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

Figure	Company Name: Reporting Unit Type:		AT&T California.		•			U#:	U-1001-C	Report Year:				2010	
Measurement (Compile monthly, file quartery)			✓ Total Company	enter				Reporting Unit Name:		Total Company - Statewide					
Second Continues   Total # of business days	Measurement (Compile monthly, file quarterly)			(05/15/2010)		(08/16/2010		(11/15/2010)			(02/15/2011)				
Installation Interval   Total of obusiness days						Mar			lun						
Total # of pervice orders			Total # of business days					,							
Min. standard = 5 bus, days Installation Commitment Min. standard = 95% commitment Min. standard = 950% within 24 hrs  Min. standard = 950% commitment Min. standard															
Installation Commitment   Total of installation commitment met   N/a	Min.	standard = 5 bus. days													
Min. standard = 95% commitment met    Total # of installation commitment met   N/a   N/a			ů ,	n/a									n/a		n/a
Min. standard = 99% commitment missed 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
Second   Count   Second   Count   Second   Count   Second   Seco															
Page															
Page 100 working lines for trouble reports   18499   166,878   135,558   110,005   99,201   98,488   99,505   103,372   94,971   123,102   118,341   159,2	Cus	tomer Trouble Report													
Puris W 2 3,000 lines)    We (s per 100 working lines for trouble reports   134,999   166,894   193,555   110,006   92,207   94,85   93,950   103,312   94,913   123,112   118,341   150,5		6% (6 per 100 working lines for	Total # of working lines	7,785,712	7,706,081	7,639,315	7,565,099	7,469,978	7,394,464	7,314,928	7,226,050	7,167,790	7,086,479	7,031,215	6,960,48
Section   Sec			Total # of trouble reports	184,999	166,896	136,556	110,006	99,247	98,408	99,560	103,312	94,913	123,182		159,53
So trouble reports   3-98   3.22   271   2.13   1.77   1.90   1.91   1.82   1.56   2.46   2.67   3.3	5		% of trouble reports	2.38	2.17	1.79	1.45	1.33	1.33	1.36	1.43	1.32	1.74	1.68	2.2
So trouble reports   3-98   3.22   271   2.13   1.77   1.90   1.91   1.82   1.56   2.46   2.67   3.3	g		Total # of working lines	196,749	195,295	194,127	193,072	191,643	190,299	188,800	187,344	186,151	185,749	184,798	183,43
So trouble reports   3-98   3.22   271   2.13   1.77   1.90   1.91   1.82   1.56   2.46   2.67   3.3	ta t		Total # of trouble reports	7,736	6,315	5,261	4,110	3,390	3,616	3,614	3,405	2,903	4,552	4,943	6,44
Total # of trouble reports   2.553   2.072   1.075   1.438   1.095   1.144   1.394   1.132   1.045   1.453   1.716   1.8			% of trouble reports	3.93	3.23	2.71	2.13	1.77	1.90	1.91	1.82	1.56	2.45	2.67	3.5
Total # of trouble reports   2.553   2.072   1.075   1.438   1.095   1.144   1.394   1.132   1.045   1.453   1.716   1.8	l ≒	10% (10 per 100 working lines	Total # of working lines	52,688	52,229	51,849	51,539	51,158	50,812	50,510	50,176	49,773	49,704	49,474	49,25
% of trouble reports   4.85   3.97   3.21   2.79   2.14   2.55   2.16   2.92   3.47	-		Total # of trouble reports	2,553	2,072	1,695	1,438	1,095	1,144	1,394	1,132	1,045	1,453	1,716	1,88
Out of Service Report Min. standard = 90% within 24 hrs    Total # of repair tickets restored in ≤ 24hrs   *49,500 * 32,639 * 38,385 * 23,819 * 18,910 * 18,426 * 18,483 * 32,241 * 41,695 * 43,397 * 44,556 * 39,240 * 44,556 * 39,240 * 44,556 * 39,240 * 44,556 * 39,240 * 44,556 * 39,240 * 44,556 * 39,240 * 44,556 * 39,240 * 44,556 * 39,240 * 30,240 * 31,990 * 31			% of trouble reports	4.85	3.97	3.27	2.79	2.14	2.25	2.76	2.26	2.10	2.92	3.47	3.8
Out of Service Report         Min. standard = 90% within 24 hrs       % of repair tickets restored ≤ 24 Hours       * 50.73%       * 40.23%       53.36%       38.88%       34.17%       32.68%       31.99%       54.02%       75.56%       66.71%       69.55%       * 51.         Sum of the duration of all outages (hh:mm)       * 3.372.686       * 3.488.909       1.997,000       2.385.479       2.652.661       2.873.253       3.169,907       1.940,070       976,928       1.483,206       1.471,325       * 3.000.1         Measurement (Compile quarterly, file annually on February 15)       1st Quarter       2nd Quarter       4th Quarter       4th Quarter         Answer Time (Trouble Reports "TR", Billing & Non-Billing)       Total # of calls for TR, Billing & Non-Billing       ** 1,664,679       1,056,372       963,136       ** 1,271,820         Win. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)       Total # of call seconds to reach live agent       ** 59,596,609       33,722,539       32,120,005       ** 194,583,558         Primary Utility Contact Information		•	Total # of outage report tickets	* 97,582	* 81,124	71,933	61,260	55,337	56,389	57,777	59,719	55,178	65,056	64,160	<b>*</b> 75,85
