

4A

SERVICE QUALITY ANALYSIS UPDATE: AT&T CALIFORNIA

Principal observations and takeaways

- AT&T California's performance in 2018-2019 has deteriorated relative to where it had been in the 2010-2017 Phase 1 study period, and its performance with respect to nearly every one of the service quality metrics that we had examined in Phase 1 has deviated further from the Commission's GO 133-D service quality objectives and standards.
- The greatest demand drop-offs for legacy POTS services continues to be experienced in the largest wire centers.
- The trend in average duration of all out-of-service conditions over one hour had been steadily increasing over the Phase 1 study period, and spiked further in 2018-2019. By the end of 2019, it took AT&T 67% longer to restore service than it took in 2010.
- Over the 2010-2019 study period, AT&T's average duration for service outages exceeding 24 hours has increased by roughly 67%.
- During 2018-2019, 55.9% of the 573,591 out-of-service conditions (38.2% on an "adjusted" basis) remained uncleared after 24 hours, up from the corresponding 49.6% / 36.7% levels during the 2010-2017 period. To satisfy the GO 133-C/D §3.4(c) requirement, these percentages would need to drop to less than 10%.
- On an adjusted basis, the number of days required for AT&T to clear 90% of all out-of-service conditions was increasing at a faster rate over the 2018-2019 period than over the longer Phase 1 period. Over the eight years from 2010Q1 through 2017Q4, the number of days required for AT&T to clear 90% of service outages increased at an annual rate of 3.37%, from 4.10 days to 5.30 days. Over the next 24 months, from 2017Q4 to 2019Q4, the days to clear 90% jumped at an annual rate of 13.77%, from 5.30 to 6.86.
- There continues to be little effective competition for POTS services. If the market were sufficiently competitive, the greatest loss of demand would occur in wire centers exhibiting the poorest service quality. In fact, the greatest drop-off in demand has occurred in wire centers with the best service quality records.

- Performance across most service quality metrics is better in wire centers that have been upgraded with fiber optic distribution facilities, in those serving higher-density urban and suburban communities, in larger wire centers, and in those with the largest losses of customers to competitors. But in almost every category, performance has significantly deteriorated over the 2018-2019 period.
- Wire centers upgraded with fiber to support broadband services achieve better service quality performance scores in every category – but in 2018-2019, service quality in both types of wire centers was decidedly inferior to what had been achieved during the Phase 1 2010-2017 period. Based upon Phase 2 trend lines, AT&T needed only 1.15 days to clear 90% of service outages in wire centers with fiber optic facilities as of the end of 2019; for non-upgraded wire centers, it took 2.43 days to clear 90%. The corresponding figures as of the end of Phase 1 (4Q2017) were 1.10 and 1.86.
- The strong relationship between the number of POTS lines in a wire center and the quality of service provided has persisted into the 2018-2019 period, with the number and the rate of increase in OOS per 100 POTS lines continuing to be lowest in the very largest (over 20,000 lines) wire centers. However, service quality has deteriorated in all line-size categories since 2017.
- Wire centers that had experienced the lowest rate of POTS line losses – less than 50% over the study period – saw the largest increase in service outages; for those with successively larger line loss percentages, the incidence of service outages increased more slowly or remained almost constant over the study period. But performance in nearly all of the service quality metrics we studied deteriorated after 2017.
- Except in areas with the highest population density, AT&T's response to out-of-service conditions has generally deteriorated over the study period. That deterioration appears to have accelerated for all population density categories in the 2018-2019 period.
- Of the five AT&T maintenance (AFO) districts, LA/Bakersfield and San Gabriel had shown significant improvements in most OOS metrics during the Phase 1 study period. However, even those improvements appear to have largely reversed in 2018-2019.
- Since the bulk of AT&T's investments in its ILEC network have been aimed at upgrades that support broadband services, the AFO Districts with the smallest percentage of such upgrades have continued to experience substantial degradations in service quality into the 2018-2019 period. This result further underscores the pressing need for infrastructure investment irrespective of AT&T's pursuit of the broadband market.

SERVICE QUALITY ANALYSIS UPDATE:
AT&T CALIFORNIA

TABLE OF CONTENTS

Phase 2 2018-2019 Update to the AT&T California Service Quality analysis	82
Access line demand continues to plummet	82
Trouble Reports and POTS Lines in Service – a more granular perspective	85
AT&T Service Quality performance	103
Focus upon 2018-2019 results	103
Out-of-Service conditions overall	103
Out-of-service conditions cleared within 24 hours	110
AT&T has continued to increase rates for its legacy services while service quality continues to be degraded	134
Effects of geographic and other wire center attributes upon performance results	136
Fiber optic upgraded wire centers	153
Wire Center Size	159
Access Line Loss	165
Urban/Suburban/Rural	173
ILEC Organizational Assignment	179
Summary	185

Tables and Figures

Table 4A.1: AT&T California Drop-off in POTS Demand at Wire Centers of Varying Sizes January 2010 – December 2019	83
---	----

Table 4A.2:	AT&T California Out-of-Service Over 24 Hours' Duration per 100 Pots Lines in Service – 20 Poorest Performing and 10 Best Performing Wire Centers 2016-2019	86
Table 4A.3:	AT&T California Average Out-of-Service Duration – 20 Poorest Performing and 10 Best Performing Wire Centers 2016-2019	87
Table 4A.4:	AT&T California Percent Out-of-Service Cleared Within 24 Hours – 20 Poorest Performing and 10 Best Performing Wire Centers 2016-2019	88
Table 4A.5:	AT&T California Days Required to Clear 90% of Out-of-Service Conditions – 20 Poorest Performing and 10 Best Performing Wire Centers 2016-2019	89
Table 4A.6:	AT&T California Trouble Report and Out-of-Service Data for 2016-2019	90
Table 4A.7:	AT&T California Quantities of Actual and Adjusted (“CPUC”) Out-of-Service Conditions, January 2010 Through December 2019	110
Table 4A.8(a)	AT&T California Wire Center Performance Trends Over the Period Q2010-4Q2019	114
Table 4A.8(b)	AT&T California Wire Center Performance Trends Over the Period 1Q2018-4Q2019	122
Table 4A.9:	AT&T California Percentages of Actual and Adjusted (“CPUC”) Out-of-Service Conditions Cleared Within 24 Hours and Days Required to Clear 90%	130
Table 4A.10:	AT&T California Basic Residential (POTS) Access Line Service Rate Increase History 2006-2020	135
Table 4A.11:	AT&T California Wire Center Attribute Dimensions and Categories	137
Table 4A.12:	AT&T California Wire Center Attribute Classifications	138
Table 4A.13:	Summary of AT&T Attribute Dimension Graphs	153
Table 4A.14:	AT&T California Classifications of Wire Centers by POTS Lines in Service as of January 2010	159
Table 4A.15:	AT&T California Classifications of Wire Centers by POTS Line Loss Percentage January 2010 Through December 2019	166

Table 4A.16:	AT&T California Field Operations West (AFO) Districts Total Wire Centers and Wire Centers Upgraded with Fiber to Support Broadband Services as of December 2019	180
Figure 4A.1:	The decrease in the number of AT&T California out-of-service Incidents has roughly corresponded with the drop-off in access lines in service over the 2010-2019 period	84
Figure 4A.2:	Over the 2010-2017 period, the trend of AT&T California out-of-service incidents per 100 access lines (actual) had been increasing; for 2018-2019, that trend experienced a further increase.	105
Figure 4A.3:	The rate of increase in the average duration of AT&T California out-of-service incidents lasting more than one hour (actual) grew even larger in the 2018-2019 period	105
Figure 4A.4:	The average duration of all AT&T California out-of-service incidents (actual) saw a significant jump during the 2018-2019 Phase 2 study period.	107
Figure 4A.5:	The average duration of all AT&T California out-of-service incidents over 24 hours (actual) increased further over the 2018-2019 Phase 2 study period.	107
Figure 4A.6:	The average duration of all AT&T California out-of-service incidents (adjusted) saw a significant jump during the 2018-2019 Phase 2 period.	108
Figure 4A.7:	The average duration of all AT&T California out-of-service incidents over 24 hours (adjusted) increased further over the 2018-2019 Phase 2 period.	108
Figure 4A.8	2018-2019 saw a 39% increase in the rate of AT&T California out-of-service conditions over 24 hours (actual), as compared with about 12% over the 2010-2017 Phase 1 study period.	109
Figure 4A.9:	AT&T California had not come even close to achieving the GO 133-CD §3.4(c) goal of 90% of all OOS cleared within 24 hours (actual) during the Phase 1 study period, and that metric saw a significant degradation in 2018-2019.	132
Figure 4A.10:	The percentage of all AT&T California OOS cleared within 24 hours (adjusted) has consistently fallen far short of meeting the GO 133-C/D §3.4(c) 90% cleared within 24 hours standard, and got a lot lower in 2018-2019.	132
Figure 4A.11:	The number of days required to clear 90% of AT&T California out-of-service incidents (actual) increased considerably in 2018-2019.	133

Figure 4A.12:	The number of days required to clear 90% of AT&T California out-of-service incidents (adjusted) also increased in 2018-2019.	133
Figure 4A.13:	Wire centers that had not been upgraded with fiber optic facilities experienced further degradation in the number of out-of-service incidents per 100 access lines (actual) in 2018-2019.	135
Figure 4A.14:	The average duration for OOS over 24 hours (actual) in wire centers that had not been upgraded with fiber optic facilities grew even longer in 2018-2019.	136
Figure 4A.15:	The percentage of all OOS cleared within 24 hours (actual) dropped considerably both in fiber and non-fiber wire centers in 2018-2019.	137
Figure 4A.16:	It took AT&T California more days to clear 90% of outages (actual) both in fiber and non-fiber wire centers in 2018-2019.	138
Figure 4A.17:	The largest wire centers generally experienced the lowest out-of-service rate per 100 lines in service (actual), but the outage rate increased for all wire center size categories in 2018-2019.	161
Figure 4A.18:	The largest wire centers generally exhibited the shortest average duration of OOS over 24 hours (actual); the two largest size categories saw some improvement in 2018-2019, while the two smallest size categories experienced even longer durations than in the Phase 1 study period.	162
Figure 4A.19:	The largest wire centers generally exhibited the highest percentage of all OOS cleared within 24 hours (actual), but all five size categories saw significant decreases in this metric in 2018-2019.	163
Figure 4A.20:	The largest wire centers generally required the fewest number of days to clear 90% of all out-of-service incidents (actual), but the days -to-clear metric increased across all size categories in 2018-2019.	164
Figure 4A.21:	Companywide, AT&T California experienced a net loss of 78.6% of its POTS access lines in service over the 2010-2019 period.	167
Figure 4A.22:	AT&T California wire centers with the fewest POTS line losses have experienced the greatest increase in OOS per 100 lines in service (actual), a disparity that became even greater in 2018-2019.	169
Figure 4A.23:	AT&T California wire centers with the largest POTS line losses had been experiencing the shortest average durations of OOS over 24 hours (actual) in the Phase 1 study period, but durations in this category saw a huge spike in the 2018-2019 period.	170

Figure 4A.24:	AT&T California wire centers with the largest POTS line losses are experiencing the highest percentages of all OOS cleared within 24 hours (actual), but this metric worsened for all except the smallest line loss category in 2018-2019.	171
Figure 4A.25:	AT&T California wire centers with the largest POTS lines losses requires the fewest number of days to clear 90% of all OOS (actual), but days-to-clear 90% increased for all line loss categories in 2018-2019.	172
Figure 4A.26:	AT&T California. OOS per 100 lines in service (actual) had been increasing except in the highest density categories, and escalated further in all but one density category in 2018-2019.	175
Figure 4A.27:	AT&T California. average duration of OOS over 24 hours (actual) had increased the most in areas with the lowest population density, and saw further increases in 2018-2019 across all density categories	176
Figure 4A.28:	AT&T California. pct of all OOS cleared within 24 hours (actual) had remained stable except in areas with the highest population density, but saw decreases in all five density categories in 2018-2019.	177
Figure 4A.29:	The number of days required for AT&T California. to clear 90% of all OOS (actual) has increased in all five density categories over the entire 2010-2019 period.	178
Figure 4A.30:	AT&T California. OOS per 100 lines in service (actual) varied inversely with the type of area being supported by each AFO district – lowest in the largest metro areas, but saw large increases in the San Gabriel and Southern California districts.	181
Figure 4A.31:	The average duration of OOS over 24 hours (actual) is longest – and had been increasing – in AT&T California AFO districts covering non-metro and rural areas, and also saw large increases in the San Gabriel and Southern California districts.	182
Figure 4A.32:	The percentages of OOS to be cleared within 24 hours (actual) decreased in all five AFO districts in 201-2019.	183
Figure 4A.33:	The number of days required to clear 90% of all OOS (actual) increased in all five AFO districts in 2018-2019.	184

Phase 2 2018-2019 update to the AT&T California Service Quality analysis

This chapter updates Chapter 4A in our Phase 1 Report to include AT&T California trouble report records for 2018-2019 that have been submitted by the company as required pursuant to GO 133-D. As we discuss in detail below, this updated analysis indicates that, in general, AT&T California's performance in 2018-2019 has deteriorated relative to where it had been in the 2010-2017 Phase 1 study period. The company's performance with respect to nearly every one of the service quality metrics that we had examined in Phase 1 has deviated further from the Commission's GO 133-D service quality objectives and standards. AT&T California continued to account for a successively smaller portion of its parent company's operations, a fact that appears to be fully reflected in the low priority that AT&T California has been receiving both with respect to capital investment and senior management attention over the past several years.



AT&T California's performance in 2018-2019 has deteriorated relative to where it had been in the 2010-2017 Phase 1 study period, and its performance with respect to nearly every one of the service quality metrics that we had examined in Phase 1 has deviated further from the Commission's GO 133-D service quality objectives and standards.

Access line demand continues to plummet

In the first part of this Chapter 4, we updated the California statewide ILEC demand over the 2008-2018 period based upon published and publicly available FCC data. The GO 133-C/D data routinely submitted by AT&T California to the CPUC indicates that AT&T's legacy circuit-switched POTS access line demand drop-off rate is similar to the industry-wide results for California being compiled by the FCC. This downward trend persisted into 2018 and 2019. In the two years from December 2017 to December 2019, the company lost 565,537 POTS access lines, going from 2,245,171 in December 2017 to 1,679,638 in December 2019. For the entire 10-year period from January 2010 through December 2019, total AT&T California POTS access lines in service experienced a 79.1% decrease, dropping from 8,035,134 in January 2010 to 1,679,638 in December 2019. The calculated long-term trend in total out-of-service incidents dropped from 322,075 in the first quarter of 2010 to 68,409 in the fourth quarter of 2019, a similar decrease of 78.76%. Figure 4A.1 plots AT&T California access lines in service and out-of-service incidents over the full 2010-19 period. Every AT&T California wire center continued to experience further erosion in POTS demand, but the drop-off rate for individual wire centers was highly variable. The largest drop was 96.56% in the Paradise Main wire center, which had 12,039 lines in service as of January 2010 but only 414 by the end of 2019. As shown in Table 4A.1, the greatest demand drop-offs generally occurred in the largest wire centers.

Table 4A.1

**AT&T CALIFORNIA
DROP-OFF IN POTS DEMAND AT WIRE CENTERS OF VARYING SIZES
JANUARY 2010 – DECEMBER 2019**

Wire Center Size	No. of Wire Centers	Total lines Jan 2010	Total lines Dec 2017	Total lines Dec 2019	% change 2010-2019
Small (<1000 lines)	90	43,326	19,710	16,396	- 62.16%
Medium (1000-3000)	109	202,041	70,494	54,785	- 72.88%
Large (>3000-10000)	140	802,097	237,004	180,073	- 77.55%
Large Urban (10000-20000)	205	1,532,574	429,100	320,440	- 79.09%
Large Metro (>20000)	168	5,445,451	1,488,863	1,107,849	- 79.66%
TOTAL	612	8,035,134	2,245,171	1,679,543	- 79.10%

NOTE. Size categorization per GO 133-C/D size ranges are based on POTS lines in service as of January 1, 2010.

Figure 4A.1 below compares the decrease in AT&T California's POTS lines in service with the fitted trend of total OOS incidents over the 2010-2019 period. As shown, the relative decreases have in aggregate been similar, although there has been a small increase in the relative incidence of OOS conditions.



The greatest demand drop-offs for legacy POTS services continues to be experienced in the largest wire centers.



From January 2010 through December 2019, total AT&T California POTS access lines in service experienced a 79.1% decrease, dropping from 8,035,134 in January 2010 to 1,679,543 in December 2019.



The continuing erosion in POTS demand occurred in every AT&T California wire center over the 2018-2019 Phase 2 study period.



Viewed over the full 10-year Phase 1 and Phase 2 periods, the relative decrease in AT&T POTS lines in service has exceeded the relative downward trend of total out-of-service incidents.

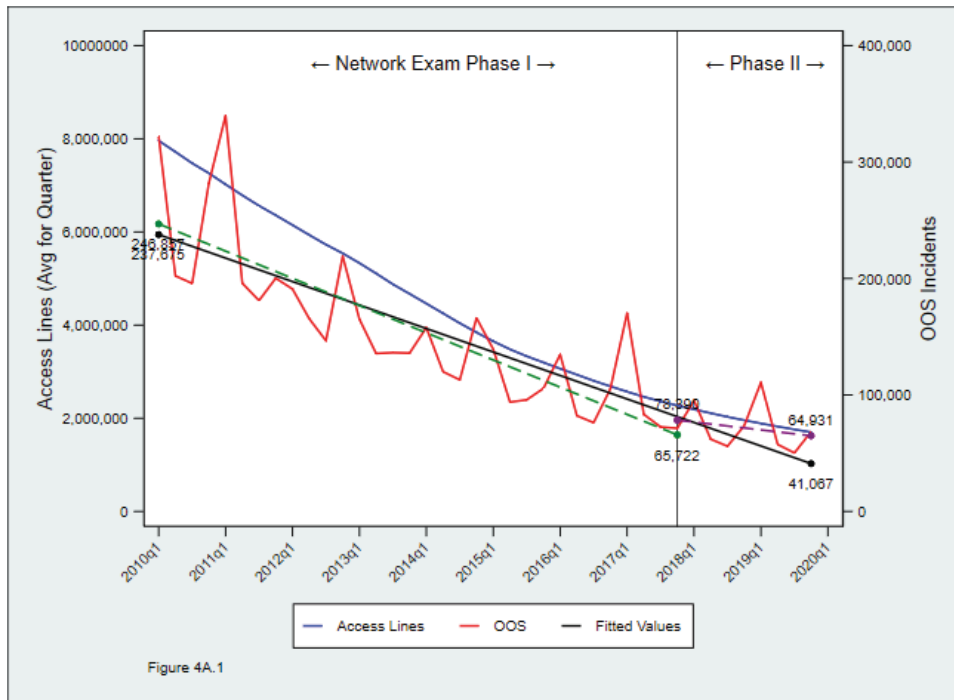


Figure 4A.1. The decrease in the number of AT&T California out-of-service Incidents has roughly corresponded with the drop-off in access lines in service over the 2010-2019 period.

Trouble Reports and POTS Lines in Service – a more granular perspective

Viewed at the individual wire center level, the ratio of out-of-service conditions to total POTS lines has varied both from month-to-month and as a long-term trend over time. Focusing specifically upon out-of-service conditions not cleared within 24 hours, some wire centers have experienced significant increases in the incidence of this condition, while others have seen improvements. The following tables summarize the most recent two years' (2018-19) experience with respect to four service quality metrics. Each table provides the 20 wire centers with the worst and the 10 wire centers with the best performance with respect to each of these four metrics. Table 4A.2 presents the percentages of out-of-service conditions not cleared within 24 hours (expressed on a per 100 POTS lines per month basis). Table 4A.3 provides the average out-of-service durations. Table 4A.4 provides the percentages of out-of-service incidents cleared within 24 hours. Table 4A.5 provides the number of days to clear 90% of out-of-service conditions. Finally, Table 4A.6 provides these data elements for all AT&T wire centers sorted alphabetically.

