

**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      |       |
| <b>Installation Interval</b><br>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><br>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      |       |
| <b>Customers</b>   | Acct # for voice or bundle, res+bus                           | 6,198                            | 6,120    | 6,046    | 5,933                   | 5,889    | 5,796    | 5,693                   | 5,625    | 5,544    | 5,467                   | 5,400    | 5,311    |       |
| <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         | 6,198    | 6,120    | 6,046                   | 5,933    | 5,889    | 5,796                   | 5,693    | 5,625    | 5,544                   | 5,467    | 5,400    | 5,311 |
|  |   | Total # of trouble reports       | 119      | 70       | 125                     | 78       | 70       | 69                      | 81       | 47       | 67                      | 0        | 0        | 0     |
|  |   | % of trouble reports             | 1.9%     | 1.1%     | 2.1%                    | 1.3%     | 1.2%     | 1.2%                    | 1.4%     | 0.8%     | 1.2%                    | 0.0%     | 0.0%     | 0.0%  |
|  | 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             | *        | *        | *                       | *        | *        | *                       | *        | *        | *                       | *        | *        | *     |
| <b>Adjusted Out of Service Report</b><br>Min. standard = 90% within 24 hrs   | Total # of outage report tickets                              | 83                               | 45       | 66       | 49                      | 42       | 46       | 51                      | 31       | 40       | 50                      | 33       | 54       |       |
|  | Total # of repair tickets restored in < 24hrs                 | 21                               | 26       | 23       | 13                      | 21       | 12       | 20                      | 17       | 19       | 29                      | 23       | 35       |       |
|  | % of repair tickets restored ≤ 24 Hours                       | 25.3%                            | 57.8%    | 34.8%    | 26.5%                   | 50.0%    | 26.1%    | 39.2%                   | 54.8%    | 47.5%    | 58.0%                   | 69.7%    | 64.8%    |       |
|  | Sum of the duration of all outages (hh:mm)                    | 6260:45                          | 1082:11  | 3536:22  | 2713:42                 | 1984:52  | 2860:46  | 2476:16                 | 853:37   | 1621:53  | 1746:56                 | 590:6    | 2216:35  |       |
|  | Avg. outage duration (hh:mm)                                  | 75:26                            | 24:3     | 53:35    | 55:23                   | 47:16    | 62:11    | 48:33                   | 27:32    | 40:33    | 34:56                   | 17:53    | 41:3     |       |
|  | Indicate if catastrophic event is in month                    | 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>Unadjusted Out of Service Report</b>                       | Total # of outage report tickets | 86       | 49       | 70                      | 55       | 44       | 46                      | 51       | 33       | 41                      | 53       | 34       | 57    |
| Total # of repair tickets restored in < 24hrs  |   | 21                               | 28       | 24       | 20                      | 22       | 12       | 20                      | 18       | 20       | 32                      | 24       | 37       |       |
| % of repair tickets restored ≤ 24 Hours  |   | 24.4%                            | 57.1%    | 34.3%    | 36.4%                   | 50.0%    | 26.1%    | 39.2%                   | 54.5%    | 48.8%    | 60.4%                   | 70.6%    | 64.9%    |       |
| Sum of the duration of all outages (hh:mm)   |   | 6526:36                          | 3243:31  | 5684:8   | 3040:31                 | 2128:7   | 2860:46  | 2476:16                 | 930:12   | 1626:34  | 1782:28                 | 600:4    | 2381:38  |       |
| <b>Refunds</b>   | Avg. outage duration (hh:mm)                                  | 75:53                            | 66:12    | 81:12    | 55:17                   | 48:22    | 62:11    | 48:33                   | 28:11    | 39:40    | 33:38                   | 17:39    | 41:47    |       |
|  | Number of customers who received refunds                      | 79                               | 76       | 70       | 45                      | 45       | 38       | 46                      | 47       | 55       | 47                      | 47       | 40       |       |
| Answer Time (Trouble Reports, Billing & Non-Billing)<br>Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/a menu option to reach live agent). | Monthly amount of refunds                                     | \$308.63                         | \$310.08 | \$284.17 | \$184.10                | \$179.43 | \$167.64 | \$181.76                | \$203.03 | \$217.81 | \$206.49                | \$212.31 | \$204.14 |       |
|  | Total # of calls for TR, Billing & Non-Billing                | 697                              | 660      | 588      | 639                     | 589      | 617      | 614                     | 577      | 655      | #REF!                   | #REF!    | #REF!    |       |
|  | Total # of call seconds to reach live agent                   | 18,571                           | 12,744   | 34,492   | 18,410                  | 10,634   | 19,606   | 18,036                  | 31,681   | 43,028   | #REF!                   | #REF!    | #REF!    |       |
|  | % ≤ 60 seconds  | 87.9%                            | 96.7%    | 93.5%    | 96.4%                   | 92.2%    | 90.4%    | 93.6%                   | 86.5%    | 77.3%    | 90.6%                   | 95.1%    | 96.9%    |       |

**Primary Utility Contact Information**

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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)