconds to reach live agent	25,540	18,360	19,318									
	% < 60 seconds	95.3%	96.1%	94.5%									
	Indicate if catastrophic event is in month	Yes	Yes	Yes									

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)