Table 4A.2

AT&T CALIFORNIA

2018-2019

OUT-OF-SERVICE OVER 24 HOURS' DURATION PER 100 POTS LINES IN SERVICE

20 POOREST PERFORMING AND 10 BEST PERFORMING WIRE CENTERS

Wire Center Name	Wire Center	CLLI	Access Lines (avg for Qtr)	OOS per 100 ALs per month	OOS>24 per 100 ALs per month	Pct Cleared w/in 24 hours (unadj)	Pct Cleared w/in 24 hours (adj)	# days to clear 90% OOS (unadj)	# days to clear 90% OOS (adj)	Avg OOS Duratin (mins)	Avg OOS Duratin (mins)	OOS Total	OOS > 1 hour	OOS > 24 Hours	OOS > 1 week	CPUC hour	CPUC OOS > 24 hours	CPUC OOS > 1 Week	
20 POOREST PERFORMING WIRE CENTERS																			
FRENCH GULCH	530455	FRGLCA11	85	4.74	4.06	14.4%	13.4%	77.9	63.2	26999	25667	97	94	83	47	63	57	30	
SHASTA LAKE	530503	SHLKA01	342	5.53	3.74	32.4%	41.5%	11.0	6.8	6034	3590	454	444	307	90	207	128	31	
SHOSHONE	760796	SHSHCA11	132	4.14	3.70	10.7%	11.6%	18.7	15.8	16171	15977	131	130	117	61	77	69	35	
COULTERVILLE	209161	CTVLCA11	660	4.88	3.63	25.7%	37.4%	13.1	10.0	6862	4780	774	756	575	169	386	255	64	
ALLEGHANEY	530425	ALGHCA11	48	4.34	3.56	18.0%	18.4%	7.3	9.1	5138	4952	50	47	41	9	29	26	4	
BURRELL	559242	BURLCA11	89	4.73	3.51	25.7%	26.2%	5.2	4.7	3624	3141	101	100	75	7	75	56	4	
OROVILLE EAST	530485	ORVLC12	1526	4.61	3.47	24.7%	32.4%	7.4	5.8	5200	4179	1690	1653	1272	300	849	589	91	
LATON	559186	LATNCA11	186	4.69	3.41	27.3%	26.3%	6.5	5.6	3601	3281	209	208	152	20	158	118	12	
TERRA BELLA	559226	TRBLCA11	413	4.61	3.22	30.2%	31.5%	5.7	4.8	3930	3486	457	434	319	42	359	261	22	
THREE RIVERS	559228	THRRCA11	595	4.80	3.13	34.7%	38.7%	4.5	4.3	3252	3397	685	665	447	30	251	164	13	
BIG SUR	831101	BGSRCA11	392	3.74	3.11	16.8%	17.7%	5.8	4.2	4449	3511	352	343	293	36	248	211	19	
BRIDGEVILLE	707281	BGVLC11	173	4.37	2.94	32.6%	42.4%	4.6	3.3	3078	2722	181	178	122	10	66	38	7	
WALKER BASIN	661401	WLBSCA11	457	3.85	2.94	23.7%	28.7%	5.4	4.8	3815	3059	422	410	322	31	217	164	7	
BANGOR	530430	BNGRCA11	336	3.78	2.90	23.3%	28.3%	11.3	9.7	5919	5399	305	297	234	65	128	98	23	
COTTONWOOD	530441	CTWDCA11	2148	4.17	2.90	30.4%	32.1%	10.8	9.2	6043	5037	2149	2091	1495	541	1350	948	276	
ELK CREEK	530448	EKCKCA11	100	3.66	2.87	21.6%	21.7%	8.1	6.1	5305	4081	88	85	69	21	45	36	6	
POTTER VALLEY	707316	PTVYCA11	532	3.68	2.87	22.1%	24.8%	13.3	11.0	7839	6198	470	461	366	148	356	275	88	
TIPTON	559229	TPTNCA11	201	3.93	2.79	28.9%	28.4%	6.8	5.8	4380	3958	190	190	135	31	162	116	17	
WOODLAKE	559239	WDLKCA11	543	4.10	2.75	33.1%	35.5%	5.1	4.2	3480	3055	535	524	358	37	392	261	15	
NIAGARA	530490	PLVLC12	2250	3.60	2.73	24.2%	29.0%	14.3	11.2	8389	6661	1942	1901	1472	656	1169	854	282	
10 BEST PERFORMING WIRE CENTERS																			
FOLSOM NIMBUS	916453	FLSMCA12	1876	0.47	0.19	59.4%	61.9%	4.8	4.0	2560	2215	212	202	86	16	172	69	10	
SPECTRUM-IRVINE	949810	IRVNC12	1731	0.34	0.16	52.9%	51.9%	6.1	5.0	2867	2519	140	133	66	16	120	61	5	
EDWARDS	661369	EDWRCA01	137	0.36	0.15	58.3%	58.3%	1.0	1.0	1037	1114	12	12	5	0	10	5	0	
FOLSOM	415068	SNFCCA21	7728	0.35	0.15	57.5%	60.9%	4.5	3.6	2338	1917	667	595	279	34	473	207	17	
BURBANK PALM AVE	818606	BRBNCA11	758	0.30	0.14	51.9%	56.4%	3.9	2.9	2102	1629	54	50	26	2	42	20	1	
BISHOP RANCH	925082	BSRNCA70	1442	0.25	0.13	48.3%	52.6%	4.3	3.4	2165	1792	87	80	45	2	68	35	0	
HACIENDA	925083	PLTNCA13	1625	0.31	0.12	61.2%	62.0%	3.4	2.5	1699	1484	121	114	47	1	102	41	1	
BEALE CAPEHART-BEALE AFB	530431	BEALCA11	79	0.11	0.11	0.0%	0.0%	5.2	4.1	7471	5861	2	2	2	0	1	1	0	
NORTH STAR	530516	TRUCCA12	606	0.14	0.09	35.0%	41.0%	10.0	6.9	5935	4122	20	19	13	5	12	8	2	
LEMORE WYMAN	559189	LEMRC12	90	0.19	0.05	75.0%	100.0%	1.0	0.1	817	177	4	2	1	0	1	0	0	

Table 4A.3

AT&T CALIFORNIA
AVERAGE OUT-OF-SERVICE DURATION
20 POOREST PERFORMING AND 10 BEST PERFORMING WIRE CENTERS

2018-2019

Wire Center Name	Wire Center	CLLI	Access Lines (avg for Qtr)	OOS per 100 ALs per month	OOS-24 w/in 24 hours (unadj)	Cleared w/in 24 hours (unadj)	Pct Cleared	# days to clear 90% OOS (unadj)	# days to clear 90% OOS (adj)	Avg OOS Duration (mins)	OOS Total	OOS > 1 hour	OOS > 24 hours	OOS > 1 week	OOS > 24 Hours	CPUC OOS > 1 hour	CPUC OOS > 24 hours	CPUC OOS > 1 week	CPUC OOS > 24 hours
20 POOREST PERFORMING WIRE CENTERS																			
FRENCH GULCH	530455	FRGLCA11	85	4.74	4.06	14.4%	13.4%	77.9	63.2	26999	97	94	83	47	83	63	57	30	57
FURNACE CREEK	760738	FRCKCA11	133	1.28	1.25	2.4%	4.9%	43.3	57.5	21026	41	41	40	25	40	21	20	8	20
AVALON	310603	AVLNCA11	1126	0.64	0.45	30.5%	38.8%	28.4	24.0	17249	174	164	121	84	121	108	73	48	73
SHOSHONE	760796	SHSHCA11	132	4.14	3.70	10.7%	11.6%	18.7	15.8	16171	131	130	117	61	117	77	69	35	69
BEAR VALLEY	209155	BVLYCA11	445	1.51	1.23	18.6%	22.7%	34.8	8.8	14786	161	152	131	57	131	88	74	22	74
GEYSERVILLE	707294	GYVLC A11	297	2.20	1.60	27.4%	31.5%	15.9	12.5	12237	157	157	114	53	114	118	87	37	87
SONOMA	707323	SONMCA12	4019	1.29	0.72	44.5%	54.3%	32.8	5.6	12032	4613	1249	693	254	693	750	372	68	372
OJAJ	805382	OJAICA11	1662	2.01	1.47	26.7%	36.7%	21.0	5.0	11969	499	802	588	137	588	467	316	41	467
ANNAPOLIS	707322	ANNPCA11	70	2.79	2.49	10.6%	10.4%	18.8	18.7	11056	42	45	42	21	42	36	34	15	34
MURPHYS	209203	MRPHCA11	846	2.74	2.02	26.3%	34.6%	16.4	9.4	10834	556	539	410	181	410	288	199	61	199
STONYFORD	530513	STFRCA11	136	2.30	1.97	14.7%	18.7%	13.0	10.2	10459	646	75	64	34	64	46	39	16	39
EL PORTAL	209241	YSMTCA12	302	2.17	1.86	14.0%	15.8%	14.3	10.9	9764	786	157	135	80	135	112	95	47	95
LOS ALAMOS	707319	SNRSCA11	2554	1.35	0.87	35.3%	43.0%	15.9	8.5	9754	4940	825	534	216	534	538	334	110	334
OAKVIEW	805381	OKVWCA11	619	2.40	1.70	29.2%	33.9%	17.0	14.6	9619	8037	356	341	79	252	234	164	47	234
KYBURZ	530465	KYBRCA11	61	2.26	1.92	15.2%	18.2%	10.7	8.0	8990	6732	33	28	16	28	18	14	5	14
UPPER LAKE VALLEY RD	707329	UPLKCA11	401	3.11	2.01	35.5%	42.6%	18.6	9.7	8751	5235	289	193	97	193	177	110	36	177
HOPLAND	707298	HPLDCA12	199	2.22	1.51	32.1%	34.5%	17.3	14.6	8691	7368	106	101	72	101	82	56	22	56
BLUE LAKE	707278	BLKCA11	236	2.80	2.33	17.0%	14.5%	8.8	17.9	8663	10706	159	132	20	132	83	71	10	71
MONTE RIO	707309	MNRCA11	515	2.51	1.85	26.5%	35.1%	12.5	11.2	8492	6184	310	301	124	228	177	120	49	177
VENTURA/FIR	805400	VNTRCA02	2398	0.96	0.59	38.0%	47.3%	19.3	4.8	8466	4000	550	341	86	341	372	216	24	372
10 BEST PERFORMING WIRE CENTERS																			
PEDLEY	951765	PDLYCA11	2502	1.19	0.46	61.3%	66.3%	3.2	2.6	1861	1629	713	276	27	276	499	175	11	499
MOJAVE	661376	MOJVCA01	590	1.83	0.85	53.3%	56.8%	3.0	2.3	1845	1582	259	121	3	121	188	86	1	188
MENDOTA	559195	MNDTCA11	445	1.24	0.46	62.9%	65.5%	3.5	2.7	1831	1468	132	49	3	49	115	41	2	115
BENICIA	707277	BNICCA11	1978	1.01	0.34	66.7%	69.6%	3.0	2.4	1828	1567	481	160	8	160	402	130	4	402
HUNTINGTON PARK	323671	HNPKA01	6843	1.43	0.56	61.1%	67.1%	3.0	2.2	1822	1407	2345	913	52	913	1774	635	21	1774
LOS ANGELES MADISON/MO	213624	LSANCA02	8070	0.67	0.24	63.6%	67.8%	3.3	2.7	1788	1410	1302	474	46	474	1013	364	24	1013
AROMAS	831144	ARMSCA11	447	1.74	0.75	56.7%	64.3%	3.0	2.5	1711	1472	187	81	0	81	138	51	0	138
HACIENDA	925083	PLTNCA13	1625	0.31	0.12	61.2%	62.0%	3.4	2.5	1699	1484	121	47	1	47	102	41	1	102
EDWARDS	661369	EDWRCA01	137	0.36	0.15	58.3%	58.3%	1.0	1.0	1037	1114	12	5	0	5	10	5	0	10
LEMORE WYMAN	559189	LEMRC A12	90	0.19	0.05	75.0%	100.0%	1.0	0.1	817	177	4	1	0	1	1	0	0	1

Table 4A.4
AT&T CALIFORNIA
PERCENT OUT-OF-SERVICE CLEARED WITHIN 24 HOURS
20 POOREST PERFORMING AND 10 BEST PERFORMING WIRE CENTERS
2018-2019

Wire Center Name	Wire Center	CLLI	Access Lines (avg for Qtr)	OOS per 100 ALs per month	OOS-24 per 100 ALs per month	Pct Cleared w/in 24 hours (unadj)	Pct Cleared w/in 24 hours (adj)	# days to clear 90% OOS (unadj)	# days to clear 90% OOS (adj)	Avg OOS Duration (mins)	Avg OOS Duration (mins)	OOS Total	OOS > 1 hour	OOS > 24 hours	OOS > 1 week	CPUC OOS > 1 hour	CPUC OOS > 24 hours	CPUC OOS > 1 week	
20 POOREST PERFORMING WIRE CENTERS																			
BEALE CAPEHART-BEALE AFB	530431	BEALCA11	79	0.11	0.11	0.0%	0.0%	5.2	4.1	7471	5861	2	2	2	0	1	1	0	
MOUNTAIN PASS	760753	MTPSCA11	20	1.71	1.71	0.0%	0.0%	7.2	6.2	7123	6953	8	8	8	4	4	4	1	
WEOTT	707333	WEOTCA11	59	0.84	0.84	0.0%	0.0%	6.7	5.2	4612	3948	12	12	12	2	8	8	0	
FURNACE CREEK	760738	FRCKCA11	133	1.28	1.25	2.4%	4.9%	43.3	57.5	21026	21106	41	41	40	25	21	20	8	
BAKER	760705	BAKRC A11	120	2.08	1.98	5.0%	2.4%	7.1	6.9	7325	7112	60	59	57	13	38	38	5	
ANNAPOLIS	707322	ANNPCA11	70	2.79	2.49	10.6%	10.4%	18.8	18.7	11056	9276	47	45	42	21	36	34	15	
SHOSHONE	760796	SHSHCA11	132	4.14	3.70	10.7%	11.6%	18.7	15.8	16171	15977	131	130	117	61	77	69	35	
GAZELLE	530456	GZLLCA11	44	1.60	1.41	11.8%	23.5%	4.8	4.1	4693	3865	17	17	15	1	8	7	0	
YOSEMITE MAIN	209240	YSMTCA11	529	0.98	0.85	12.9%	14.5%	11.1	9.4	7411	6297	124	121	108	42	107	94	28	
EL PORTAL	209241	YSMTCA12	302	2.17	1.86	14.0%	15.8%	14.3	10.9	9764	7836	157	156	135	80	112	95	47	
WAWONA	209238	WANACA11	268	1.20	1.03	14.3%	15.8%	9.7	8.2	8295	7078	77	77	66	26	55	47	14	
FRENCH GULCH	530455	FRGLCA11	85	4.74	4.06	14.4%	13.4%	77.9	63.2	26989	25667	97	94	83	47	63	57	30	
STONYFORD	530513	STFRCA11	136	2.30	1.97	14.7%	18.7%	13.0	10.2	10459	6464	75	73	64	34	46	39	16	
KYBURZ	530465	KYBRCA11	61	2.26	1.92	15.2%	18.2%	10.7	8.0	8990	6732	33	33	28	16	18	14	5	
BIG SUR	831101	BGSRCA11	392	3.74	3.11	16.8%	17.7%	5.8	4.2	4449	3511	352	343	293	36	248	211	19	
POINT ARENA	707315	PNARCA11	600	1.98	1.65	16.8%	22.0%	12.4	10.7	7611	6158	285	282	237	84	208	166	44	
BLUE LAKE	707278	BLKCA11	236	2.80	2.33	17.0%	14.5%	8.8	17.9	8663	10706	159	159	132	20	83	71	10	
SPRINGVILLE	559219	SPVLCA11	750	2.85	2.36	17.2%	20.4%	10.2	7.7	6456	5021	513	508	425	123	363	293	58	
SEQUOIA PARK ASH MTN	559152	ASMTCA11	85	2.79	2.30	17.5%	16.2%	4.8	6.0	5577	6864	57	57	47	4	26	22	2	
ALLEGHANEY	530425	ALGHCA11	48	4.34	3.56	18.0%	18.4%	7.3	9.1	5138	4952	50	47	41	9	29	26	4	
10 BEST PERFORMING WIRE CENTERS																			
FREMONT ADAMS	510015	FRMTCA12	6954	1.01	0.38	62.2%	68.3%	2.9	2.0	2367	1751	1683	1611	636	54	1359	460	30	
COLIMA	650010	COLACA01	5946	1.00	0.37	62.7%	68.3%	2.9	2.1	1989	1590	1423	1317	531	43	849	300	19	
VALLEJO	707331	VLLJCA01	6232	1.29	0.48	62.7%	66.7%	2.9	2.4	2205	1900	1935	1833	721	53	1598	572	31	
MENDOTA	559195	MNDTCA11	445	1.24	0.46	62.9%	65.5%	3.5	2.7	1831	1468	132	128	49	3	115	41	2	
LOS ANGELES MADISON/MO	213624	LSANCA02	8070	0.67	0.24	63.6%	67.8%	3.3	2.7	1788	1410	1302	1186	474	46	1013	364	24	
CAMPTONVILLE	530436	CMPVCA11	220	6.07	2.18	64.1%	68.3%	3.8	2.7	2227	1610	320	307	115	18	178	63	7	
SAN JOSE CHYNOWETH AV	408131	SNJSCA13	7641	1.71	0.61	64.4%	70.3%	3.1	2.3	2007	1610	3100	3012	1114	109	2406	752	57	
BENICIA	707277	BNCICA11	1978	1.01	0.34	66.7%	69.6%	3.0	2.4	1828	1567	481	457	160	8	402	130	4	
BORREGO SPRINGS	760707	BRSPCA11	703	4.48	1.38	69.2%	64.4%	4.0	3.7	2147	2777	756	717	233	33	257	93	16	
LEMORE WYMAN	559189	LEMRC A12	90	0.19	0.05	75.0%	100.0%	1.0	0.1	817	177	4	2	1	0	1	0	0	

Table 4A.5
AT&T CALIFORNIA
DAYS REQUIRED TO CLEAR 90% OF OUT-OF-SERVICE CONDITIONS
20 POOREST PERFORMING AND 10 BEST PERFORMING WIRE CENTERS
2018-2019

