

**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: 2020

| Measurement (Compile monthly, file quarterly) | | Date filed (05/15/2020) | | | Date filed (08/17/2020) | | | Date filed (11/16/2020) | | | Date filed (02/17/2021) | | |
|---|---|----------------------------|----------|----------|----------------------------|-----|-----|----------------------------|-----|-----|----------------------------|-----|-----|
| | | 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 | Acct # for voice or bundle, res+bus | 6,198 | 6,120 | 6,046 | | | | | | | | | |
| Customer Trouble Report | | | | | | | | | | | | | |
| Min. Standard | 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) | Total # of working lines | 6,198 | 6,120 | 6,046 | | | | | | | | |
| | | Total # of trouble reports | 119 | 70 | 125 | | | | | | | | |
| | | % of trouble reports | 1.9% | 1.1% | 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 | 83 | 45 | 66 | | | | | | | | | |
| | Total # of repair tickets restored in < 24hrs | 21 | 26 | 23 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 25.3% | 57.8% | 34.8% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 6260:45 | 1082:11 | 3536:22 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 75:26 | 24:3 | 53:35 | | | | | | | | | |
| | Indicate if catastrophic event is in month | | | | | | | | | | | | |
| Unadjusted Out of Service Report | Total # of outage report tickets | 86 | 49 | 70 | | | | | | | | | |
| | Total # of repair tickets restored in < 24hrs | 21 | 28 | 24 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 24.4% | 57.1% | 34.3% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 6526:36 | 3243:31 | 5684:8 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 75:53 | 66:12 | 81:12 | | | | | | | | | |
| Refunds | Number of customers who received refunds | 79 | 76 | 70 | | | | | | | | | |
| | Monthly amount of refunds | \$308.63 | \$310.08 | \$284.17 | | | | | | | | | |
| 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 | 697 | 660 | 588 | | | | | | | | | |
| | Total # of call seconds to reach live agent | 18,571 | 12,744 | 34,492 | | | | | | | | | |
| | % ≤ 60 seconds | 87.9% | 96.7% | 93.5% | | | | | | | | | |

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)