Min. standard = 90% within 24 hrs    Sum of the duration of all outages (hh:mm)   *3.372.686   *3.488.909   1.997.000   2.385.479   2.652.661   2.873.253   3.169.907   1.940.707   976.928   1.483.206   1.471.325   *3.000.1     Avg. outage duration (hh:mm)   *3.46   *43   27.8   38.9   47.9   51   54.9   32.5   17.7   22.8   22.9   *3.488.909   1.977.000   2.385.479   2.652.661   2.873.253   3.169.907   1.940.707   976.928   1.483.206   1.471.325   *3.000.1     Avg. outage duration (hh:mm)   *3.46   *43   27.8   38.9   47.9   51   54.9   32.5   17.7   22.8   22.9   *3.488.909   1.977.000   2.385.479   1.977.000   2.385.479   1.977.000   1.940.707   976.928   1.483.206   1.471.325   *3.000.1     Avg. outage duration (hh:mm)   *3.46   *43   27.8   38.9   47.9   51   54.9   32.5   17.7   22.8   22.9   *3.488.909   1.977.000			Total # of repair tickets restored in ≤ 24hrs	* 49,508	* 32,639	38,385	23,819	18,910	18,426	18,483	32,261	41,695	43,397	44,556	* 39,20
Sum of the duration of all outages (hh:mm)			% of repair tickets restored ≤ 24 Hours	* 50.73%	* 40.23%	53.36%	38.88%	34.17%	32.68%	31.99%	54.02%	75.56%	66.71%	69.55%	* 51.79
Measurement (Compile quarterly, file annually on February 15)   1st Quarter   2nd Quarter   3rd Quarter   4th Quarter			Sum of the duration of all outages (hh:mm)	* 3,372,686	* 3,488,909	1,997,000	2,385,479	2,652,661	2,873,253	3,169,907	1,940,707	976,928	1,483,206	1,471,325	* 3,000,17
Answer Time (Trouble Reports "TR", Billing & Non-Billing)         Total # of calls for TR, Billing & Non-Billing         ** 1,564,679         1,056,372         963,136         ** 1,271,820           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         ** 59,596,609         33,722,539         32,120,005         ** 194,583,558           reach live agent)         ** 72.8%         85.4%         85.7%         ** 67.5%    Primary Utility Contact Information  Name:  Adela Chan  Phone:  (415) 778-1470  Email:  ac2517@att.com			Avg. outage duration (hh:mm)	* 34.6	* 43	27.8	38.9	47.9	51	54.9	32.5	17.7	22.8	22.9	* 39.
Answer Time (Trouble Reports "TR", Billing & Non-Billing)         Total # of calls for TR, Billing & Non-Billing         ** 1,564,679         1,056,372         963,136         ** 1,271,820           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         ** 59,596,609         33,722,539         32,120,005         ** 194,583,558           reach live agent)         ** 72.8%         85.4%         85.7%         ** 67.5%    Primary Utility Contact Information  Name:  Adela Chan  Phone:  (415) 778-1470  Email:  ac2517@att.com					4=1			4-1-0		010		01.0		44.0	
Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)    Total # of call seconds to reach live agent   ** 59,596,609   33,722,539   32,120,005   ** 194,583,558     ** 67.5%   ** 67.5%     Primary Utility Contact Information   ** 72.8%   85.4%   85.7%   ** 67.5%     Name: Adela Chan   Phone: (415) 778-1470   Email: ac2517@att.com															
reach live agent)         % ≤ 60 seconds         ** 72.8%         85.4%         85.7%         ** 67.5%           Primary Utility Contact Information           Name:         Adela Chan         Phone:         (415) 778-1470         Email:         ac2517@att.com	Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to											,		, ,	
Primary Utility Contact Information  Name: Adela Chan Phone: (415) 778-1470 Email: ac2517@att.com				Ÿ											
Name: Adela Chan Phone: (415) 778-1470 Email: ac2517@att.com	reac	ch live agent)	% ≤ 60 seconds				** 72.8%		85.4%		85.	7% ** 67.5%		7.5%	
Date Adopted: 7/28/09		Name	: Adela Chan		Primary l				0		Email:	ac	2517@att.cr	om	
	Date	- Adonted: 7/28/09		_											

## **AT&T Notes**

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)

<sup>\*</sup> During January, February and December, severe storms affected the Out of Service results. The results for these months should be excluded due to catastrophic events.

<sup>\*\*</sup> Answer Time results were also affected by the storms, when at times in January, February and December, our call centers received over three times the normal call volumes. First quarter 2010 Answer Time results without January and February are 90.3% answered in less than 60 seconds, and fourth quarter 2010 results without December are 83.6%.