Wire Center Name	Wire Center	CLLI	Access Lines (avg for Qtr)	OOS per 100 ALs per month	OOS-24 per 100 ALs per month	Pct Cleared w/in 24 hours (unadj)	Pct Cleared w/in 24 hours (adj)	# days to clear 90% OOS (unadj)	# days to clear 90% OOS (adj)	Avg OOS Duratin (mins)	Avg OOS Duratin (mins)	OOS Total	OOS > 1 hour	OOS > 24 Hours	OOS > 1 week	CPUC hour	CPUC OOS > 24 hours	CPUC OOS > 1 Week	
20 POOREST PERFORMING WIRE CENTERS																			
FRENCH GULCH	530455	FRGLCA11	85	4.74	4.06	14.4%	13.4%	77.9	63.2	26999	25667	97	94	83	47	63	57	30	
FURNACE CREEK	760738	FRCKCA11	133	1.28	1.25	2.4%	4.9%	43.3	57.5	21026	21106	41	41	40	25	21	20	8	
BEAR VALLEY	209155	BVLYCA11	445	1.51	1.23	18.6%	22.7%	34.8	8.8	14786	8598	161	152	131	57	88	74	22	
SONOMA	707323	SONMCA12	4019	1.29	0.72	44.5%	54.3%	32.8	5.6	12032	4613	1249	1199	693	254	750	372	68	
AVALON	310603	AVLNCA11	1126	0.64	0.45	30.5%	38.8%	28.4	24.0	17249	11748	174	164	121	84	108	73	48	
OJAI	805382	OJAICA11	1662	2.01	1.47	26.7%	36.7%	21.0	5.0	11969	4499	802	772	588	137	467	316	41	
VENTURAFIR	805400	VNTRCA02	2398	0.96	0.59	38.0%	47.3%	19.3	4.8	8466	4000	550	513	341	86	372	216	24	
ANNAPOLIS	707322	ANNPCA11	70	2.79	2.49	10.6%	10.4%	18.8	18.7	11056	9276	47	45	42	21	36	34	15	
SHOSHONE	760796	SHSHCA11	132	4.14	3.70	10.7%	11.6%	18.7	15.8	16171	15977	131	130	117	61	77	69	35	
UPPER LAKE VALLEY RD	707329	UPLKCA11	401	3.11	2.01	35.5%	42.6%	18.6	9.7	8751	5235	299	287	193	97	177	110	36	
HOPLAND	707298	HPLDCA12	199	2.22	1.51	32.1%	34.5%	17.3	14.6	8691	7388	106	101	72	34	82	56	22	
OAKVIEW	805381	OKVWCA11	619	2.40	1.70	29.2%	33.9%	17.0	14.6	9619	8037	356	341	252	79	234	164	47	
MURPHYS	209203	MRPHCA11	846	2.74	2.02	26.3%	34.6%	16.4	9.4	10834	5453	556	539	410	181	288	199	61	
LOS ALAMOS	707319	SNRSCA11	2554	1.35	0.87	35.3%	43.0%	15.9	8.5	9754	4940	825	785	534	216	538	334	110	
LAKEPORT	707302	LKPTCA02	2063	1.58	0.98	38.0%	44.3%	15.9	9.1	7025	4378	784	755	486	193	560	332	107	
GEYSERVILLE	707294	GYVLCA11	297	2.20	1.60	27.4%	31.5%	15.9	12.5	12237	6772	157	150	114	53	118	87	37	
NIAGARA	530490	PLVLCA12	2250	3.60	2.73	24.2%	29.0%	14.3	11.2	8389	6661	1942	1901	1472	656	1169	854	282	
EL PORTAL	209241	YSMTCA12	302	2.17	1.86	14.0%	15.8%	14.3	10.9	9764	7836	157	156	135	80	112	95	47	
DUNNIGAN	530445	DNGNCA12	113	2.40	1.59	33.8%	39.5%	13.7	7.7	8283	6714	65	62	43	16	51	33	11	
POTTER VALLEY	707316	PTVYCA11	532	3.68	2.87	22.1%	24.8%	13.3	11.0	7839	6198	470	461	366	148	356	275	88	
10 BEST PERFORMING WIRE CENTERS																			
BELL	323604	BELLCA11	2533	1.23	0.50	59.3%	64.9%	3.0	2.7	2146	1834	749	701	305	18	583	220	12	
AROMAS	831144	ARMSCA11	447	1.74	0.75	56.7%	64.3%	3.0	2.5	1711	1472	187	180	81	0	138	51	0	
FORTUNA	707293	FTUNCA11	1103	0.76	0.36	52.5%	57.9%	3.0	2.4	2991	2756	202	188	96	3	133	60	3	
FREMONT ADAMS	510015	FRMTCA12	6954	1.01	0.38	62.2%	68.3%	2.9	2.0	2367	1751	1683	1611	636	54	1359	460	30	
VALLEJO	6232	VLLJCA01	6232	1.29	0.48	62.7%	66.7%	2.9	2.4	2205	1900	1935	1833	721	53	1598	572	31	
COLMA	650010	COLACA01	5946	1.00	0.37	62.7%	68.3%	2.9	2.1	1989	1590	1423	1317	531	43	849	300	19	
RANCHO MURIETTA	916533	RNMRCOA11	534	0.90	0.38	57.4%	62.9%	2.8	2.5	3156	2319	115	109	49	6	87	35	3	
BETHEL ISLAND	925008	BTISCA11	266	3.08	1.64	46.7%	56.1%	2.3	2.6	1877	1674	197	192	105	4	153	69	2	
EDWARDS	661369	EDWRCA01	137	0.36	0.15	58.3%	58.3%	1.0	1.0	1037	1114	12	12	5	0	10	5	0	
LEMORE WYMAN	559189	LEMRCOA12	90	0.19	0.05	75.0%	100.0%	1.0	0.1	817	177	4	2	1	0	1	0	0	

Table 4A.6

AT&T CALIFORNIA
TROUBLE REPORT AND OUT-OF-SERVICE DATA FOR 2018-2019

Wire Center Name	Wire Center	CLLI	Access Lines (avg for Qty)	OOS per 100 ALs per month	OOS-24 per 100 ALs per month	Pct Cleared w/in 24 hours (unadj)	Pct Cleared w/in 24 hours (adj)	# days to clear 90% OOS (unadj)	# days to clear 90% OOS (adj)	Avg OOS Duratin (mins)	Avg OOS Duratin (mins)	OOS > 1 hour	OOS > 24 Hours	OOS > 1 week	CPUC OOS > 1 hour	CPUC OOS > 24 hours	CPUC OOS > 1 Week
37TH STREET	707283		9109	0.82	0.47	43.3%	45.7%	6.9	5.7	3720	3167	1798	1723	1020	1350	773	141
ACTON	619781	SNDCGA06	3968	1.20	0.83	31.4%	33.8%	7.4	6.3	4219	3574	1146	1109	786	895	617	99
ADAMS	323635	LSANCA14	744	1.51	0.78	48.1%	53.5%	4.5	3.7	3012	2418	270	260	140	17	182	8
AGOURA	818600	AGORCA11	3871	1.91	1.02	46.5%	54.8%	5.5	3.5	3568	2155	1777	1698	951	180	1093	44
AGUA DULCE	661351	AGDLCA11	463	2.04	1.22	40.1%	68.9%	4.4	2.7	5841	3692	1282	1230	488	83	947	33
AIRPORT	310628	LSANCA07	7253	0.68	0.40	41.2%	45.7%	6.0	4.6	3547	2737	1190	1121	700	119	760	53
ALAMEDA	510002	ALMDCA11	6417	0.81	0.42	48.9%	55.2%	5.1	4.1	2815	2210	1254	1217	641	87	1016	50
ALBANY	510001	ALBYCA11	6359	1.20	0.71	40.6%	46.4%	6.6	5.6	3776	3099	1824	1693	1083	1371	805	118
ALHAMBRA	626601	ALHBCA01	8989	1.02	0.65	35.9%	41.2%	7.4	5.2	4521	3194	2198	2110	1409	327	1459	133
ALLEGHANEY	530425	ALGHCA11	48	4.34	3.56	18.0%	18.0%	7.3	9.1	5138	4952	50	47	41	9	29	4
ALMADEN	408134	SNJSCA18	2899	1.84	0.82	55.5%	62.4%	4.5	3.5	2593	2167	1280	1242	570	60	968	39
ALPINE	619700	ALPICA12	1634	2.65	1.78	32.9%	38.4%	8.9	6.0	4594	3378	1040	1012	698	185	645	66
ALTAVDUTCH FLATS	530447	DTFLCA11	546	4.11	2.50	39.2%	36.8%	8.2	7.5	4723	4392	538	531	327	98	297	47
ANAHEIM COLUMBUS DR	714811	ANHMCA17	853	0.82	0.42	49.4%	58.3%	4.2	3.1	2626	1826	168	157	85	11	130	3
ANDERSON	530427	ANSNCA11	1770	3.09	2.18	29.5%	32.9%	11.1	8.7	6322	5015	1314	1267	927	332	878	161
ANGELES	323641	LSANCA34	9709	1.17	0.71	39.2%	43.8%	7.6	5.9	4338	3411	2737	2623	1663	376	2100	206
ANGELS CAMP	209150	ANCMCA01	841	2.25	1.50	33.5%	43.0%	10.0	8.0	5486	4279	454	440	302	110	245	48
ANGWIN	707275	ANGWCA11	597	2.83	1.67	40.9%	42.0%	6.4	5.7	3580	3152	406	397	240	49	296	25
ANNAPOLIS	707322	ANNPCA11	70	2.79	2.49	10.6%	10.4%	18.8	18.7	11056	9276	47	45	42	21	36	15
ANTIOCH	925003	ANTCCA11	5087	1.13	0.46	59.5%	63.7%	3.6	3.3	2436	2098	1377	1290	558	69	1103	45
APTOS	831100	APTSKA12	2886	1.15	0.62	46.0%	49.0%	7.2	6.0	3855	3260	794	764	429	108	559	61
ARCADIA	626602	ARCDCA11	4879	1.25	0.78	37.7%	45.4%	8.0	4.6	4360	2912	1458	1408	908	211	922	67
ARCATA	707276	ARCTCA11	1833	1.06	0.62	41.3%	49.5%	4.7	3.3	2847	2033	465	446	273	24	318	4
ARLINGTON	951704	ARTNCA11	5996	1.08	0.57	46.9%	49.8%	5.6	4.5	3480	2819	1557	1508	826	139	1230	64
ARNOLD	209151	ARNLCA11	1979	2.38	1.65	30.7%	37.6%	12.3	9.7	6291	4907	1131	1102	784	304	587	120
AROMAS	831144	ARMSCA11	447	1.74	0.75	56.7%	64.3%	3.0	2.5	1711	1472	187	180	81	0	138	51
ARROYO GRANDE	805352	ARGRCA12	3925	1.33	0.70	47.0%	54.1%	3.1	2.7	2198	1863	1250	1187	663	13	811	4
ARVIN	661353	ARVNCA11	750	1.90	1.03	45.9%	49.6%	3.1	2.6	2104	1763	342	335	185	3	267	138
ASHLEY	209222	SKTNCA12	1207	3.10	1.83	41.2%	44.9%	7.1	5.7	3876	3182	899	883	529	126	652	59
ATASCADERO	805354	ATSCCA11	2341	1.04	0.62	40.4%	46.0%	4.4	3.6	2703	2186	582	560	347	13	410	3
ATWATER	209153	ATWRCA12	1862	1.76	0.94	48.8%	51.4%	5.8	4.6	3204	2620	788	769	419	62	664	330
AUBURN	530428	AUBNCA01	5835	1.62	0.98	39.2%	44.2%	7.4	6.0	4019	3245	2263	2178	1376	322	1391	145
AVALON	310603	AVLNCA11	1126	0.64	0.45	30.5%	38.8%	28.4	24.0	17249	11748	174	164	121	84	108	73
AVENAL	559154	AVNLCA12	448	2.50	1.88	24.9%	30.0%	7.0	5.7	4344	3493	269	263	202	37	188	17
AVILA BEACH	805355	AVBHCA11	337	1.16	0.74	36.2%	37.4%	5.3	3.4	2454	2164	94	92	60	2	64	42
AXMINSTER	323636	LSANCA15	8109	1.85	1.00	46.0%	53.8%	3.5	3.6	3003	2073	3603	3396	1947	325	2254	1121
BAILEY	408142	SNUSCA22	150	1.67	0.72	56.7%	59.2%	4.5	3.6	1896	1746	60	57	26	2	45	19
BAKER	760705	BAKRCA11	120	2.08	1.98	5.0%	2.4%	7.1	6.9	7325	7112	60	59	57	13	38	38
BAKERSFIELD WEEDPATCH HWY	661356	BKFDCA11	1160	1.80	0.86	52.1%	56.8%	3.4	2.6	2781	2378	501	484	240	13	369	5
BALBOA	949706	BALBCA01	2727	0.92	0.53	42.3%	48.7%	6.8	4.2	3335	2155	600	582	346	80	434	232
BALDWIN	559169	FRSNCA11	5489	1.59	0.80	49.6%	54.4%	5.1	3.9	2712	2193	2099	1982	1058	148	1597	78
BANGOR	530430	BNGRCA11	336	3.78	2.90	23.3%	28.3%	11.3	9.7	5919	5399	305	297	234	65	128	23
	805362	BYPKCA11	942	1.05	0.59	43.9%	53.6%	4.1	3.2	2584	1927	237	229	133	5	123	61

Table 4A.6 (page 2 of 13)

Wire Center	Wire Center Name	Access Lines (avg for Quarter)	OOS per 100 ALs per month	OOS-24 per 100 ALs per month	Pct Cleared w/in 24 (unadj)	Pct Cleared w/in 24 hours	# days to clear 90% OOS (unadj)	# days to clear 90% OOS (adj)	Average Duration (mins)	Average OOS Duration (mins)	OOS Total	OOS > 1 hour	OOS > 24 hours	OOS > 1 week	CPUC OOS > 1 hour	CPUC OOS > 24 hours	CPUC OOS > 1 week
530431	BEALCA11	79	0.11	0.11	0.0%	0.0%	5.2	4.1	7471	5861	2	2	2	0	1	1	0
209155	BVLYCA11	445	1.51	1.23	18.6%	22.7%	34.8	8.8	14786	8598	161	152	131	57	88	74	22
661403	BVSPCA11	343	2.93	2.00	31.5%	40.8%	8.3	6.0	4940	3487	241	234	165	47	147	91	18
323604	BELCA11	2533	1.23	0.89	59.3%	64.9%	3.0	2.7	2146	1834	749	701	305	18	583	220	12
831103	BNLMCA11	588	1.56	0.89	42.7%	49.0%	8.7	8.5	4231	3709	220	204	126	37	113	66	22
707277	BNICMA11	1978	1.01	0.34	66.7%	69.6%	3.0	2.4	1828	1567	481	457	160	8	402	130	4
510004	BKLYCA01	8658	0.91	0.54	40.9%	46.9%	5.5	4.0	3336	2606	1890	1755	1117	158	1374	796	99
925008	BTHLCA11	266	3.08	1.64	46.7%	56.1%	2.3	2.6	1877	1674	197	192	105	4	153	69	2
310607	BVHLCMA11	16462	1.28	0.72	43.7%	50.4%	5.5	4.0	3176	2342	5076	4705	2860	450	3266	1796	150
831101	BGSRCA11	392	3.74	3.11	16.8%	17.7%	5.8	4.2	4449	3511	352	343	293	36	248	211	19
530432	BGSSCA11	254	2.20	1.54	29.9%	34.1%	7.0	6.5	4949	3894	134	130	94	23	51	36	4
925082	BSRNCA70	1442	0.25	0.13	48.3%	52.6%	4.3	3.4	2165	1792	87	80	45	2	68	35	0
530433	BLRSCA12	911	0.99	0.53	47.0%	47.4%	4.0	3.1	2452	2166	217	211	115	7	159	86	5
707278	BLKCA11	236	2.80	2.33	17.0%	14.5%	8.8	17.9	8663	10706	159	159	132	20	83	71	10
707279	BDBACA11	348	1.89	1.19	37.3%	44.3%	9.6	7.1	5987	4555	158	149	99	31	95	57	17
760856	NILDCMA11	97	2.63	2.03	23.0%	28.5%	6.0	4.0	3662	2821	61	60	47	7	44	32	2
707280	BNVLCMA11	649	3.16	2.40	24.1%	29.3%	11.6	9.2	6784	5248	493	480	374	137	334	243	71
760707	BRSPCA11	703	4.48	1.38	69.2%	64.4%	4.0	3.7	2147	2777	756	717	233	33	257	93	16
831102	BLKCA11	1064	2.19	1.33	39.2%	42.3%	7.0	5.9	4119	3723	559	549	340	71	299	179	30
805363	BRDLCA90	495	1.01	0.72	28.3%	32.4%	5.0	4.1	3096	2731	120	114	86	5	305	27	1
760708	BRWLCA11	1763	1.14	0.73	36.3%	42.1%	6.2	4.1	3487	2651	482	469	307	52	305	182	15
714709	BREACA12	3018	1.02	0.51	50.3%	56.0%	4.8	3.7	2895	2256	742	715	369	54	541	252	23
925007	BRWDCA12	3731	1.03	0.50	51.8%	57.0%	3.2	2.5	2254	1883	925	896	446	23	773	345	16
707281	BGVLCMA11	173	4.37	2.94	32.6%	42.7%	4.6	3.3	3078	2722	181	178	122	10	66	38	1
714789	SNANCA11	9805	0.96	0.47	51.1%	53.6%	5.3	4.3	2948	2472	2256	2139	1104	183	1758	864	100
530434	BCWYCA11	931	0.47	0.20	57.7%	68.6%	6.3	5.2	2732	1893	104	98	44	9	72	25	4
714710	BNPKCA11	4445	0.93	0.42	54.7%	60.4%	4.1	3.0	2323	1817	1294	1230	741	101	992	548	57
818606	BRBNCA11	9929	0.30	0.14	51.9%	56.4%	3.9	2.9	2102	1629	54	50	26	2	42	20	1
650006	BRLNCA01	8034	0.81	0.39	51.1%	58.5%	4.4	3.0	2530	1810	1553	1446	759	74	948	434	22
559242	BURLCA11	89	4.73	3.51	25.7%	26.2%	5.2	4.7	3624	3141	101	100	75	7	75	56	4
714788	SNANCA01	8378	1.12	0.65	41.8%	45.0%	5.1	4.1	3191	2576	2260	2153	1316	178	1817	1049	85
415058	SNFCCA01	14979	0.51	0.32	37.5%	42.8%	6.3	5.0	3665	2927	1830	1756	1144	194	1304	788	94
530435	BTCYCA11	109	2.44	1.49	39.1%	52.4%	5.3	2.9	3160	1883	64	63	39	5	41	20	1
619777	SNDGCA01	5706	0.62	0.40	36.0%	38.4%	7.2	6.3	4353	3694	853	809	546	113	689	452	76
818665	CLBSCA50	1062	0.83	0.31	62.1%	69.8%	5.2	3.7	3035	2428	211	197	80	13	158	52	9
760712	CLXCCA12	1906	0.89	0.50	43.5%	45.6%	4.9	3.7	3220	2676	405	385	229	34	306	175	13
760713	CLPTCA11	261	1.23	0.83	32.5%	36.9%	5.7	4.7	3543	2751	77	74	52	10	59	39	4
707282	CLSTCA11	1107	1.98	1.15	41.9%	49.0%	6.2	4.1	4438	3682	527	502	306	56	334	180	23
805364	CMBACA11	1449	1.17	0.76	35.1%	35.1%	3.9	3.0	2673	1865	407	405	264	10	164	87	1
559156	CMNLCA11	681	2.50	2.01	19.4%	25.6%	9.0	7.0	6936	4965	408	383	329	77	247	200	31
760714	CMPDCA01	108	0.73	0.50	31.6%	42.1%	4.6	3.4	2926	1955	19	18	13	0	13	8	0
619715	CAMPCA11	472	2.10	1.52	27.7%	33.0%	7.1	6.7	4106	3573	238	224	172	172	115	19	19
530436	CMPVCA11	220	6.07	2.18	64.1%	68.3%	3.8	2.7	2227	1610	320	307	115	18	178	63	7
818610	CNPKCA01	13474	1.30	0.65	49.8%	56.1%	4.0	3.1	2417	1944	4197	3997	2107	138	2979	1384	45
707327	IVNHCA11	1006	2.50	1.49	40.6%	45.6%	12.1	9.7	6147	5160	604	579	359	137	392	227	78
323638	LSANCA23	7122	1.48	0.93	37.4%	44.3%	7.4	5.0	4186	3212	2536	2441	1588	347	1780	1038	148

Table 4A.6 (page 3 of 13)

