## PROPRIETARY AND CONFIDENTIAL INFORMATION under California Government Code §6254(k); California Evidence Code §1060; CALIFORNIA CIVIL CODE 3426 et seq.; 18 U.S.C Chapter 90 et seq.; MAY NOT BE DISCLOSED PURSUANT TO PUBLIC UTILTITES CODE SECTION 583. See the Declaration of Adam Bensaid, dated May 17, 2021.

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

Company Name: Reporting Unit Type: Measurement (Compile mo		AT&T Corp.				U#: <u>U-5002-C</u>				Report Year:		2021		
		☑ Total Company			Reporting Unit Name:				Total Compar	y - Statewide			-	
		onthly, file quarterly)	Date filed (05/17/2021) 1st Quarter			Date filed (08/16/2021) 2nd Quarter			Date filed (11/15/2021) 3rd Quarter			Date filed (02/15/2022) 4th Quarter		
			Jan Feb Mar		Apr May Jun		Jul Aug Sep			Oct Nov Dec				
		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
Installation Interval Min. standard = 5 bus. days		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 Customers		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
			N/A N/A	N/A N/A	N/A N/A	N/A N/A	N/A N/A	N/A N/A	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 % 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	N/A N/A	N/A N/A	N/A N/A	N/A N/A	N/A N/A	N/A N/A
		Acct # for voice or bundle, res+bus	5.239	5.178	5,149	N/A	N/A	N/A	N/A	N/A	IN/A	IN/A	IN/A	N/A
		Acct # for voice of buridie, res+bus	5,239	5,176	5,149					-				-
Customer Trouble	Report	<b>T</b> (1) (1) (1)	=	5.470	= + + 0			-	-	-				
Min. Standard	6% (6 per 100 working lines for units w/ $\geq$ 3,000 lines)	Total # of working lines	5,239	5,178	5,149			-	-	-				
		Total # of trouble reports	98	70	62					-				-
		% of trouble reports	1.9%	1.4%	1.2%									
	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	*	*	*	*	*	*	*	*	*	*	*	*
		Total # of outage report tickets	59	42	41									
Adjusted Out of Service Report Min. standard = 90% within 24 hrs		Total # of repair tickets restored in < 24hrs	28	24	24									
		% of repair tickets restored ≤ 24 Hours	47.5%	57.1%	58.5%									
		Sum of the duration of all outages (hh:mm)	4207:35	2023:8	1626:1									
		Avg. outage duration (hh:mm)	71:19	48:10	39:40									
		Indicate if catastrophic event is in month	N/A	N/A	N/A									
		Total # of outage report tickets	61	45	42									
Unadjusted Out of Service Report		Total # of repair tickets restored in < 24hrs	30	27	24									
		% of repair tickets restored ≤ 24 Hours	49.2%	60.0%	57.1%									
		Sum of the duration of all outages (hh:mm)	4238:32	1408:39	1678:25									
		Avg. outage duration (hh:mm)	69:29	31:18	39:58									
Refunds		Number of customers who received refunds	41	46	45						1			
		Monthly amount of refunds	\$206.30	\$234.90	\$240.51						1			
Answer Time (Tro	uble Reports, Billing & Non-Billing)		+				1							
Min. standard = $80\%$ of calls < $60$ seconds to reach		Total # of calls for TR, Billing & Non-Billing	562	536	542									
live agent (w/a menu option to reach live agent).		Total # of call seconds to reach live agent	32,818	23.762	24,365									
		%< 60 seconds	93.6%	92.4%	92.6%						1		1	
			00.070	02.170	02.070		1							

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)