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 July 30, 2021.

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

Company Name:	AT&T Corp.		J-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) 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	
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
		Acct # for voice or bundle, res+bus	5,239	5,178	5,149	5,050	4,977	4,928						
Customer Trouble	Report		•											
	T	Total # of working lines	5,239	5,178	5,149	5,050	4,977	4,928						
1	6% (6 per 100 working lines for	Total # of trouble reports	98	70	62	45	N/A	N/A						
Þ	units w/ ≥ 3,000 lines)	% of trouble reports	1.9%	1.4%	1.2%	0.9%	N/A	N/A						
da		Total # of working lines	*	*	*	*	*	*	*	*	*	*	*	*
Standard	8% (8 per 100 working lines for units w/ 1.001 - 2.999 lines)	Total # of trouble reports	*	*	*	*	*	*	*	*	*	*	*	*
	units w/ 1,001 - 2,999 inles)	% of trouble reports	*	*	*	*	*	*	*	*	*	*	*	*
M. r.	10% (10 per 100 working lines	Total # of working lines	*	*	*	*	*	*	*	*	*	*	*	*
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	*	*	*	*	*	*	*	*	*	*	*	*
	101 drills W/ = 1,000 lines/	% of trouble reports	*	*	*	*	*	*	*	*	*	*	*	*
		Total # of outage report tickets	59	42	41	28	N/A	N/A						
Adjusted		Total # of repair tickets restored in ≤ 24hrs	28	24	24	20	N/A	N/A						
Out of Service Rep	ort	% of repair tickets restored ≤ 24 Hours	47.5%	57.1%	58.5%	71.4%	N/A	N/A						
Min. standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	4207:35	2023:8	1626:1	666:46	N/A	N/A							
		Avg. outage duration (hh:mm)	71:19	48:10	39:40	23:49	N/A	N/A						
		Indicate if catastrophic event is in month	N/A	N/A	N/A	N/A	N/A	N/A						
Unadjusted		Total # of outage report tickets	61	45	42	29	N/A	N/A						
		Total # of repair tickets restored in < 24hrs	30	27	24	21	N/A	N/A						
Out of Service Report	% of repair tickets restored ≤ 24 Hours	49.2%	60.0%	57.1%	72.4%	N/A	N/A							
		Sum of the duration of all outages (hh:mm)	4238:32	1408:39	1678:25	673:3	N/A	N/A						
		Avg. outage duration (hh:mm)	69:29	31:18	39:58	23:13	N/A	N/A						
Refunds		Number of customers who received refunds	41	46	45	37	N/A	N/A						
		Monthly amount of refunds	\$206.30	\$234.90	\$240.51	\$212.10	N/A	N/A						
	ole Reports, Billing & Non-Billing)													
Min. standard = 80% of calls < 60 seconds to reach Total # of calls for TR, Billing & Non-Billing		562	536	542	468	N/A	N/A							
live agent (w/a menu	u option to reach live agent).	Total # of call seconds to reach live agent	32,818	23,762	24,365	19,536	N/A	N/A						
% <u><</u> 60 seco		%<_60 seconds	93.6%	92.4%	92.6%	92.7%	N/A	N/A						

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)