Wire Center	Wire Center Name	Access Lines (avg for Quarter)	OOS per 100 ALs per month	OOS-24 per 100 ALs per month	Cleared w/in 24 hours (unadj)	Pct Cleared w/in 24 hours	# days to clear 90% OOS (unadj)	# days to clear 90% OOS (adj)	Average OOS Duration (mins)	Average OOS Duration (mins)	OOS Total	OOS > 1 hour	OOS > 24 hours	OOS > 1 week	CPUC OOS > 1 hour	CPUC OOS > 24 hours	CPUC OOS > 1 week
760717	CARLSBAD CAMINO VIDA	3702	0.50	0.29	42.6%	46.5%	6.5	5.4	3719	3062	446	423	256	53	371	212	32
831105	CARMEL JUNIPERO	4639	1.34	0.78	41.8%	46.2%	5.4	4.5	3293	2624	1493	1406	869	135	1000	584	39
831106	CARMELO VALLEY	1046	2.31	1.39	39.6%	45.9%	5.3	4.0	3258	2595	579	568	350	35	418	231	14
408138	CARROLL STREET	7847	0.90	0.54	40.2%	46.4%	7.0	5.6	3934	3074	1695	1612	1013	240	1108	637	94
559157	CARUTHERS	383	3.62	2.16	40.2%	41.1%	5.9	4.5	3415	2859	373	373	199	33	246	150	16
661408	CASTAIC	3472	0.81	0.38	53.4%	55.7%	3.6	2.9	2459	1831	678	651	243	21	443	204	7
831107	CASTROVILLE	1033	1.63	0.81	50.4%	54.7%	4.0	2.7	2276	1778	405	386	201	14	296	142	3
805366	CAYUCOS	527	1.38	0.89	35.6%	37.3%	4.2	3.6	2746	2271	174	169	112	3	78	51	0
530528	CENTRAL VALLEY	1544	3.06	2.19	28.5%	32.9%	11.2	8.8	6530	4926	1135	1106	811	284	733	503	129
310663	CENTURY CITY	5826	1.13	0.63	44.7%	50.9%	5.0	3.8	2886	2232	1582	1484	875	119	1105	592	42
530437	CHALLENGE	1151	2.73	1.86	31.9%	34.6%	8.1	26.0	6477	7640	755	742	514	113	339	229	36
714759	CHAPMAN	6991	0.96	0.51	46.6%	50.9%	5.5	4.5	2956	2366	1610	1534	859	141	1155	601	65
530438	CHICO MAIN	10392	1.39	0.87	36.9%	41.1%	6.7	5.6	4497	3439	3456	3337	2180	528	2280	1406	223
559158	CHOWCHILLA	978	2.35	1.29	44.9%	47.0%	5.3	4.8	2966	2621	552	533	304	46	455	250	28
831104	CHUALAR	143	1.25	0.81	34.9%	39.4%	6.6	5.3	3993	3200	43	42	28	6	37	23	2
619719	CHULA VISTA-EAST	2276	0.57	0.36	36.9%	40.0%	7.3	6.0	4589	3945	314	306	198	41	264	163	26
925081	CLAYTON	1514	1.14	0.56	50.5%	54.9%	6.7	5.8	4607	4042	414	395	205	40	312	150	28
707304	CLEAR LAKE OAKS PALMER AVE	1985	2.38	1.40	41.1%	43.3%	12.3	10.5	5874	5008	1136	1084	669	257	873	528	186
323644	CLINTON	6586	1.26	0.70	44.2%	51.4%	6.3	3.9	3477	2323	1993	1881	1113	207	1403	728	67
707284	CLOVERDALE	853	2.94	2.02	31.2%	38.8%	11.3	9.5	5981	4773	602	580	414	140	444	286	90
559159	CLOVIS	8462	1.56	0.73	53.4%	58.7%	3.9	3.2	2445	1976	3173	3063	1478	42	251	172	18
559160	COALINGA	821	2.04	1.37	32.7%	34.3%	6.0	5.0	3759	3380	401	387	270	42	251	172	18
707285	COBB MOUNTAIN	320	1.54	0.83	45.8%	44.1%	11.5	10.7	5425	4924	118	112	64	25	88	52	19
619782	COLLEGE	2575	1.21	0.74	38.7%	40.4%	8.1	9.1	5992	5227	746	725	457	133	547	341	84
650010	COLMA	5946	1.00	0.37	62.7%	68.3%	2.9	2.1	1989	1590	1423	1317	531	43	849	300	19
909720	COLTON	3214	2.32	1.52	34.6%	39.9%	6.8	5.5	4114	3300	1792	1734	1172	210	1193	748	88
661358	COLUMBUS	2385	1.41	0.73	48.7%	52.2%	3.6	2.7	2411	2061	809	769	415	21	608	311	13
310609	COMPTON	10034	1.78	0.83	53.0%	58.1%	4.2	3.0	3058	2313	4280	4109	2010	289	3369	1480	140
925009	CONCORD	9067	1.00	0.39	60.8%	64.9%	3.5	2.6	2137	1698	2166	2031	849	78	1647	625	38
707286	CORDELIA	1363	0.83	0.44	46.3%	48.3%	6.9	6.1	3883	3438	270	257	145	34	209	115	21
530440	CORNING	1203	2.21	1.25	43.3%	48.5%	5.7	4.7	3394	2685	639	617	362	67	384	207	28
951721	CORONA	10864	0.97	0.53	48.0%	51.4%	4.4	3.3	2806	2249	2540	2438	1371	125	1955	1003	56
949722	CORONA DEL MAR	6414	0.92	0.56	39.2%	43.3%	4.9	3.9	3216	2665	1416	1358	861	100	1125	667	58
619723	CORONADO	1746	0.63	0.42	34.3%	37.6%	8.9	7.4	4732	3878	265	248	174	49	205	139	32
949725	COSTA MESA	5801	0.98	0.46	53.5%	58.1%	4.8	3.7	2592	2093	1370	1286	637	85	1050	472	37
707287	COTATI	1998	0.93	0.62	34.2%	36.9%	10.8	8.9	6074	5037	448	431	295	122	346	228	71
530441	COTTONWOOD	2148	4.17	2.90	30.4%	32.1%	10.8	9.2	6043	5037	2149	2091	1495	541	1350	948	276
209161	COULTERVILLE	660	4.88	3.63	25.7%	37.4%	13.1	10.0	6862	4780	774	756	575	169	386	255	64
760726	COYOTE WELLS	49	2.05	1.20	41.7%	50.9%	4.9	6.8	2980	2745	24	22	14	2	15	8	1
510011	CROCKETT	293	1.15	0.77	33.3%	33.8%	11.2	9.7	5473	4536	81	77	54	9	61	43	10
209162	CROWS LANDING	93	2.77	1.97	29.0%	22.1%	5.8	5.2	4029	3604	62	61	44	9	36	29	3
310608	CULVER CITY	8068	1.17	0.64	45.1%	54.0%	5.4	3.2	2942	2046	2263	2145	1242	193	1382	679	61
714702	CYPRESS	7789	1.26	0.68	46.4%	50.4%	4.6	3.7	2802	2268	2364	2248	1266	147	1827	959	70
925012	DANVILLE	5160	0.78	0.43	45.4%	49.4%	4.5	3.7	2581	2133	969	916	529	49	761	415	17
530442	DAVIS	4228	0.78	0.46	40.6%	44.2%	8.1	6.6	5100	4334	790	754	469	144	621	366	96
858727	DEL MAR	5547	0.65	0.42	35.2%	38.2%	7.9	6.6	4858	4065	864	816	560	160	639	425	94
559163	DEL REY	140	3.51	2.17	38.1%	45.4%	5.5	4.1	3295	2666	118	115	73	10	94	53	3

Table 4A.6 (page 4 of 13)

Wire Center Name	Wire Center	Access Lines (avg for Quarter)	OOS per 100 ALs per month	OOS-24 per 100 ALs per month	Pct Cleared w/in 24 hours (unadj)	Pct Cleared w/in 24 hours (adj)	# days to clear 90% OOS (unadj)	# days to clear 90% OOS (adj)	Average OOS Duration (mins)	Average OOS Duration (mins)	OOS > 1 hour	OOS > 24 hours	OOS > 1 week	CPUC OOS > 1 hour	CPUC OOS > 24 hours	CPUC OOS > 1 week	
DELANO	661367	DELNCA11	1983	1.47	0.82	44.3%	47.7%	3.7	2.8	2513	2167	698	683	389	565	304	9
DINUBA	559164	DINBCA01	1354	2.21	1.12	49.4%	52.3%	4.3	3.6	2851	2252	718	691	363	610	305	27
DIXON	707443	DIXNCA11	1370	1.65	1.04	36.6%	40.3%	10.3	8.2	7298	5686	541	519	343	443	277	85
DOUGLAS	310613	ELSGCA12	4050	0.64	0.34	48.8%	52.9%	6.0	4.7	3272	2418	619	570	329	60	430	32
DOWNEYVILLE PEARL	530444	DWNVCA11	499	2.67	1.96	26.9%	30.4%	4.8	3.3	3324	1650	98	96	41	6	53	18
DULZURA	619728	DLZRCA11	499	2.67	1.96	26.9%	30.4%	4.8	3.3	3324	1650	320	315	234	71	183	37
DUNNIGAN	530445	DNGNCA12	113	2.40	1.59	33.8%	39.5%	13.7	7.7	8283	6714	65	62	43	16	51	11
DUNSMUIR	530446	DNSMCA11	417	0.99	0.69	30.3%	35.5%	4.9	4.1	4553	3734	99	97	69	7	70	47
EARLIMART	661368	ERLMCA11	335	2.22	1.27	43.0%	48.3%	4.4	3.5	2962	2490	179	176	102	7	145	5
EDGEWOOD/JN HIGHL	916478	NHLDCA11	4097	1.42	0.67	52.5%	57.6%	5.1	4.3	3054	2625	1394	1328	662	99	1049	54
EDWARDS	661369	EDWRCA01	137	0.36	0.15	58.3%	58.3%	1.0	1.0	1037	1114	12	12	5	0	10	0
EL CAJON	619729	ELCJCA11	4036	1.30	0.81	37.7%	42.9%	6.5	5.4	3873	3201	1262	1210	786	160	914	77
EL CENTRO	760730	ELCNCA01	3908	1.03	0.60	41.4%	45.1%	6.0	4.4	3269	2674	964	929	565	97	751	46
EL DORADO HILLS	916454	FLSMCA12	2851	0.99	0.50	50.0%	52.0%	4.5	4.2	3113	2862	630	604	315	38	472	29
EL PORTAL	209241	YSMTCA12	302	2.17	1.86	14.0%	15.8%	14.3	10.9	9764	7836	157	156	135	80	112	95
EL SOBRANTE	510013	ELSBCA11	3235	1.73	1.10	36.3%	41.1%	7.4	6.0	4484	3751	1342	1293	855	185	1082	107
EL TORO	949731	ELTRCA11	11101	0.99	0.53	46.7%	51.1%	4.8	4.0	2940	2403	2646	2530	1411	187	2109	89
ELK	707288	ELKCA11	211	2.92	2.39	18.2%	20.8%	11.6	10.7	6991	5951	148	142	121	41	100	21
ELK CREEK	530448	EKCKCA11	100	3.66	2.87	21.6%	21.7%	8.1	6.1	5305	4081	88	85	69	21	45	6
ELMONTE	628661	ELMNCA01	9366	1.35	0.84	37.6%	42.2%	7.8	4.8	4360	3232	3025	2901	1888	418	1996	163
EMPIRE	916501	SCRMCA12	4284	1.16	0.56	52.0%	56.5%	6.0	4.5	3264	2632	1194	1144	573	108	874	48
ENCINITAS	760732	ENCTCA12	4597	0.78	0.50	36.0%	39.1%	5.7	4.7	3752	3103	862	823	552	84	717	48
ESCALON	209192	ESCLCA11	940	2.11	1.23	41.5%	44.4%	8.9	7.0	4435	3699	475	460	278	86	323	48
ESCONDIDO	760733	ESCNCA01	7584	1.16	0.68	41.7%	44.1%	6.5	5.5	3611	3087	2115	2035	1233	238	1725	139
ESPARTO	530450	ESPRCA11	264	2.70	1.85	31.6%	35.3%	9.2	7.5	7855	6349	171	161	117	38	127	88
EUREKA	714739	GRGVCA01	6816	0.98	0.58	40.7%	43.9%	5.6	4.7	3346	2751	1600	1522	949	150	1129	79
EXPORT/OILDALE	661383	EURKCA01	4834	0.82	0.39	52.0%	58.2%	4.0	3.0	2572	2101	954	913	458	44	651	17
FAIR OAKS	916451	FROKCA11	7528	1.06	0.51	52.1%	56.5%	5.2	4.4	2829	2257	1910	1830	915	25	847	11
FAIRFIELD	707290	FRFDCA01	5145	1.08	0.53	50.6%	56.2%	6.7	5.3	4089	3178	1329	1278	657	135	1002	68
FAIRVIEW	661357	BKFDCA12	6252	1.20	0.60	49.9%	54.7%	3.2	2.7	2581	2185	1802	1731	903	66	1399	68
FALLBROOK	760735	FLBKCA12	3510	2.55	1.91	24.9%	27.6%	10.2	8.4	6823	5601	2149	2103	1613	539	1831	344
FARMERSVILLE	559165	FRVLCA11	408	2.30	1.28	44.4%	48.3%	4.0	3.7	2911	2278	225	214	125	10	176	8
FELTON	831108	FETNCA11	999	1.58	0.88	44.7%	52.0%	7.7	5.7	3574	2749	380	372	210	50	209	21
FILLMORE	805370	FLMRCA11	799	1.02	0.59	41.5%	47.3%	4.1	3.1	3150	2588	195	182	114	12	144	8
FIREBAUGH P ST	559166	FRBHCA11	609	1.48	0.63	57.4%	60.0%	4.8	3.2	2708	2167	216	209	92	13	180	75
FIVE POINTS	152	2.72	1.73	36.4%	32.2%	6.8	5.6	3848	3528	99	99	63	74	74	34	473	17
FOLSOM	415068	SNFCCA21	7728	0.35	0.15	57.5%	60.9%	4.5	3.5	2286	1886	228	213	88	14	176	63
FOLSOM MONTROSE WAY	916536	FLSMCA14	1810	0.52	0.20	61.4%	66.5%	4.5	3.5	2286	1886	228	213	88	14	176	63
FOLSOM NIMBUS	916453	FLSMCA12	1876	0.47	0.19	59.4%	61.9%	6.4	4.0	2560	2215	212	202	86	16	172	10
FONTANA	909736	FNTACA11	5889	2.11	1.19	43.6%	46.1%	6.8	5.2	3754	3189	2983	2841	1682	356	2262	158
FORESTVILLE	707291	FSVLCA11	740	2.68	1.73	35.4%	40.5%	11.3	9.7	5930	5026	475	459	307	124	307	69
FORT BRAGG	707292	FTBRGA02	3219	1.68	1.10	34.4%	38.3%	10.6	8.4	5569	4404	1300	1267	853	302	980	172
FORTUNA	707293	FTUNCA11	1103	0.76	0.36	52.5%	57.9%	3.0	2.4	2991	2756	200	188	96	3	133	3
FOXWORTHY	408132	SNJSCA14	9496	1.06	0.63	41.1%	46.0%	6.9	5.5	4123	3363	2422	2322	1427	326	1643	140
FRANKLIN	510036	OKLDCA03	13042	0.63	0.36	43.3%	48.8%	5.0	3.7	3175	2493	1969	1832	1117	144	1422	76
FRAZER PARK	661404	LEBCCA12	704	1.53	1.05	31.7%	40.6%	6.6	5.4	4213	3382	259	248	177	36	168	104

Table 4A.6 (page 5 of 13)

Wire Center Name	Wire Center	CLLI	Access Lines (avg for Quarter)	OOS per 100 ALs per month	OOS-24 per 100 ALs per month	Cleared w/in 24 hours (unadj)	Pct Cleared w/in 24 hours	# days to clear 90% OOS (unadj)	# days to clear 90% OOS (adj)	Average OOS (mins)	Duration OOS (mins)	Average OOS (mins)	Duration OOS (mins)	OOS > 1 hour	OOS > 24 hours	OOS > 1 week	CPUC OOS > 1 hour	CPUC OOS > 24 hours	CPUC OOS > 1 week
FRAZIER PARK	661371	FZPKCA11	765	2.16	1.26	41.6%	46.5%	6.1	5.1	3593	3122	397	380	232	39	301	170	24	
FREMONT ADAMS	510015	FRMTCA12	6954	1.01	0.38	62.2%	68.3%	2.9	2.0	2367	1751	1683	1611	636	54	1359	460	30	
FREMONT MAIN	510014	FRMTCA11	8074	0.92	0.39	57.6%	63.0%	3.4	2.5	2209	1792	1785	1697	756	82	1437	569	46	
FRENCH GULCH	530455	FRGLCA11	85	4.74	4.06	14.4%	13.4%	77.9	63.2	26999	25667	97	94	83	47	63	57	30	
FRESNO E TULARE ST	559172	FRSNCA12	4176	1.90	1.01	46.5%	50.6%	5.6	3.9	3490	2716	1900	1820	1016	179	1489	778	56	
FRESNO MAIN	559168	FRSNCA01	7765	2.08	1.13	46.0%	49.1%	4.7	3.9	2711	2295	3885	3757	2099	217	3157	1678	111	
FRESNO POLK AVE	559245	FRSNCA14	3323	1.70	0.87	49.1%	52.6%	5.2	4.2	2764	2249	1356	1299	690	107	1124	560	58	
FRESNO SIERRA AVE	559170	FRSNCA13	6480	1.25	0.64	48.7%	52.4%	4.5	3.5	2760	2208	1944	1836	997	108	1575	798	58	
FRESNO WOODWARD	559247	FRSNCA15	1081	0.86	0.41	52.5%	58.2%	4.5	3.1	2539	1999	223	204	106	13	174	81	7	
FRONTIER	916519	WSCRCA11	3678	1.05	0.49	53.5%	59.8%	5.0	4.1	2706	2076	930	879	432	69	631	275	22	
FRUITRIDGE	916502	SCRMCAT3	2993	1.27	0.63	50.7%	54.1%	5.6	4.6	3405	3023	911	876	449	72	654	315	36	
FRUITVALE/KELLOG	510037	OKLDCA01	5130	1.27	0.57	55.1%	58.8%	4.2	3.7	2943	2363	1558	1455	700	96	1213	538	61	
FULLERTON	714737	FUTNCA01	8086	1.15	0.67	41.7%	46.8%	5.6	4.6	3377	2637	2229	2143	1300	197	1685	939	97	
FURNACE CREEK	760738	FRCKCA11	133	1.28	1.25	2.4%	4.9%	43.3	57.5	21026	21106	41	41	40	25	20	8	8	
GALT	209171	GALTCOA11	1470	1.35	0.66	51.2%	58.0%	5.5	3.5	2827	1975	475	457	232	48	282	126	15	
GARDEN	916499	SCRMCOA03	8760	1.45	0.76	47.7%	53.4%	5.7	4.7	3387	2718	3055	2927	1599	287	2057	1020	115	
GARDENA	310615	GRDNCA01	12091	1.56	0.75	52.0%	57.7%	5.3	3.5	3370	2238	4527	4275	2174	453	3349	1524	138	
GARNET	858762	PCBHCA01	4202	1.25	0.80	36.1%	39.0%	8.4	7.1	4755	3990	1263	1211	807	249	978	631	145	
GAZELLE	530456	GZLLCA11	44	1.60	1.41	11.8%	23.5%	4.8	4.1	4693	3865	17	17	15	1	8	7	0	
GEORGETOWN	530457	GRTWCA11	1319	3.63	2.70	25.8%	32.5%	10.8	7.6	6103	4603	1150	1119	853	262	650	455	105	
GERBER	530458	GRBRCA11	186	2.51	1.54	38.4%	41.4%	4.9	4.0	3605	2966	112	108	69	10	64	39	5	
GEYSERVILLE	707294	GYVLCOA11	297	2.20	1.60	27.4%	31.5%	15.9	12.5	12337	6772	157	150	114	53	118	87	37	
GLADSTON	916500	SCRMCAT1	6198	1.05	0.57	45.4%	51.3%	6.6	5.1	3309	2587	1560	1487	851	185	1015	529	70	
GLENDALE	818614	GLDLCA11	14776	0.83	0.35	57.5%	62.9%	4.0	3.0	2113	1686	2927	2769	1245	97	2091	829	30	
GLENVIEW	831121	SLNSCA12	562	0.88	0.37	58.0%	68.9%	4.4	2.9	2355	1528	119	108	50	4	79	28	0	
GONZALES	831110	GNZLCA11	559	1.26	0.69	45.0%	47.1%	4.4	3.7	2548	2286	169	164	93	6	152	83	5	
GOSHEN	559246	GSHNCA11	723	2.03	1.12	44.8%	46.0%	4.5	4.0	2675	2384	353	337	195	21	292	166	10	
GRANITE	209221	SKTNCA11	7693	1.27	0.67	47.3%	52.0%	6.0	4.7	3468	2724	2336	2209	1231	250	1733	895	107	
GRASS VALLEY	530459	GRVYCA01	9763	2.15	1.40	35.1%	39.1%	9.4	7.7	5271	4265	5042	4842	3272	1065	3293	2146	535	
GREENPASPADENA	628650	PSDNCA11	12324	0.69	0.34	51.5%	56.6%	5.2	3.6	3042	2304	2055	1906	997	173	1432	682	71	
GREENFIELD	831109	GNFDCA11	941	1.43	0.88	38.2%	41.7%	4.9	4.2	2959	2476	322	308	199	16	254	157	7	
GRENADA	530460	GRNDCA13	82	1.52	0.91	40.0%	44.4%	4.5	3.9	2607	2317	30	28	18	0	17	11	0	
GRIDLEY	530461	GRDLCA11	804	2.19	1.15	47.5%	52.1%	5.8	4.8	3233	2766	423	411	222	39	315	158	20	
GROVELAND	209173	GVLDCA11	1877	2.39	1.67	30.1%	36.0%	11.5	7.9	6323	4267	1079	1041	754	230	659	442	74	
GUALALA	707295	GULLCA11	1073	2.49	2.00	19.8%	22.6%	11.0	8.9	6949	5669	641	628	514	173	486	387	99	
GUERNEVILLE	707296	GUVLCA11	693	2.05	1.33	35.2%	39.3%	13.1	12.5	6745	5886	341	334	221	84	225	140	50	
GUSTINE	209174	GUSTCA11	608	2.58	1.69	34.5%	37.6%	6.9	6.0	4455	3983	377	366	247	51	300	194	31	
GYPSUM CANYON	714809	YRLNCA12	579	0.39	0.21	46.3%	49.7%	5.2	4.7	3048	2554	54	52	29	6	36	20	2	
HACIENDA	925083	PLTNCA13	1625	0.31	0.12	61.2%	62.0%	3.4	2.5	1699	1484	121	114	47	1	102	41	1	
HALF MOON BAY	650016	HMBACA12	2366	1.02	0.64	36.7%	39.7%	8.4	7.1	4429	3871	577	558	365	96	391	246	59	
HAMILTON CITY	530462	HMCYCA11	150	1.67	0.97	41.7%	47.2%	5.5	5.5	3171	2389	60	58	35	4	39	21	3	
HANFORD	559175	HNFRCOA01	3794	1.75	0.98	44.2%	47.4%	5.5	4.2	3266	2753	1594	1520	889	134	1170	654	72	
HARDING	760716	CRLSCA11	2238	0.89	0.55	37.5%	40.0%	6.9	6.4	4450	3428	477	446	298	80	381	248	44	
HAWTHORNE	310618	HWTHCA01	5105	1.40	0.83	40.5%	45.2%	7.9	4.9	3868	2994	1713	1642	1019	206	1204	697	106	
HAYWARD DEPOT RD	510018	HYWRCA11	5338	0.82	0.38	53.3%	56.7%	5.3	4.4	2810	2400	1047	989	489	81	827	385	40	
HAYWARD MAIN	510017	HYWRCA01	7954	0.92	0.45	51.1%	56.4%	5.6	4.8	3165	2621	1756	1652	859	154	1313	619	85	
HEALDSBURG	707297	HLBGCA11	2882	2.15	1.49	30.7%	34.3%	12.0	10.4	6738	5799	1381	1324	957	397	960	672	266	

