

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

Company Name: AT&T Corp.

U#: U-5002-C

Report Year: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company - Statewide

Measurement (Compile monthly, file quarterly)		Date filed (05/17/2021)			Date filed (08/16/2021)			Date filed (11/15/2021)			Date filed (02/15/2022)		
		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	
	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	
	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	
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	
	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	
	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	
Customers	% 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	
Customer Trouble Report		Acct # for voice or bundle, res+bus	5,239	5,178	5,149								
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 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	*	*	*	*	*	*	*	*	*	*	*
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	59	42	41									
	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									
Unadjusted Out of Service Report	Total # of outage report tickets	61	45	42									
	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									
	Monthly amount of refunds	\$206.30	\$234.90	\$240.51									
Answer Time (Trouble Reports, 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	562	536	542									
	Total # of call seconds to reach live agent	32,818	23,762	24,365									
	% < 60 seconds	93.6%	92.4%	92.6%									

Primary Utility Contact Information

Name: Adam Bensaid

Phone: 303-330-9359

Email: adam.bensaid@att.com