

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

Company Name: AT&T Communications of California, Inc.

U#: U-5002-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 (08/15/2010) | | | Date filed (11/15/10) | | | Date filed (02/15/11) | | | |
|--|---|----------------------------|-----------|--------|-------------------------|--------|--------|-----------------------|-------|--------|-----------------------|-------|-----------|-------|
| | | 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 | |
| | % 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 | |
| Customer Trouble Report | | | | | | | | | | | | | | |
| Min. Standard | 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) | Total # of working lines | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | |
| | | Total # of trouble reports | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | |
| | | % of trouble reports | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | |
| | 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) | Total # of working lines | 1,940 | 1,872 | 1,832 | 1,723 | 1,650 | 1,625 | 1,625 | 1,600 | 1,581 | 1,553 | 1,531 | 1,501 |
| | | Total # of trouble reports | 38 | 32 | 24 | 11 | 14 | 30 | 22 | 9 | 23 | 17 | 25 | 40 |
| | | % of trouble reports | 2.0% | 1.7% | 1.3% | 0.6% | 0.8% | 1.8% | 1.4% | 0.6% | 1.5% | 1.1% | 1.6% | 2.7% |
| | 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) | Total # of working lines | 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 trouble reports | 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 trouble reports | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Out of Service Report Min. standard = 90% within 24 hrs | Total # of outage report tickets | ** 25 | ** 17 | 11 | 5 | 8 | 14 | 13 | 8 | 12 | 11 | 17 | ** 28 | |
| | Total # of repair tickets restored in ≤ 24hrs | **16 | ** 6 | 9 | 5 | 4 | 12 | 11 | 5 | 10 | 10 | 16 | ** 23 | |
| | % of repair tickets restored ≤ 24 Hours | ** 64% | ** 35.3% | 81.8% | 100.0% | 50.0% | 85.7% | 84.6% | 62.5% | 83.3% | 90.9% | 94.1% | ** 82.1% | |
| | Sum of the duration of all outages (hh:mm) | ** 572:51 | ** 885:49 | 176:58 | 67:1 | 244:22 | 185:19 | 177:59 | 98:24 | 158:18 | 50:34 | 103:5 | ** 513:42 | |
| | Avg. outage duration (hh:mm) | ** 22:55 | ** 52:6 | 16:5 | 13:24 | 30:33 | 13:14 | 13:41 | 12:18 | 13:11 | 4:36 | 6:4 | ** 18:21 | |

| Measurement (Compile quarterly, file annually on February 15) | | 1st Quarter | 2nd Quarter | 3rd Quarter | 4th Quarter |
|--|--|-------------|-------------|-------------|-------------|
| Answer Time (Trouble Reports "TR", 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 | 34,179 | 28,234 | 26,493 | 21,513 |
| | Total # of call seconds to reach live agent | 759,430 | 461,628 | 562,002 | 1,514,726 |
| | % ≤ 60 seconds | 85.4% | 90.1% | 85.8% | 91.1% |

Primary Utility Contact Information

Name: Adela Chan

Phone: (415) 778-1470

Email: ac2517@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)

AT&T Notes

Results for residential services and certain business services are not included because AT&T Communications does not provide the underlying facilities for these services. Answer Time results reflect California-specific results for trouble reports and national/multi state results for billing and non-billing calls.

**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.