Table 4A.6 (page 6 of 13)

Wire Center Name	Wire Center	Access Lines (avg for Quarter)	OOS per 100 ALs per month	OOS-24 per 100 ALs per month	Cleared w/in 24 hours (unadj)	Pct Cleared w/in 24 hours (adj)	Pct clear 90% OOS (unadj)	# days to clear OOS (unadj)	# days to clear 90% OOS (adj)	Average OOS Duration (mins)	Average OOS Duration (mins)	CPUC OOS (mins)	Total OOS	OOS > 1 hour	OOS > 24 Hours	OOS > 1 week	CPUC OOS > 1 hour	CPUC OOS > 24 hours	CPUC OOS > 1 week
HERALD	209176	HERLCA11	276	3.11	1.86	40.3%	49.1%	7.7	5.7	3829	2790	290	206	201	123	33	110	58	11
HERCULES	510080	HRCLCA11	2653	1.44	0.89	38.4%	43.1%	7.6	6.5	4276	3304	917	882	882	565	129	660	395	67
HICKORY/SALINAS	831120	SLNSCA11	2221	1.01	0.47	53.7%	55.0%	4.2	3.1	2269	1913	540	540	518	250	25	414	197	11
HIGHLAND	909741	HGLDCA11	2204	1.91	1.17	38.8%	42.3%	7.0	5.5	4366	3396	1008	967	967	617	138	729	440	63
HOLLISTER	831111	HLSTCA11	2936	1.16	0.57	51.0%	53.3%	4.1	3.7	2562	2179	816	816	781	407	41	645	318	29
HOLLY STREET	510039	OKLDCA12	7898	1.23	0.52	58.2%	63.3%	4.6	3.6	2855	2064	2337	2092	2092	977	166	1784	746	116
HOLLYWOOD	323616	HLWDCA01	9679	0.92	0.42	54.4%	60.5%	4.1	3.0	2445	1713	2136	1980	1980	974	101	1506	657	32
HOLTVILLE	760742	HLVLCA11	460	1.52	0.92	39.3%	43.7%	6.4	5.0	3387	2741	168	168	164	102	19	120	69	9
HOMEWOOD	530463	HMWDCA11	1137	0.71	0.43	39.4%	41.4%	6.5	5.4	3502	2935	193	184	184	117	22	122	76	10
HOPLAND	707298	HPLDCA12	199	2.22	1.51	32.1%	34.5%	17.3	14.6	8691	7388	106	106	101	72	34	82	56	22
HORNBLEND	858763	PCBHCA11	564	1.34	0.90	33.0%	38.1%	7.9	6.3	4843	3777	182	173	173	122	34	138	91	17
HORN BROOK	530464	HRBKCA11	263	3.14	2.08	33.8%	38.9%	6.2	4.1	4213	3143	198	192	192	131	23	123	79	5
HUGHSON	209177	HGSNCA11	546	2.00	1.22	38.9%	46.4%	8.5	5.5	4949	4051	262	259	259	160	40	192	105	18
HUNTER	831122	SLNSCA13	687	2.12	0.93	55.9%	60.1%	3.9	3.4	2065	1740	349	328	328	154	11	232	102	6
HUNTINGTON PARK	323617	HNPKCA01	6843	1.43	0.56	61.1%	67.1%	3.0	2.2	1822	1407	2345	2174	2174	913	52	1774	635	21
HURON	559178	HURNCA11	298	1.70	1.09	36.1%	37.0%	6.5	4.3	3574	2784	122	120	120	78	14	95	61	5
HYDESVILLE	707299	HVYLCA11	267	2.23	1.16	48.3%	51.7%	3.6	3.5	2319	2245	143	137	137	74	4	55	29	2
IGNACIO	415019	IGNCCA12	1553	0.64	0.38	40.8%	45.5%	7.3	6.5	3686	3218	240	225	225	142	35	192	111	23
IMPERIAL	760743	IMPRCA11	563	0.93	0.47	49.2%	52.2%	4.7	3.6	3109	2464	126	126	121	64	13	101	51	5
IMPERIAL BEACH	619744	IMBHCA11	2062	1.20	0.81	32.9%	38.4%	8.7	7.6	4835	4096	596	575	575	400	96	470	303	69
INGLEWOOD	310619	IGWDCA01	5115	1.36	0.79	42.0%	46.0%	6.8	4.6	3778	2938	1670	1591	1591	968	196	1131	655	98
INVERNESS	415020	INVRCA11	450	2.76	1.10	60.1%	62.6%	3.5	3.0	2229	1795	298	292	291	119	16	334	88	11
IONE	209179	IONECA11	872	2.42	1.40	42.3%	46.4%	7.8	5.5	4126	3344	506	494	494	292	74	334	187	32
IRVINE	949745	IRVNCA01	4744	0.89	0.51	42.8%	46.4%	5.7	4.7	3370	2878	1018	981	981	582	101	805	450	50
IVANHOE	516498	SCRMCA02	7455	1.28	0.65	49.2%	53.7%	6.0	5.1	3092	2561	2299	2188	2188	1168	208	1586	784	105
IVANHOE ELM ST	559180	IVNHCA11	448	3.12	1.90	38.1%	40.2%	5.0	4.1	2982	2516	335	326	326	204	20	282	162	10
JACKSON	209181	JCSNCA01	1462	1.35	0.78	41.9%	46.3%	8.1	7.0	3978	3188	238	233	233	162	25	168	108	13
JACUMBA	619746	JACMBCA11	369	2.69	1.83	31.9%	38.2%	6.4	5.3	4017	3188	462	450	450	271	83	355	198	47
JAMESTOWN	209182	JMTWCA11	813	2.37	1.39	41.3%	45.6%	8.0	6.7	4374	3706	462	450	450	271	83	355	198	47
JAMUL	619851	JAMLCA60	317	1.64	1.25	24.0%	28.6%	7.7	5.9	5368	4198	125	122	122	95	30	81	60	9
JULIAN	760748	JULNCA12	885	2.36	1.71	27.5%	32.0%	7.5	6.1	4652	3841	501	489	489	363	79	354	249	39
JUNCTION AVE.	408145	SNUSCA21	6163	0.42	0.21	49.9%	53.2%	3.6	3.1	2305	1932	615	589	589	308	25	499	245	10
JUNIPER	415061	GRMLCA11	11492	1.11	0.58	47.8%	54.1%	4.7	3.6	2775	2097	3050	2876	2876	1593	190	2223	1097	75
KELSEYVILLE	707300	KLVLCA12	1099	2.49	1.43	42.9%	49.7%	11.8	9.7	5239	4297	658	642	642	376	129	481	249	83
KING CITY	831112	KGKYCA11	1338	1.59	0.97	39.2%	42.1%	5.6	4.7	3242	2811	510	499	499	310	41	431	256	25
KINGSBURG	559183	KGBGCA11	1050	2.49	1.30	47.8%	53.3%	5.0	3.3	2719	2189	628	605	605	328	46	498	243	23
KINGHTS FERRY	209184	KNFYCA11	137	1.31	0.88	32.6%	46.0%	11.3	6.2	5356	4059	43	43	43	29	10	30	18	6
KYBURZ	530465	KYBRCA11	61	2.26	1.92	15.2%	18.2%	10.7	8.0	8990	6732	33	33	33	28	16	18	14	5
LA CRESCENTA	818621	LACRCA11	6308	1.15	0.56	51.5%	59.4%	4.0	3.0	2263	1749	1735	1647	1647	842	56	1103	480	24
LA HONDA	650021	LAHONCA11	390	1.15	0.55	29.9%	30.1%	7.3	6.3	4518	3684	154	149	149	108	31	73	53	10
LA JOLLA	858750	LAJLCA11	3691	0.85	0.55	34.7%	37.8%	8.3	7.1	4915	4304	750	721	721	490	126	591	384	89
LA MESA	619752	LAMSCA01	5855	1.12	0.70	37.7%	40.8%	6.8	5.8	4025	3420	1571	1497	1497	979	222	1159	731	122
LA PALMA	714703	LAHPCA11	1801	0.87	0.41	56.6%	62.6%	3.4	2.6	2031	1611	534	501	501	232	13	353	144	3
LA FAYETTE	925022	LAFYCA11	2291	0.97	0.42	56.6%	62.6%	3.4	2.6	2031	1611	534	501	501	232	13	353	144	3
LAGRANGE/D PEDRO	209185	LGRNCA12	857	2.99	2.43	18.7%	26.2%	10.0	7.2	5892	4306	615	599	599	500	139	309	238	42
LAGUNA NIGUEL	949749	LGNCA12	3449	0.62	0.32	49.1%	53.9%	5.0	4.0	3139	2490	513	482	482	261	46	393	196	20
LAKE BERRYESSA	707301	LKBRCA11	193	3.24	2.57	20.7%	23.3%	9.9	8.5	5869	4834	150	149	149	119	30	120	93	21

Table 4A.6 (page 7 of 13)

Wire Center	Wire Center Name	Access Lines (avg for Quarter)	OOS per 100 ALs per month	OOS-24 per 100 ALs per month	Pct Cleared w/in 24 (unadj) hours	Pct Cleared w/in 24 (unadj) hours	# days to clear 90% OOS (unadj)	# days to clear 90% OOS (adj)	Average OOS Duration (mins)	Average OOS Duration (mins)	OOS Total	OOS > 1 hour	OOS > 24 hours	OOS > 1 week	CPUC OOS > 1 hour	CPUC OOS > 24 hours	CPUC OOS > 1 week
661405	LKLA011	441	1.42	0.78	44.7%	46.9%	4.2	3.5	2856	2609	150	144	83	6	98	53	1
530535	DLRY011	1452	1.92	1.21	36.9%	41.8%	10.6	9.1	5521	4841	669	650	422	166	414	253	83
626651	PSDN011	5678	1.09	0.57	47.9%	56.0%	5.0	3.5	2760	2022	1483	1385	772	108	969	468	43
707302	LKPT002	2063	1.58	0.98	38.0%	44.3%	15.9	9.1	7025	4378	784	755	486	193	560	332	107
619751	LKSD011	1806	1.54	1.03	33.3%	37.8%	7.7	6.6	4404	3752	669	642	446	110	418	303	63
661372	LAMT011	730	2.25	1.30	42.1%	47.2%	3.4	2.6	2609	2188	394	380	228	9	318	174	5
818646	NHWDC01	6183	1.38	0.73	46.9%	52.6%	5.6	4.1	3075	2298	2043	1941	1084	174	1359	685	62
415023	LKSC011	3144	0.95	0.52	45.4%	50.8%	5.8	4.6	3221	2609	720	682	393	69	525	274	35
559186	LATN011	186	4.69	3.41	27.3%	26.3%	6.5	5.6	3601	3281	209	208	152	20	158	118	12
209187	LGRD011	182	2.31	1.21	47.5%	49.3%	5.2	3.7	2840	2408	101	100	53	8	76	39	3
661373	LEBCC01	387	3.13	2.13	31.7%	41.2%	6.0	4.6	3594	2786	290	288	198	29	225	134	12
714701	ANHM01	90	0.19	0.05	75.0%	100.0%	1.0	0.1	817	177	4	2	1	0	1	0	0
559189	LEMR011	90	0.19	0.05	75.0%	100.0%	1.0	0.1	817	177	4	2	1	0	1	0	0
559188	LEMR011	90	0.19	0.05	75.0%	100.0%	1.0	0.1	817	177	4	2	1	0	1	0	0
661374	LNVA011	327	3.58	2.49	30.6%	33.4%	6.5	5.5	4330	3784	281	273	195	43	204	142	27
530466	LSTN011	506	2.13	1.71	19.4%	24.1%	11.3	9.7	6339	5218	258	254	208	63	170	132	29
916467	LNCL011	848	1.17	0.55	53.4%	64.8%	3.1	2.6	2115	1690	238	223	111	8	161	62	4
858779	SNDG003	8148	0.79	0.47	40.7%	45.6%	7.4	6.1	4194	3419	1549	1474	918	17	1120	649	117
661375	LTRK011	977	3.30	1.77	46.3%	47.9%	3.6	3.3	2439	2164	775	750	416	22	499	276	14
530468	LVRM011	670	1.87	1.04	44.3%	48.3%	7.2	6.3	4088	3545	300	284	167	33	220	121	22
925025	LVMR011	6321	0.81	0.42	48.5%	54.1%	4.1	3.4	2486	2075	1231	1179	634	48	992	477	27
209190	LCFR011	249	2.44	1.10	54.8%	65.7%	6.6	3.5	2996	2028	146	144	66	15	97	35	6
209191	LODICA01	5634	1.87	0.85	54.3%	62.2%	5.9	3.7	3077	2353	2524	2420	1154	251	1724	691	115
707303	LOLETA	128	1.89	1.14	39.7%	49.9%	4.0	2.4	2451	1636	58	56	35	2	25	14	0
310622	LOMT011	5787	1.27	0.62	50.8%	55.1%	4.5	3.4	2627	2091	1761	1695	866	118	1355	642	42
916470	LOMIS011	1405	1.17	0.60	48.7%	51.2%	4.5	4.3	2800	2482	394	378	202	26	275	143	17
707319	SNRSC011	2554	1.35	0.87	35.3%	43.0%	15.9	8.5	9754	4940	825	785	534	216	538	334	110
650024	LSAT011	4406	1.79	1.17	35.0%	39.7%	7.7	6.3	4780	3825	1894	1811	1232	394	1300	834	181
213625	LSANCA02	5825	0.50	0.21	57.1%	64.3%	3.4	2.5	1877	1432	672	619	288	17	492	195	5
213624	LSANCA02	8070	0.67	0.24	63.6%	67.8%	3.3	2.7	1788	1410	1302	1186	474	46	1013	364	24
213627	LSANCA06	4538	0.81	0.38	52.7%	58.7%	3.7	2.7	2180	1706	883	823	418	31	643	288	8
209193	LSBNCA12	2086	1.57	0.89	43.4%	46.4%	6.6	5.8	3650	3080	786	755	445	110	621	349	65
530469	LSMLCA11	359	2.21	1.11	49.5%	51.7%	6.8	7.3	4038	3942	190	182	96	25	120	62	16
530471	LLTNCA11	551	0.85	0.52	38.9%	38.1%	3.4	2.4	2537	2087	113	110	69	3	83	52	2
559194	MADRCA11	4019	1.89	0.85	54.8%	59.5%	4.0	3.0	2458	2017	1819	1755	823	99	1417	602	52
559243	MADRCA12	376	3.38	1.72	49.2%	53.5%	4.5	3.3	2430	1908	305	294	155	18	214	106	6
818647	NHWDC02	12830	1.28	0.67	47.7%	55.2%	5.0	3.6	2908	2222	3938	3731	2061	262	2630	1264	96
831113	MARNCA11	1362	0.87	0.44	49.1%	53.3%	4.8	3.8	2836	2378	285	273	145	21	233	114	6
619783	SNDGCA12	2199	1.59	1.08	32.5%	34.9%	8.5	6.6	5555	4729	841	809	588	140	692	471	84
925030	MRTZCA11	3573	0.99	0.44	54.9%	59.7%	3.6	2.9	2291	1824	845	797	381	43	616	268	18
530472	MYVICA01	3577	1.91	1.10	42.4%	49.2%	5.6	4.8	3666	3011	1638	1579	943	145	1179	630	74
707307	MKVLCA11	1109	0.71	0.36	49.7%	51.4%	4.1	3.5	2480	2093	189	177	95	9	137	71	5
323629	LSANCA08	11775	1.45	0.84	42.2%	42.2%	5.8	3.7	3345	2182	4087	3836	2361	408	2654	1438	99
707305	MINDCA11	1566	1.89	1.37	27.9%	29.9%	9.8	8.8	6335	5409	712	695	513	185	522	374	108
559195	MINDTCA11	445	1.24	0.46	62.9%	65.5%	3.5	2.7	1831	1468	132	128	49	3	115	41	2
650028	MNPKCA11	4040	2.32	1.54	33.6%	39.1%	7.9	6.5	4710	3878	2249	2196	1493	408	1524	973	202
209196	MRCDC011	5376	1.29	0.64	50.2%	53.2%	5.9	4.7	3073	2594	1668	1593	831	167	1327	655	91

Table 4A.6 (page 8 of 13)

