

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

Company Name: AT&T California.

U#: U-1001-C

Report Year: 2010

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Total Company - Statewide

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2010)			Date filed (08/16/2010)			Date filed (11/15/2010)			Date filed (02/15/2011)			
		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	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	
<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	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	
	% 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	
<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	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	6,960,484
		Total # of trouble reports	184,999	166,896	136,556	110,006	99,247	98,408	99,560	103,312	94,913	123,182	118,341	159,539
		% 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	2.29
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	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	183,433
		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	6,449
		% of trouble reports	3.93	3.23	2.71	2.13	1.77	1.90	1.91	1.82	1.54	2.45	2.67	3.52
	10% (10 per 100 working lines for units w/ ≤ 1,000 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	49,253
		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	1,886
		% 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	3.83
<b>Out of Service Report</b> Min. standard = 90% within 24 hrs	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	* 75,854	
	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	* 39,203	
	% 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%	* 51.7%	
	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	* 3,000,174	
	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	* 39.6	

Measurement (Compile quarterly, file annually on February 15)		1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
<b>Answer Time (Trouble Reports "TR", Billing &amp; Non-Billing)</b>	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 call seconds to reach live agent	** 59,596,609	33,722,539	32,120,005	** 194,583,558
	% ≤ 60 seconds	** 72.8%	85.4%	85.7%	** 67.5%

**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)

**AT&T Notes**

\* 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.

\*\* 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%.