Wire Center Name	Wire Center	Access Lines (avg for Quarter)	OOS per 100 ALs per month	OOS-24 per 100 ALs per month	Cleared w/in 24 (unadj)	Pct Clear	# days to clear 90% OOS (unadj)	# days to clear 90% OOS (adj)	Average OOS (mins)	Average OOS (mins)	Duration (mins)	OOS Total	OOS > 1 hour	OOS > 24 hours	OOS > 1 week	CPUC hour	CPUC OOS > 24 hours	CPUC OOS > 1 week
MERIDAN	530473	MRDNCA11	151	2.09	1.21	42.1%	44.1%	8.6	7.1	4049	3453	76	76	44	11	57	32	7
METTLER	661360	BKFDCA15	296	1.49	1.04	30.2%	29.2%	10.3	7.2	5707	5166	106	104	74	16	80	58	10
MEYERSJAPACHE	530512	STAHA13	800	0.72	0.49	31.9%	35.7%	8.9	7.5	5055	4133	138	130	94	34	88	61	17
MIDDLETOWN	707306	MDTWCA11	888	1.98	1.21	38.6%	37.1%	9.6	10.8	5062	5562	422	408	259	71	240	166	46
MILL VALLEY	415027	MLVYCA01	3843	1.12	0.68	39.1%	42.3%	6.1	5.1	3621	3022	1034	982	630	111	704	439	54
MILLBRAE	650026	MLBRCA11	2649	1.75	0.34	54.3%	62.6%	3.9	2.7	2406	2053	479	450	219	22	245	104	9
MILPITAS	408114	MLPSCA11	5685	1.01	0.50	50.1%	56.1%	4.5	3.5	2713	2154	1381	1320	689	72	1050	495	32
MIRA MESA	858786	SNDGCA16	5352	0.69	0.42	39.1%	41.7%	6.6	5.4	3903	3393	890	843	542	113	647	402	56
MIRANDA	707308	MRNDCA11	293	1.67	1.25	24.8%	32.2%	6.3	5.0	5725	4617	117	114	88	13	53	38	1
MISSION VIEJO	949806	MSVJCAAT	1941	0.68	0.37	46.4%	47.9%	5.2	4.3	3332	2989	319	313	171	27	255	137	13
MISSION/SO. PAS.	628660	SPSDCA11	2873	0.83	0.45	46.2%	53.9%	4.9	3.4	2933	2134	571	537	307	35	393	195	8
MODESTO KELLOGG	209200	MDSTCA03	2663	1.92	1.09	43.2%	48.9%	7.4	5.4	3993	3180	1225	1182	696	167	911	487	88
MODESTO MAIN	209199	MDSTCA02	11184	1.13	0.61	46.3%	51.1%	6.6	5.0	3723	2943	3038	2967	1631	362	2342	1180	202
MODESTO-KINGSWOOD	209201	MDSTCA04	1232	1.03	0.48	53.1%	55.1%	5.1	4.3	3175	2722	305	297	143	25	227	106	14
MOJAVE	661376	MOJVCA01	590	1.83	0.85	53.3%	56.8%	3.0	2.3	1845	1582	259	247	121	3	188	86	1
MOKELUMNE HILL	209202	MKHLCA12	190	3.03	2.15	29.0%	36.9%	11.0	8.6	6167	4409	138	136	98	38	65	43	10
MONTAGUE	530529	MTAGCA11	536	1.45	0.93	35.8%	40.4%	5.0	4.0	3221	2778	187	179	120	8	120	77	3
MONTE RIO	707309	MNRICA11	515	2.51	1.85	26.5%	35.1%	12.5	11.2	8492	6184	310	301	228	124	177	120	49
MONTEBELLO	323642	LSANCA35	7671	1.24	0.74	39.8%	44.2%	6.9	5.6	3749	3007	2275	2174	1370	274	1740	1028	152
MONTEREY	831115	MTRYCA01	5830	0.88	0.46	47.2%	52.0%	4.8	3.9	2885	2190	1230	1153	650	59	863	452	12
MONTROSE	415065	FLSMCA14	11892	1.02	0.55	46.7%	52.5%	5.1	4.1	3141	2544	2917	2804	1556	205	2185	1094	90
MOORPARK	805377	MRPKCA12	2484	0.88	0.38	57.3%	59.4%	3.1	2.6	2116	1835	524	489	224	15	399	173	9
MORAGA	925029	MORGCA12	1750	1.34	0.70	47.2%	50.6%	4.6	4.6	2936	2584	561	540	296	46	409	211	25
MORO	831123	SLNSCA14	1136	1.70	0.74	56.8%	59.7%	5.2	3.5	2252	1871	465	445	201	22	352	149	8
MORRO BAY	805378	MRBACA11	1016	1.05	0.63	40.5%	49.5%	4.2	3.3	2510	1945	257	245	153	9	132	72	1
MOSS BEACH	650031	MSBHCA11	843	1.01	0.75	26.3%	29.4%	7.5	6.7	4850	4399	205	204	151	42	148	106	27
MOUNT SHASTA	530474	MTSHCA12	1202	0.83	0.51	38.3%	42.0%	4.2	3.9	3652	2711	240	230	148	14	154	96	5
MOUNTAIN	510040	OKLDCA13	4597	0.78	0.46	40.9%	46.4%	6.2	5.0	3537	2932	866	813	512	82	613	356	52
MOUNTAIN PASS	760753	MTPSCA11	20	1.71	1.71	0.0%	0.0%	7.2	6.2	7123	6953	8	8	8	4	4	4	1
MOUNTAIN VIEW	650032	MTVWCA11	8011	0.77	0.46	40.7%	44.9%	6.9	5.6	4004	3208	1489	1431	883	207	1070	628	103
MURPHYS	209203	MRPHCA11	846	2.74	2.02	26.3%	34.6%	16.4	18.1	10834	5453	556	539	410	181	288	199	61
NAPA	707310	NAPACA01	7681	1.32	0.75	43.0%	46.7%	8.0	5.7	8212	5975	2435	2347	1387	318	1782	998	176
NATIONAL CITY	619754	NITCYCA11	1430	1.15	0.77	33.2%	36.3%	6.7	4.9	4009	3192	394	380	263	43	323	214	23
NEVADA CITY	530475	NVCYCA11	3451	2.25	1.53	31.9%	34.2%	10.6	9.2	6008	5195	1866	1793	1270	450	1136	790	210
NEWCASTLE	916476	NWCSA11	931	2.28	1.59	30.3%	35.0%	7.2	5.9	4524	3460	509	500	355	89	322	216	29
NEW HALL	661379	NHLLCA01	5443	0.82	0.38	53.4%	57.7%	3.6	3.0	2601	2162	1077	1024	502	31	749	338	18
NEWMAN	209204	NWMNCA12	553	2.24	1.33	40.7%	44.3%	5.6	4.6	3217	2810	297	284	176	25	249	146	17
NIAGARA	530490	PLVLCA12	2250	3.60	2.73	24.2%	29.0%	14.3	11.2	8389	6661	1942	1901	1472	656	1169	854	282
NICASIO	415033	NICSCA11	251	1.81	1.04	42.2%	46.2%	7.4	5.1	4283	2616	109	109	63	16	77	41	6
NICE	707311	NICECA11	477	2.65	1.65	37.8%	43.8%	12.3	11.1	5911	5001	304	294	189	72	222	131	48
NICOLAUS	530477	NCLSCA12	104	3.57	1.89	47.2%	50.0%	5.8	4.9	3858	2508	89	88	47	8	61	31	5
NILAND	760855	NILDCA12	84	1.98	1.53	22.5%	24.2%	5.5	4.9	4723	4196	40	39	31	6	31	25	5
NIPOMO	805380	NIPMCA11	1034	0.66	0.28	40.9%	45.7%	3.9	3.0	2414	1976	269	261	159	3	188	107	0
NOMAD	661409	BKFDCA19	2011	0.68	0.64	56.8%	62.8%	3.5	2.5	3177	1797	317	296	137	12	247	100	4
NORMANDY	323633	LSANCA12	9559	1.37	0.76	44.7%	52.9%	6.0	3.4	3401	2186	3149	2946	1741	336	2211	1130	74
NORTH MATHILDA	408139	SNVACA11	1883	0.57	0.31	45.4%	52.0%	7.1	5.7	3854	3011	229	217	125	31	164	85	17
NORTH NATOMAS	916537	NSRCRA12	2114	0.44	0.19	56.4%	61.2%	3.9	3.4	2283	1944	225	211	98	10	165	70	6

Table 4A.6 (page 9 of 13)

Wire Center Name	Wire Center	Access Lines (avg for Quarter)	CLLI	OOS per 100 ALs per month	OOS-24 per 100 ALs per month	Cleared w/in 24 hours (unadj)	Pct Cleared w/in 24 hours (adj)	Pct	# days to clear 90% OOS (unadj)	# days to clear 90% OOS (adj)	Average OOS Duration (mins)	Average OOS Duration (mins)	OOS > 1 hour	OOS > 24 hours	OOS > 1 week	OOS > 24 hours	OOS > 1 week	CPUC hours	CPUC OOS > 24 hours	CPUC OOS > 1 week
NORTH SAN JUAN	530480	NSJNCA11	491	3.28	1.49	54.7%	62.2%	5.2	3.9	2720	2111	386	376	175	32	219	89	13	8	
NORTH STAR	530516	TRUCA12	606	0.14	0.09	35.0%	41.0%	10.0	6.9	5935	4122	20	19	13	5	12	8	2	8	
NORTH YUBA	530481	NYUBCA11	513	2.96	1.78	39.8%	49.7%	6.3	4.1	3534	2561	364	355	219	30	251	132	14	14	
NORTHBRIDGE	818648	NORCA11	10567	1.14	0.54	53.0%	59.1%	4.0	3.1	3626	3174	2898	2752	1361	141	2158	937	91	91	
OAKDALE	209205	OKDLCA11	2073	1.90	1.08	43.3%	47.2%	8.2	4.0	4166	3271	944	923	535	143	663	360	68	68	
OAKLAND	510038	OKLDCA11	9209	0.94	0.54	42.6%	47.6%	5.6	4.3	3225	2636	2077	1904	1193	168	1478	867	108	108	
OAKLEY	925041	OKLYCA11	1118	1.11	0.52	52.9%	59.6%	8.0	6.9	2959	2637	297	286	140	21	244	104	19	19	
OAKVIEW	805381	OKVWCA11	619	2.40	1.70	29.2%	33.9%	17.0	14.6	9619	8037	386	341	252	79	234	164	47	47	
OCCIDENTAL	707312	OCNDCA11	630	1.77	1.12	36.6%	43.2%	8.5	7.0	4750	4023	268	256	170	50	172	105	26	26	
OCEANSIDE	760758	OCSDCA11	4409	0.96	0.57	41.2%	44.7%	6.4	5.2	4415	3800	1020	971	600	105	845	493	59	59	
OJAI	805382	OJAICA11	1662	2.01	1.47	26.7%	36.7%	21.0	5.0	11969	4499	802	772	588	137	467	316	41	41	
OLIVE	714760	ORNGCA13	5178	1.08	0.54	50.3%	53.4%	6.0	4.6	3430	2892	1344	1279	668	144	1034	509	81	81	
ORANGE COVE	559206	ORCVCA11	403	2.89	1.62	43.9%	45.8%	4.7	4.2	2618	2319	280	278	157	20	243	133	12	12	
ORANGE WEST	714761	ORNGCA14	3216	0.59	0.31	47.1%	49.5%	5.5	4.7	2937	2435	456	440	241	41	336	178	21	21	
ORANGEVALE	916482	ORVACA11	2309	1.43	0.73	48.8%	54.0%	5.5	4.4	3876	3320	795	766	407	66	581	281	31	31	
ORINDA	925042	ORNDCA11	1953	1.57	0.86	45.5%	52.6%	6.1	5.7	3216	2817	738	709	402	65	509	253	35	35	
ORLAND	530483	ORLDCA11	1417	2.14	1.23	42.6%	46.6%	5.9	4.9	3499	2843	727	700	417	87	479	270	40	40	
OROSI	559207	ORSICA11	771	3.02	1.43	52.6%	56.8%	4.2	3.2	2698	2323	559	552	265	34	481	212	22	22	
OROVILLE EAST	530485	ORVLCA12	1526	4.61	3.47	24.7%	32.4%	7.4	5.8	5200	4179	1690	1653	1272	300	849	589	91	91	
OROVILLE MAIN	530484	ORVLCA11	3572	2.25	1.52	32.2%	40.9%	9.7	7.0	8172	3944	1928	1849	1307	395	971	606	122	122	
OTAY MESA	619853	OTMSCA11	1014	0.69	0.45	34.1%	38.5%	8.0	6.9	4576	3763	167	156	110	31	129	86	23	23	
PACIFICA	650043	PCFCCA11	3042	1.19	0.58	51.5%	56.2%	4.1	3.2	2438	1950	866	866	420	43	517	242	18	18	
PALMDALE	661384	PLDLCA01	4437	0.81	0.42	47.7%	53.0%	4.3	3.3	2976	2479	861	812	450	53	643	323	24	24	
PALMDALE EAST	661412	PLDLCA02	919	1.00	0.53	47.5%	50.2%	4.3	3.4	2562	2184	221	208	116	10	158	85	5	5	
PALO ALTO MAIN	650045	PLALCA02	10625	0.94	0.58	37.8%	42.5%	7.2	6.1	4462	3738	2390	2285	1486	363	1690	1034	191	191	
PALO ALTO SOUTH	650046	PLALCA12	4023	0.94	0.60	36.4%	42.9%	7.3	5.8	4484	3538	905	864	576	145	619	378	63	63	
PARADISE MAIN	530486	PRDSCA11	1959	1.19	0.60	49.9%	57.8%	4.3	3.0	2923	2004	559	527	280	16	293	138	4	4	
PARADISE PINES	530487	PRDSCA12	1145	2.62	1.62	38.1%	51.5%	12.4	4.6	7823	3659	719	692	445	149	319	172	20	20	
PARAMOUNT	562649	PRMTCOA01	4475	1.67	0.88	47.2%	53.3%	5.2	3.3	3040	1984	1795	1729	948	166	1329	634	33	33	
PARKWAY	415073	SNRFCA11	3016	0.83	0.51	38.3%	42.2%	7.5	6.2	3993	3335	601	563	371	88	449	281	43	43	
PARLIER	559208	PRLRCA11	488	2.08	1.33	35.8%	38.8%	5.0	4.2	3181	2697	243	240	156	14	211	131	8	8	
PASKENTA	805385	PSKNCA11	100	2.46	1.63	33.9%	32.5%	7.0	7.6	4443	4622	59	58	39	9	24	18	5	5	
PASO ROBLES	805385	PSRBCA01	5022	1.33	0.78	41.1%	45.3%	4.0	3.5	2574	2146	1604	1536	944	52	1101	637	9	9	
PAUMA VALLEY	760764	PALACA11	812	3.53	2.55	27.8%	30.5%	6.8	5.7	4398	3694	667	667	496	102	544	390	49	49	
PEDLEY	951765	PDLYCA11	2502	1.19	0.46	61.3%	66.3%	3.2	2.6	1861	1629	713	688	276	27	499	175	11	11	
PEPPERWOOD	707313	PPWDCA11	75	3.16	2.44	22.8%	15.1%	5.2	4.7	3732	3601	57	57	44	3	33	28	1	1	
PESCADERO	650051	PSDCOA11	572	1.44	0.88	38.9%	34.0%	7.2	6.2	4388	4056	198	195	121	33	120	74	21	21	
PETALUMA	707314	PTLMCA01	5056	0.83	0.56	32.2%	34.0%	10.9	9.2	6192	5338	1009	953	684	284	779	550	194	194	
PINE VALLEY	619766	PNVYCA11	250	2.23	1.43	35.8%	40.9%	6.5	4.4	4156	3055	134	133	86	16	101	61	5	5	
PINECREST	209209	PNRCRA11	933	0.98	0.60	36.8%	47.4%	5.6	4.0	4152	2556	219	210	134	22	128	73	6	6	
PIRU	805386	PIRUCA11	145	1.78	1.24	30.6%	31.6%	3.7	3.7	3085	2993	62	60	43	4	51	36	4	4	
PISMO BEACH	805387	PSBHCA11	757	0.71	0.42	41.1%	46.9%	3.4	2.9	2247	1898	129	124	76	0	77	44	0	0	
PITTSBURG MAIN	925049	PSBGCA01	2493	1.22	0.55	54.7%	61.6%	3.9	2.6	2238	1743	731	704	331	704	562	225	11	11	
PIXLEY	559210	PXLYCA11	279	3.45	2.21	35.9%	39.4%	6.1	5.2	3563	2932	231	228	148	25	188	116	8	8	
PLACENTIA	714767	PLCNCA11	5458	1.05	0.50	52.1%	58.2%	5.4	4.1	3361	2667	1376	1320	659	126	993	440	62	62	
PLACER HILLS	530429	AUBNCA11	1539	1.93	1.19	36.2%	43.2%	7.4	6.1	4049	3297	714	693	441	105	400	240	45	45	
PLACERVILLE	530489	PLVLCA11	7068	3.30	2.25	31.7%	35.5%	11.2	9.3	6208	5337	5604	5410	3825	1435	3345	2276	754	754	

Table 4A.6 (page 10 of 13)

Wire Center Name	Wire Center	CLLI	Access Lines (avg for Quarter)	OOS per 100 ALs per month	OOS-24 per 100 ALs per month	Cleared w/in 24 (unadj)	Pct Cleared w/in 24 hours	# days to clear 90% OOS (unadj)	# days to clear 90% OOS (adj)	Average OOS Duration (mins)	Average OOS Duration (mins)	OOS Total	OOS > 1 hour	OOS > 24 Hours	OOS > 1 week	CPUC OOS > 1 hour	CPUC OOS > 24 hours	CPUC OOS > 1 Week
PLANADA	209211	PLNDCA11	281	2.36	1.17	50.3%	52.5%	5.6	4.6	2943	2408	159	156	79	16	132	64	7
PLEASANT	323626	PLSNGA05	6998	2.19	1.24	43.5%	51.4%	5.6	4.1	3261	2346	3683	3511	2080	383	2335	1202	125
PLEASANT GROVE	916491	PLGVCA12	162	3.94	2.37	39.9%	45.7%	6.3	5.2	3537	2560	153	152	92	13	108	59	7
PLEASANTON BAY ST	925047	PLTNCA12	4105	0.50	0.24	52.3%	57.9%	3.6	3.0	2192	1873	495	460	236	13	375	173	5
PLYMOUTH	323634	PLMOCA13	5839	2.86	1.41	50.8%	55.9%	5.0	3.7	2858	2223	4007	3751	1973	324	3100	1469	134
PLYMOUTH MAIN	209212	PLMOCA11	1537	2.76	1.84	33.5%	38.4%	8.2	7.1	4426	3663	1018	995	677	167	592	379	71
POINT ARENA	707315	PNARCA11	600	1.98	1.65	16.8%	22.0%	12.4	10.7	7611	6158	285	282	237	84	208	166	44
POINT REYES	415048	PRSNCA11	853	1.86	0.82	55.8%	58.8%	5.2	3.3	2890	2184	380	360	168	27	250	110	11
PORTERVILLE	559213	PTVLCA11	5055	1.70	1.13	33.7%	37.1%	5.6	4.6	3738	3116	2067	2008	1370	189	1565	1021	91
PORTOLA	530492	PTOLCA01	998	0.60	0.32	46.9%	47.8%	3.5	2.9	2242	1943	143	134	76	5	102	58	2
POTTER VALLEY	707316	PTVYCA11	532	3.68	2.87	22.1%	24.8%	13.3	11.0	7839	6198	470	461	366	148	356	275	88
POWAY MIDLAND	858768	POWYCA11	2745	0.72	0.42	42.1%	46.3%	6.6	5.8	3643	3149	477	457	64	64	368	209	34
QUINCY	530493	QNYCYA12	1849	1.77	1.03	41.6%	44.7%	6.1	5.0	3710	3177	784	753	458	85	427	251	32
R. S. MARGARITA	949808	RSMGCA11	1991	0.62	0.38	39.3%	42.7%	6.3	4.5	5195	4401	298	290	181	35	233	139	11
RAMONA	760769	RAMNCA11	1876	1.61	1.11	31.2%	36.8%	8.2	7.2	4951	4118	725	701	499	129	555	365	72
RAMPART	213632	LSANCA11	11064	0.80	0.34	56.9%	62.6%	4.4	2.9	2473	1812	2121	1954	914	112	1533	631	28
RAN. PENASQUITOS	858854	RNPSCA11	1465	0.43	0.27	36.8%	38.9%	10.6	6.3	5929	4118	152	143	96	40	109	71	14
RANCHO BERNARDO	858770	RBRNCA11	4277	0.70	0.43	39.2%	42.9%	6.6	5.2	3863	3023	720	680	438	87	561	344	48
RANCHO MURIETTA	916533	RNMRC A11	534	0.90	0.38	57.4%	62.9%	2.8	2.5	3156	2319	115	109	49	6	87	35	3
RANCHO SAN DIEGO	919852	RNSDCA11	834	0.59	0.37	37.8%	37.4%	6.6	6.1	4616	3966	119	115	74	18	88	57	11
RANCHO SANTA FE	858771	RSFECA12	3281	1.17	0.80	31.6%	35.4%	7.0	5.4	4236	3539	919	884	629	130	714	486	66
RED BLUFF	530494	RDBLCA01	3789	1.71	0.89	47.7%	52.5%	6.3	5.9	3481	2976	1552	1491	811	194	936	471	91
REDDING ENTERPR.	530531	RDNGCA11	3336	1.33	0.84	36.9%	42.0%	8.8	7.1	5025	3802	1066	1025	673	197	745	450	102
REDDING MAIN	530495	RDNGCA12	5029	1.73	1.12	35.3%	41.1%	9.7	6.3	3567	3820	2083	2014	1422	418	1335	826	166
REDWOOD	209223	SKTNCA14	1491	1.08	0.63	42.3%	43.0%	7.1	6.5	3566	3156	388	378	224	43	320	187	24
REDWOOD CITY	650053	RDCYCA01	7993	1.09	0.57	48.0%	53.8%	4.1	3.1	2604	2057	2099	1986	1092	105	1465	730	49
REGENTS	858785	RNDGCA15	7016	0.50	0.32	36.1%	38.8%	8.3	7.0	5078	4294	847	796	542	161	600	400	87
REPUBLIC	323643	LSANCA38	6173	1.73	0.96	44.4%	51.3%	5.7	3.9	3158	2273	2556	2440	1422	262	1512	791	90
RESEDA	818652	RES DCA01	10163	1.29	0.63	51.2%	57.3%	4.0	2.8	2306	1823	3158	2998	1540	103	2272	1029	31
RIALTO	909773	RILTCA11	3931	1.83	1.09	40.5%	43.6%	6.1	5.1	3611	3003	1729	1651	1029	200	1292	767	83
RICHMOND	213630	RCMDCA09	6085	0.84	0.39	53.7%	60.8%	4.4	2.8	2556	1602	1223	1130	566	62	860	373	16
RICHMOND MACDONALD AVE	510052	RCMDCA11	7221	1.72	1.16	32.9%	36.8%	9.3	7.6	4707	3834	2982	2860	2002	489	2457	1636	321
RICHVALE	530496	RCVACA11	106	1.14	0.75	34.5%	42.0%	9.3	9.1	5285	4016	29	29	19	7	11	6	2
RIO DELL	707317	RILNCA11	237	0.79	0.49	37.8%	41.5%	4.1	3.3	2423	2076	45	45	28	0	27	16	0
RIO LINDA	916526	RILNCA12	1172	2.24	1.16	48.2%	55.0%	7.1	5.7	3453	2823	629	605	326	64	407	194	35
RIVERBANK	209214	RVRBCA11	998	1.00	0.55	44.8%	49.4%	4.9	5.8	3234	2924	239	227	132	20	185	100	14
RIVERDALE	559215	RVDLCA11	343	3.53	2.23	36.8%	39.0%	6.6	4.9	3642	3255	291	284	184	36	235	148	19
RIVERSIDE ORANGE	951774	RVSDCA01	7985	1.17	0.64	44.8%	48.1%	5.8	5.0	3301	2801	2238	2159	1236	226	1714	930	98
ROCKLIN	916527	ROK LCA01	1249	0.64	0.29	55.2%	64.1%	3.4	2.4	1891	1527	192	181	86	2	144	56	2
ROHNERT PARK	707337	RTPKCA11	2157	0.64	0.38	39.8%	45.6%	9.7	7.9	5731	4252	329	308	198	73	359	147	40
ROSEMONT	661388	RSM DCA11	1138	1.77	0.92	47.8%	52.9%	3.5	2.6	2313	1768	483	471	252	11	369	179	4
ROSEDALE	661361	BKFDCA17	3377	0.99	0.49	50.5%	55.7%	3.4	2.5	2975	2560	800	766	396	14	634	298	11
ROSEM EAD	916541	ROSMCA11	6532	1.22	0.81	33.5%	38.6%	8.1	5.7	4958	4042	1917	1839	1275	316	1213	787	129
ROSEVILLE LEAD HILL BLVD	916541	RSVLCA11	3189	0.63	0.31	50.0%	54.8%	5.1	4.5	2560	2158	480	459	240	30	366	175	21
S. J. CAPISTRANO	949791	SJCPCA12	4096	1.05	0.63	39.9%	42.7%	6.1	5.1	4638	4104	1037	995	623	128	784	473	68
SACRAMENTO MAIN	916497	SCRMCA1R	6210	0.75	0.37	50.8%	61.6%	5.1	4.0	3023	2027	1113	1015	548	83	659	290	31
SAIPAN	619780	SNDGCA05	2201	1.52	0.99	34.8%	37.8%	8.0	6.9	4657	3863	802	759	523	126	627	415	81

Table 4A.6 (page 11 of 13)

Wire Center Name	Wire Center	CLLI	Access Lines (avg for Quarter)	OOS per 100 ALs per month	OOS-24 per 100 ALs per month	Cleared w/in 24 (unadj)	Pct Cleared w/in 24 hours	# days to clear 90% OOS (unadj)	# days to clear 90% OOS (adj)	Average OOS Duration (mins)	Average OOS Duration (mins)	OOS Total	OOS > 1 hour	OOS > 24 hours	OOS > 1 week	CPUC OOS > 1 hour	CPUC OOS > 24 hours	CPUC OOS > 1 week
SALINAS MAIN	831119	SLNSCA01	5843	0.89	0.42	52.8%	57.3%	4.0	3.2	2336	1889	1255	1183	592	59	889	411	24
SAN ANDREAS	209216	SNADCA11	1278	1.86	1.86	35.6%	43.5%	8.9	6.3	4407	868	883	868	569	133	518	302	54
SAN ARDO	831124	SNARCA11	118	1.66	1.16	29.8%	28.9%	6.3	5.5	3920	3296	47	43	33	5	37	29	4
SAN BRUNO	650055	SNBUCA02	9913	0.91	0.41	54.4%	61.8%	4.0	3.1	2595	2131	2157	2058	983	136	1261	526	75
SAN CARLOS	650056	SNCRCA11	6890	0.79	0.42	46.8%	52.8%	4.5	3.5	2711	2138	1268	1211	675	64	868	435	35
SAN CLEMENTE	849776	SNCLCA12	2610	1.03	0.68	34.6%	38.8%	7.0	5.4	4844	3990	648	637	424	100	513	320	50
SAN FRANCISCO 35TH ST	415060	SNFCCA05	10223	0.70	0.37	46.7%	51.2%	5.0	3.8	2800	2210	1717	1621	916	118	1216	642	39
SAN FRANCISCO 9TH AVE	415064	SNFCCA13	9253	0.78	0.42	45.9%	50.3%	4.8	3.8	2814	2247	1736	1590	940	114	1218	676	47
SAN FRANCISCO MCCOPPIN	415059	SNFCCA04	11057	0.65	0.34	47.6%	53.1%	4.7	3.6	2907	2214	1718	1611	901	99	1260	643	44
SAN GABRIEL	626658	SNGBCA01	4662	1.07	0.70	34.5%	39.9%	7.0	5.4	4213	3238	1193	1138	781	171	766	490	71
SAN GERONIMO	415069	SNGNCA11	461	2.34	1.33	43.2%	50.4%	5.2	3.5	2928	2165	259	252	147	19	188	96	5
SAN JOSE CHYNOWETH AV	408131	SNJSCA13	7641	1.71	0.61	64.4%	70.3%	3.1	2.3	2007	1617	3130	3012	1114	109	2406	752	57
SAN JOSE DIAL WAY	408130	SNJSCA12	13190	1.21	0.76	37.2%	42.8%	7.5	6.1	4516	3546	3846	3680	2414	650	2441	1494	278
SAN JOSE MAIN	408128	SNJSCA02	13076	0.89	0.45	49.5%	55.0%	4.0	3.0	2831	1951	2787	2645	1407	142	2096	1005	50
SAN JOSE SAN FILIPE	408133	SNJSCA15	5146	1.24	0.57	53.5%	60.6%	3.6	2.7	2799	2337	1528	1480	710	64	1144	473	34
SAN JUAN BAUTISTA	831127	SNJNCA11	380	1.71	0.88	48.7%	54.0%	3.2	2.5	2215	1609	156	153	80	5	125	59	0
SAN LEANDRO	510070	SNLNCA11	8344	1.11	0.59	46.4%	59.4%	8.8	4.0	4150	2218	2213	2106	1186	364	1391	616	81
SAN LUCAS	831135	SNLCCA11	44	1.81	1.05	42.1%	45.6%	6.9	2.5	2976	1839	19	19	11	2	18	10	0
SAN LUIS OBISPO	805389	SNLOCA01	4453	0.87	0.44	49.1%	54.9%	3.0	2.6	1943	1690	930	870	473	9	654	321	3
SAN MARCOS	760792	SNMCCA11	4986	0.85	0.51	40.1%	42.9%	8.0	7.1	4290	3694	1019	988	610	144	830	491	97
SAN MARTIN	408136	SNMACA11	643	1.87	0.79	57.6%	61.9%	3.7	2.9	2024	1672	288	279	122	15	231	93	11
SAN MATEO	650071	SNMTCA11	7944	1.04	0.55	47.2%	53.9%	5.3	4.3	3041	2368	1982	1908	1047	149	1381	669	76
SAN PEDRO	310659	SNPDCA01	7488	1.42	0.69	51.6%	56.1%	4.8	3.8	2778	2210	2555	2403	1237	208	1889	891	87
SAN RAFAEL MAIN	415072	SNRFA01	7051	1.07	0.64	40.0%	45.4%	8.4	5.3	4740	3147	1803	1707	1082	298	1302	758	113
SAN RAMON	925074	SNRMCA11	4230	0.50	0.25	50.3%	53.0%	4.0	3.6	3075	2789	505	470	251	25	385	197	11
SAN YSIDRO	619794	SNYSCA12	1289	1.31	0.91	30.4%	33.0%	7.9	6.4	4834	3857	405	394	282	55	325	224	36
SANTA CLARA-BELLOMY	408137	SNYSCA11	9047	1.08	0.64	40.9%	45.2%	7.0	5.2	3904	3031	2337	2237	1382	305	1527	889	128
SANTA CRUZ	831125	SNZCA11	6348	1.14	0.67	41.1%	45.8%	6.0	4.8	3527	2948	1740	1674	1024	164	1160	664	80
SANTA CRUZ CAPITOLA RD	831126	SNZCA11	5004	1.04	0.52	49.7%	54.1%	6.3	4.9	3186	2560	1245	1174	626	142	875	435	76
SANTA MARGARITA	805390	SNMICA11	539	1.79	1.23	31.2%	37.8%	10.1	7.8	7450	4373	2524	2386	1438	543	1826	1016	291
SANTA ROSA MAIN	707320	SNRSCA01	11678	0.90	0.51	43.0%	48.2%	10.1	7.8	7450	4373	2524	2386	1438	543	1826	1016	291
SANTEE	619795	SANTCA01	2222	0.81	0.46	43.1%	44.8%	6.4	5.7	3919	3544	434	412	247	56	315	183	36
SATICOY	805391	SATCCA12	1977	1.00	0.55	45.2%	49.9%	4.7	3.8	3541	2794	473	446	259	34	364	196	15
SAUCIG	661407	SAGSCA11	2547	1.17	0.59	50.0%	56.9%	4.0	2.9	2782	2093	718	685	359	38	491	229	13
SAUSALITO	415075	SSLTCA11	1768	0.93	0.56	39.9%	45.4%	5.8	5.0	3393	2932	396	379	238	40	275	157	17
SCOTT'S VALLEY	831116	SCVCA01	1374	0.89	0.48	46.4%	53.4%	5.8	4.5	3153	2587	293	278	157	24	190	95	12
SEASIDE	831117	SESDCA11	1868	0.83	0.38	53.9%	57.4%	4.5	3.8	2434	2074	371	346	171	14	285	133	5
SEBASTAPOL	707321	SBSTCA11	2809	2.09	1.27	39.3%	43.0%	9.0	7.9	4995	4080	1410	1362	856	309	960	577	157
SELMA	559217	SELMCA11	1640	2.20	1.14	48.4%	51.0%	5.1	3.6	2872	2393	867	828	447	70	715	368	43
SEQUOIA PARK ASH MTN	559152	ASMTCA11	85	2.79	2.30	17.5%	16.2%	4.8	6.0	5577	6864	57	57	47	4	26	22	2
SHAFTER	661392	SHFTCA11	783	2.29	1.44	37.2%	41.4%	4.5	3.5	2901	2375	430	423	270	15	325	195	5
SHASTA LAKE	530503	SHLKA01	342	5.53	3.74	32.4%	41.5%	11.0	6.8	6034	3590	454	444	307	90	207	128	31
SHERMAN OAKS	818656	SHOKCA01	13477	0.99	0.50	48.9%	59.1%	4.9	3.0	2873	2007	3194	2969	1631	210	2092	937	72
SHERMAN OAKS VENTURA BLVD	818666	SHOKCA05	3878	1.23	0.63	48.3%	53.0%	4.2	3.3	3248	2439	1141	1101	590	58	857	416	30
SHINGLE SPRINGS	530504	SGSPCA11	3462	2.46	1.64	33.2%	38.7%	9.8	7.9	5323	4226	2042	1977	1365	445	1312	844	212
SHOSHONE	760796	SHSHCA11	132	4.14	3.70	10.7%	11.6%	18.7	15.8	16171	15977	131	130	117	61	77	69	35
SIERRA CITY	530505	SRCYCA11	415	1.58	0.93	40.8%	53.2%	7.2	4.7	4132	3650	157	151	93	17	87	43	43

Table 4A.6 (page 12 of 13)

Wire Center Name	Wire Center	Access Lines (avg for Quarter)	OOS per 100 ALs per month	OOS-24 per 100 ALs per month	Cleared w/in 24 (unadj)	Pct Cleared w/in 24 hours	# days to clear 90% OOS (unadj)	# days to clear 90% OOS (adj)	Average OOS (mins)	Duration 90% (mins)	Average OOS (mins)	CPUC OOS (mins)	OOS > 1 hour	OOS > 24 hours	OOS > 1 week	CPUC OOS > 1 hour	CPUC OOS > 24 hours	CPUC OOS > 1 week
SIERRAVILLE	SRVLC11	161	0.83	0.44	46.9%	57.6%	4.0	3.0	2099	1547	1547	32	26	17	1	20	11	0
SILVERADO	SLVRCA11	190	2.15	1.27	40.8%	53.5%	4.5	4.7	2808	1727	1727	98	96	58	5	67	32	0
SIMI	SIMICA11	7879	0.96	0.44	54.5%	59.1%	3.7	2.9	2172	1760	1760	1809	1720	823	45	1409	613	19
SMARTVILLE	SMAVCA11	322	2.46	1.58	35.8%	43.8%	8.4	7.7	4817	3748	3748	190	185	122	28	118	69	16
SODA SPRINGS	SDSPCA11	532	1.67	1.14	31.5%	31.3%	8.6	7.1	4915	4005	4005	213	208	146	42	118	84	21
SOLEDAD	SLDDCA11	950	1.17	0.74	37.1%	39.3%	4.9	4.4	2907	2590	2590	267	260	168	15	229	143	8
SOLEMINT	SLMNCA11	3445	1.23	0.62	49.7%	55.2%	3.9	3.1	2983	2231	2231	1014	965	510	33	717	347	17
SONOMA	SONMCA12	4019	1.29	0.72	44.5%	54.3%	32.8	5.6	12032	4613	4613	1249	1199	693	254	750	372	68
SONORA	SONRCA13	4929	2.27	1.32	41.9%	47.2%	9.0	7.0	4399	3486	3486	2688	2600	1563	481	1862	1024	241
SOUTH GATE	SGATCA01	4694	1.93	0.88	54.6%	66.7%	11.1	2.4	3691	1412	1412	2173	2081	986	200	1474	532	12
SOUTH TAHOE SUSSEX AVE	STAHTCA01	2748	0.73	0.48	33.5%	35.7%	9.6	8.0	5578	4587	4587	480	452	319	110	330	231	63
SPACE PARK	SNTPCA01	4786	0.52	0.28	46.5%	49.8%	6.7	5.4	3874	3059	3059	594	552	318	82	416	229	33
SPECTRUM-IRVINE	IRVNCA12	1731	0.34	0.16	52.9%	51.9%	6.1	5.0	2867	2519	2519	140	133	66	16	120	61	5
SPRINGVILLE	SPVLCA11	750	2.85	2.36	17.2%	20.4%	10.2	7.7	6456	5021	5021	513	508	425	123	363	293	58
ST. HELENA	STHNCA11	2385	1.27	0.74	41.6%	46.4%	6.9	4.5	4221	2760	2760	726	694	424	92	494	278	33
STEINER	SNFCCA12	22612	0.53	0.28	47.1%	52.2%	5.5	4.0	2959	2204	2204	2870	2641	1517	235	2006	1068	93
STINSON BEACH	STBHCA11	1212	2.36	1.25	47.2%	57.9%	4.4	3.3	2450	1831	1831	688	669	363	34	520	230	10
STOCKTON MAIN	SKTNCA01	7812	1.60	0.89	44.2%	48.5%	6.5	5.1	3585	2950	2950	3001	2867	1675	334	2318	1266	170
STONYFORD	STFRCA11	136	2.30	1.97	14.7%	18.7%	13.0	10.2	10459	6464	6464	75	73	64	34	46	39	16
STRAITFORD	SRFRCA11	91	3.13	2.02	35.3%	40.1%	6.3	5.2	3417	2929	2929	68	67	44	8	54	33	4
SUISUN CITY	SUISCA11	348	0.41	0.20	50.0%	54.1%	4.3	4.0	2331	1854	1854	34	32	17	0	25	12	0
SUNOL	SUNLCA11	190	1.89	1.10	41.9%	48.7%	4.8	4.2	2769	2243	2243	86	83	50	6	59	32	2
SUNSET	LSANCA29	5408	1.34	0.77	42.5%	48.5%	5.4	3.9	3045	2276	2276	1736	1652	998	150	1163	642	48
SUTTER CREEK	STCKCA11	710	2.46	1.59	35.5%	41.5%	8.8	7.7	4536	3724	3724	420	404	271	79	273	169	42
TAHOE CITY	THCYCA01	2457	0.52	0.31	40.4%	44.3%	5.5	4.7	3194	2719	2719	307	286	183	26	196	121	14
TALLY	MDSTCA05	641	0.78	0.41	47.5%	50.6%	6.9	5.8	3157	2558	2558	120	110	63	12	88	49	8
TAMARACK	STAHTCA12	128	1.56	1.27	18.8%	28.0%	9.4	7.1	7462	4867	4867	48	45	39	22	29	23	7
TASAJARA	DAVLCA13	2381	0.50	0.24	51.1%	55.7%	3.8	3.1	2439	1995	1995	284	272	139	13	236	110	5
TEHACHAPI CURRY ST	THCHCA01	1816	1.69	1.09	35.2%	41.6%	7.6	5.1	4568	3428	3428	736	708	477	116	462	286	45
TEMPLE	BKFDCA14	6821	1.63	0.78	52.2%	56.9%	3.1	2.5	2199	1868	1868	2676	2568	1279	50	2060	939	24
TEMPLETON	TMTNCA11	647	0.79	0.44	43.4%	51.2%	5.0	3.7	2742	2121	2121	122	121	69	6	79	40	2
TENNYSON	SNDGCA14	2871	0.93	0.63	32.7%	36.0%	7.1	5.6	4287	3458	3458	640	617	431	103	510	340	50
TERRA BELLA	TRBLCA11	413	4.61	3.22	30.2%	31.5%	5.7	4.8	3930	3486	3486	457	434	319	42	359	261	22
THIRD AVENUE	THVSCA11	3950	1.31	0.84	35.8%	39.3%	7.4	5.8	4346	3648	3648	1239	1175	796	168	960	620	97
THIRD STREET	MDSTCA03	4586	0.99	0.52	47.3%	51.4%	5.5	4.6	2912	2389	2389	1091	1042	575	85	821	424	40
THORNTON	THTNCA11	100	2.82	1.41	50.0%	53.0%	5.6	4.2	2824	2733	2733	68	66	34	6	45	22	4
THREE RIVERS	THRRCA11	595	4.80	3.13	34.7%	38.7%	4.5	4.3	3252	3397	3397	685	665	447	30	251	164	13
TIBURON	TBRNCA11	1690	0.55	0.33	41.3%	46.5%	6.9	5.8	3798	3275	3275	225	211	132	32	165	95	15
TIPTON	TPTNCA11	201	3.93	2.79	28.9%	28.4%	6.8	5.8	4380	3588	3588	190	190	135	31	162	116	17
TOMALES	TMLSCA12	285	0.83	0.55	33.3%	49.9%	10.1	6.9	5306	3989	3989	57	55	38	10	26	15	4
TORRANCE	TRNCCA11	4296	1.34	0.60	55.6%	59.3%	4.8	3.5	2723	2198	2198	1363	1284	614	95	992	439	29
TRACY	TRACCA11	4374	1.77	0.90	49.2%	54.8%	6.7	4.6	3771	2983	2983	1863	1802	947	204	1394	661	116
TRES PINOS	TRNDCA11	218	2.04	1.07	47.7%	52.4%	3.5	3.9	2937	2956	2956	107	106	56	6	72	35	4
TRINIDAD	TRNDCA11	299	1.77	1.10	37.8%	43.6%	4.4	2.8	3040	2192	2192	127	123	79	8	66	33	0
TRUCKEE	TRUCCA11	3396	0.53	0.31	41.5%	48.4%	5.5	4.5	3248	2592	2592	434	421	254	39	282	150	17
TULARE	TULRCA11	3920	1.94	1.25	35.3%	38.6%	6.0	5.0	3577	3008	3008	1821	1776	1178	172	1433	910	87
TURLOCK	TRLRCA11	6794	1.48	0.84	43.3%	48.4%	7.3	5.6	3947	3135	3135	2411	2347	1367	337	1815	968	192

Table 4A.6 (page 13 of 13)

Wire Center	Wire Center Name	Access Lines (avg for Quarter)	OOS per 100 ALs per month	OOS-24 per 100 ALs per month	Cleared w/in 24 hours (unadj)	Pct Cleared w/in 24 hours	# days to clear 90% OOS (unadj)	# days to clear 90% OOS (adj)	Average OOS (mins)	Duration OOS (mins)	Average OOS (mins)	CPUC OOS (mins)	OOS > 1 hour	OOS > 24 hours	OOS > 1 week	CPUC OOS > 1 hour	CPUC OOS > 24 hours	CPUC OOS > 1 week
714798	TUSTIN 11	7042	1.08	0.62	43.0%	47.6%	5.7	4.6	4820	3849	4820	3849	1825	1750	1041	1421	782	96
714805	TUSTIN 70	640	0.53	0.27	48.1%	48.0%	4.6	3.8	4820	2303	4820	2303	81	80	42	73	38	2
209233	TWAIN HART	1619	1.78	1.14	36.2%	40.9%	8.5	12.7	4730	3962	4730	3962	693	666	442	441	275	62
707328	UKIAH MAIN	3983	1.34	0.73	45.3%	49.8%	9.1	7.4	5362	4294	5362	4294	1283	1216	702	836	450	139
510078	UNION CITY	4865	1.12	0.45	60.0%	64.1%	3.2	2.5	2414	1816	2414	1816	1313	1265	525	1084	410	35
619778	UNIVERSITY	5512	0.71	0.50	29.9%	33.4%	7.6	6.3	4480	3844	4480	3844	939	901	658	144	764	93
707329	UPPER LAKE VALLEY RD	401	3.11	2.01	35.5%	42.6%	18.6	9.7	8751	5235	8751	5235	299	287	193	177	110	36
707330	VACAVILLE	5375	1.42	0.73	48.2%	52.3%	7.4	6.4	4350	3697	4350	3697	1827	1762	946	1420	711	132
707331	VALLEJO	6232	1.29	0.48	62.7%	66.7%	2.9	2.4	2205	1900	2205	1900	1935	1833	721	1598	572	31
760799	VALLEY CENTER	2303	2.15	1.49	30.7%	35.0%	7.5	6.2	4284	3510	4284	3510	1187	1157	822	184	952	106
707332	VALLEY FORD	192	1.63	1.13	30.7%	41.5%	10.0	8.3	6228	4897	6228	4897	75	75	52	54	31	9
209234	VALLEY SPRINGS	1113	2.86	1.83	36.0%	43.4%	8.2	5.7	4479	3334	4479	3334	763	741	448	137	452	44
818662	VAN NUYS	10328	1.10	0.56	48.9%	57.7%	5.4	3.1	2868	2005	2868	2005	2734	2563	1396	1794	828	67
805400	VENTURA/FIR	2398	0.96	0.59	38.0%	47.3%	19.3	4.8	8466	4000	8466	4000	550	513	341	372	216	24
805399	VENTURAMONTALVO	4799	0.89	0.47	47.8%	53.2%	8.0	3.8	4633	2814	4633	2814	1027	942	536	121	750	47
530517	VINA	71	2.48	1.24	50.0%	51.4%	3.1	4.7	1976	2004	1976	2004	42	42	21	20	9	1
559235	VISALIA MAIN	7013	1.26	0.75	40.6%	43.5%	5.2	4.3	3328	2835	3328	2835	2127	2061	1263	173	1695	93
760800	VISTA	5773	1.29	0.80	37.8%	41.8%	6.6	5.1	4407	3309	4407	3309	1787	1717	1112	227	1473	126
916479	WABASH	7148	1.03	0.48	53.0%	57.2%	5.4	4.6	2948	2373	2948	2373	1769	1684	832	135	1266	65
661401	WALKER BASIN	457	3.85	2.94	23.7%	28.7%	5.4	4.8	3815	3059	3815	3059	422	410	322	31	217	164
209236	WALLACE	398	2.24	1.14	49.1%	54.9%	5.6	4.5	3574	2890	3574	2890	214	208	109	20	161	76
925079	WALNUT CREEK	11316	0.83	0.33	59.9%	64.9%	4.3	3.4	2161	1751	2161	1751	2258	2104	905	105	1644	42
760801	WARNER SPRINGS	376	3.41	2.48	27.3%	30.3%	9.1	5.1	5202	3808	5202	3808	308	302	224	57	214	21
661402	WASCO	781	2.27	1.27	44.0%	47.2%	3.6	3.4	2568	2268	2568	2268	425	411	238	14	333	6
209237	WATERFORD	761	2.74	1.68	38.7%	44.4%	7.9	5.8	4197	3097	4197	3097	501	497	307	72	359	30
831141	WATSONVILLE	7634	1.18	0.68	42.1%	45.7%	6.3	5.3	3635	3021	3635	3021	2165	2095	1254	239	1589	143
323631	WAWONA	268	1.20	1.03	14.3%	15.8%	9.7	8.2	8295	7078	8295	7078	77	77	66	26	55	47
530518	WEBSTER	9972	1.49	0.84	43.6%	51.4%	6.0	3.9	3473	2274	3473	2274	3559	3311	2009	357	2261	96
530518	WEED	858	1.23	0.79	35.8%	41.5%	4.5	3.6	2922	2308	2922	2308	254	239	163	7	173	1
707333	WEOTT	59	0.84	0.84	0.0%	0.0%	6.7	5.2	4612	3948	4612	3948	12	12	12	2	8	0
530520	WHEATLAND	505	1.96	1.16	40.9%	46.1%	8.0	6.5	4185	3304	4185	3304	237	232	140	34	199	25
408129	WHITE ROAD	8093	1.35	0.73	46.0%	51.2%	4.5	3.5	2789	2229	2789	2229	2613	2539	1411	158	1988	82
707334	WILLITS	2060	2.16	1.31	39.5%	44.9%	10.4	8.9	6200	5153	6200	5153	1089	1018	647	244	725	139
925050	WILLOW PASS	1098	0.65	0.27	59.1%	60.3%	3.8	3.3	2215	1984	2215	1984	171	167	70	8	140	6
530521	WILLOWES	997	2.26	1.36	39.9%	47.8%	6.7	6.5	3850	3161	3850	3161	1787	1699	939	152	1314	38
310664	WILMINGTON	5491	1.36	0.71	47.5%	52.8%	5.1	3.9	3122	2227	3122	2227	1787	1699	939	152	1314	38
707335	WINDSOR	1685	1.04	0.66	37.1%	38.6%	11.1	9.3	7176	6352	7176	6352	421	413	265	104	328	76
530522	WINTERS	736	2.44	1.47	39.9%	46.0%	10.5	8.6	5081	3945	5081	3945	431	422	259	79	320	52
951775	WOODCREST	2664	1.39	0.85	38.8%	41.5%	6.7	5.9	3830	3320	3830	3320	891	863	545	113	709	70
559239	WOODLAKE	543	4.10	2.75	33.1%	35.5%	5.1	4.2	3480	3055	3480	3055	535	530	358	37	392	15
530523	WOODLAND	4369	1.24	0.79	36.1%	38.5%	9.9	8.3	5862	4892	5862	4892	1303	1243	833	273	1079	184
714802	YORBA LINDA	3354	0.96	0.43	54.9%	60.4%	4.6	3.5	2426	1882	2426	1882	774	724	349	44	575	19
209240	YOSEMITE MAIN	529	0.98	0.85	12.9%	14.5%	11.1	9.4	7411	6297	7411	6297	124	121	108	42	107	28
707336	YOUNTVILLE	822	1.77	1.21	32.0%	38.3%	10.9	5.9	7981	4052	7981	4052	350	345	238	69	239	26
530524	YREKA	1349	0.64	0.36	44.2%	50.4%	4.0	3.4	2875	2149	2875	2149	206	190	115	8	121	69
530525	YUBA CITY	4669	1.04	0.58	44.0%	46.3%	7.9	6.9	4803	4084	4803	4084	1164	1124	652	162	970	543

AT&T Service Quality Performance

In our Phase 1 Report, we described a series of detailed analyses of AT&T service quality and performance in resolving out-of-service conditions both statewide and, more importantly, on a wire center-by-wire center basis. Each of these analyses are updated here to include results for 2018 and 2019.

“Adjusted” vs. “actual” results

As we explained in our Phase 1 Report, GO 133-C/D does not hold ILECs responsible for the entire outage duration if a Sunday or federal holiday intervenes. Outage durations are thus adjusted *for GO 133-C/D compliance purposes* by subtracting Sunday or federal holiday hours that fall within an outage situation. Certain additional situations have also been treated as “excluded” even though, from the customer’s perspective, the service is not functioning.¹⁰ As we explained in our Phase 1 Report, ETI does not believe that it is appropriate to entirely exclude all instances where, upon encountering an out-of-service condition, the customer has requested an appointment date/time at the customer’s convenience *because the requirement to accommodate the customer’s personal needs in order to effect a restoration of service is a direct result of the service outage itself*. Instead, the delay in the ultimate restoration of service attributable to the additional time needed to satisfy the customer’s request for an appointment should be adjusted out of the total out-of-service duration. ETI was advised that such an adjustment is already reflected in the “CPUC Duration” calculation provided on the individual Trouble Report data records. Figures 4A.4 through 4A.12 provide the OOS data on both an actual and an adjusted basis.

Focus upon 2018-2019 results

Inclusion of the additional 2018-2019 trouble tickets has enabled us to develop service quality trends over a 10-year period (2010-2019) whereas the Phase 1 study was limited to only 8 years of data. However, we also wanted to examine each of the two datasets separately in order to evaluate whether conditions in these last two years had improved or deteriorated relative to the Phase 1 study period. Each of the service quality charts presented in this chapter provides three separate trend lines – the full 10-year trend (the solid red line); the 8-year Phase 1 trend (the dashed green line, which is approximately the same as the 8-year trend line presented in our

10. Again serving to underscore the ILECs’ persistent lack of interest in their legacy services, principal ILEC competitors – cable MSOs and Commercial Mobile Radio Service (CMRS) carriers – typically provide customer support and are able to address most service outages on a 24/7 basis *without taking weekends and holidays off*. While the CPUC has given the ILECs a “pass” in this regard, competitive marketplace forces have generally failed to compel the ILECs to offer repair services comparable to what is routinely available from rival providers.

Phase 1 Report¹¹); and the 2-year Phase 2 trend line for 2018-2019 (the dashed purple line). This format provides a convenient visual comparison of the Phase 1 and Phase 2 results for each of the individual service quality metrics we examined.

Each of these three trend lines was calculated using a separate regression analysis, each confined to its respective period (i.e., 2010-2019, 2010-2017, and 2018-2019). In order to compare the results for 2018-2019 with the Phase 1 trends, the 2018-2019 analysis used the fourth quarter of 2017 as a starting point. Since these trends were each subject to separate calculations, their respective starting and ending points are discontinuous. For this reason, *the focus should be mainly upon the percentage change – up or down – over each of the periods studied*, rather than upon the absolute starting and ending values.

Out-of-service conditions overall

There has been a slight upward trend over the 10-year study period in the number of out-of-service trouble reports per 100 access lines, as shown on Figure 4A.2. The rate of increase, as shown on the 2018-2019 trend line, has accelerated slightly relative to where it had been for the 2010-2017 Phase 1 study period. Updated Figure 4A.2 eliminates all trouble tickets that did not involve an out-of-service condition. Updated Figure 4A.3 eliminates trouble reports that could be quickly resolved – for example, by advising the customer to make sure that the handset is plugged in or that the battery in a cordless phone has not run down. By excluding those OOS complaints that can typically be cleared up quickly, we refine our focus to conditions that will require more complex remedial measures. As shown on Figure 4A.3, while there had been a generally upward trend in the average duration of all OOS conditions over one (1) hour in duration over the Phase 1 study period, 2018-2019 saw a sharp increase for that metric. *It took AT&T some 29% longer on average to restore a service outage at the end of the 8-year study period than at its outset.* However, for 2018-2019, that trend increased even further, rising 26.3% in just two years. The long-term trend, calculated over the full 10-year (2010-2019) period, was 67.3% higher at the end of the period than at its outset.



The trend in average duration of all out-of-service conditions over one hour had been steadily increasing over the Phase 1 study period, and spiked further in 2018-2019. By the end of 2019, it took AT&T 67% longer to restore service than it took in 2010.

11. Some 2010-2017 trend lines differ slightly from those presented in the Phase 1 Report due to certain revisions and corrections that we have made to the earlier methodology for calculating “adjusted” results – those reflecting the GO 133 §3.4(b) “credit” for Sunday and Holiday time from the “actual” elapsed duration of service outages.

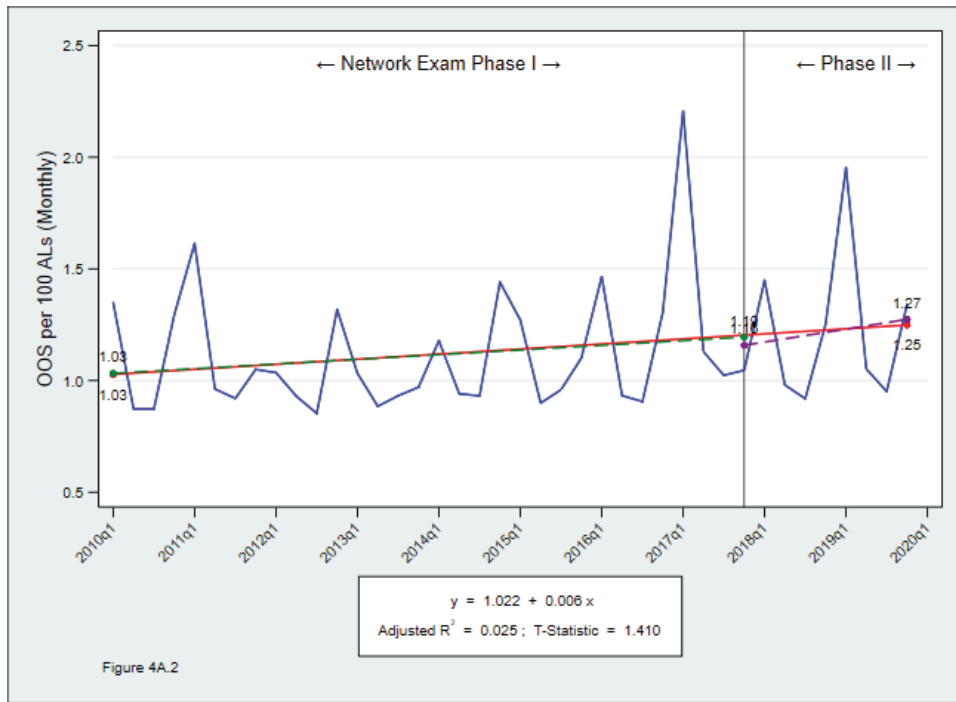


Figure 4A.2. Over the 2010-2017 period, the trend of AT&T California out-of-service incidents per 100 access lines (actual) had been increasing; for 2018-2019, that trend experienced a further increase.

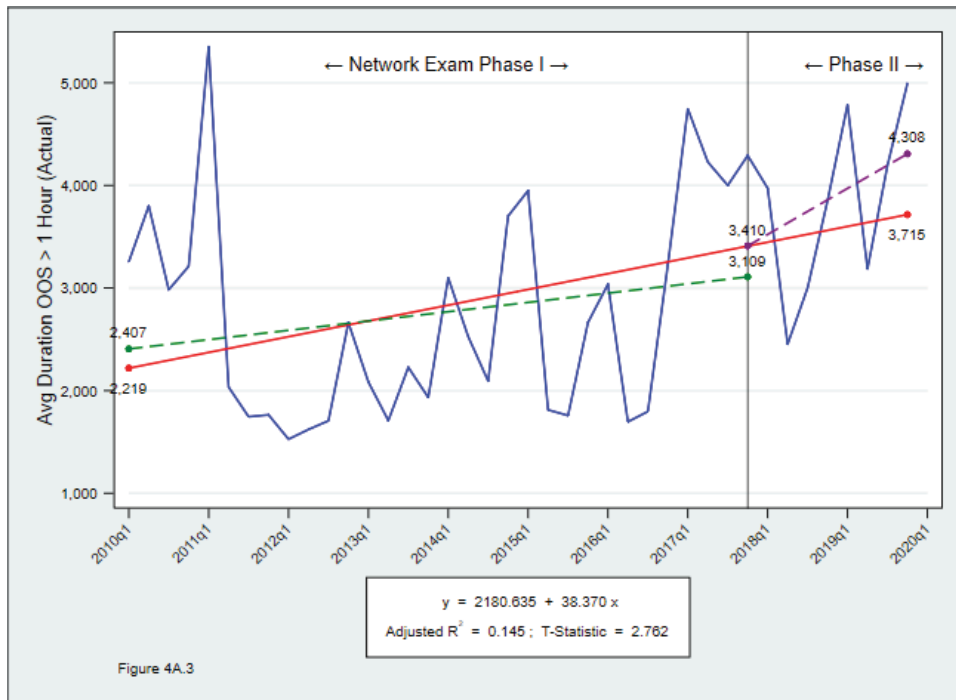


Figure 4A.3. The rate of increase in the average duration of AT&T California out-of-service incidents lasting more than one hour (actual) grew even larger in the 2018-2019 period.

Duration of out-of-service conditions

A principal focus of the Commission’s concerns regarding ILEC service quality is with respect to both the frequency and the duration of out-of-service conditions. GO 133-C/D has placed particular emphasis upon protracted out-of-service situations, focusing specifically upon POTS lines that are not restored within the first 24 hours.

Updated Figures 4A.4 and 4A.5 track the average duration of all OOS conditions and the average duration of OOS conditions greater than 24 hours, respectively, together with their long-term trend lines, on an actual basis. Updated Figures 4A.6 and 4A.7 present these same metrics on an adjusted bases (i.e., excluding Sunday/holiday hours and OOS conditions deemed beyond the carrier’s control). As the results show, for AT&T California overall, the actual durations of all reported service outages (Figure 4A.4), as reflected in the trend line, have steadily increased by 77.6% over the full 10-year study period. Looking at the Phase 1 and Phase 2 study periods separately, we observe a particularly sharp increase in 2018-2019. The 2010-2017 trend in average OOS duration increased by 31.0% from 2010 through 2017. However, in just the last two years, that metric jumped by another 28.4%. For outages that remained uncleared after 24 hours (Figure 4A.5), their trend line average durations was lengthened by 47% over the 2010-2017 period. For 2018 and 2019, average duration rose further, although the trend held steady over those last two years. The results were somewhat better for all OOS when Sunday/holiday hours and “excluded” situations were eliminated, but the trend was still in the upward direction, and increased for 2018-2019.

Finally, the incidence of OOS conditions lasting more than 24 hours (updated Figure 4A.8 – OOS > 24 Hours per 100 Access Lines), which had held steady over the 2010-2017 study period, experienced an increase over the 2018-2019 period.



Over the 2010-2019 study period, AT&T’s average duration for service outages exceeding 24 hours has increased by roughly 67%.

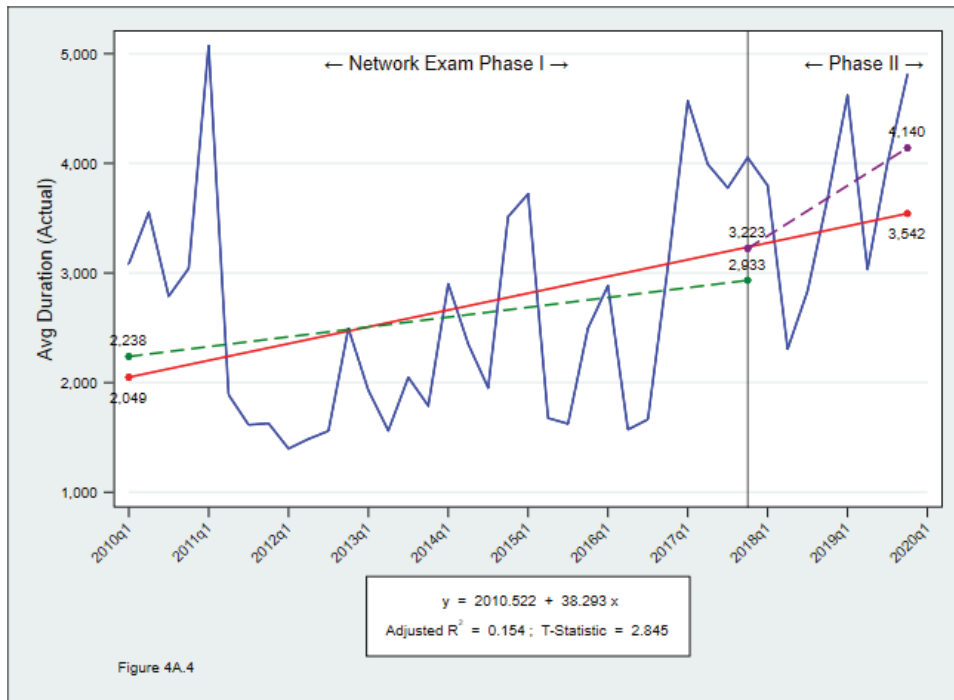


Figure 4A.4. The average duration of all AT&T California out-of-service incidents (actual) saw a significant jump during the 2018-2019 Phase 2 study period.

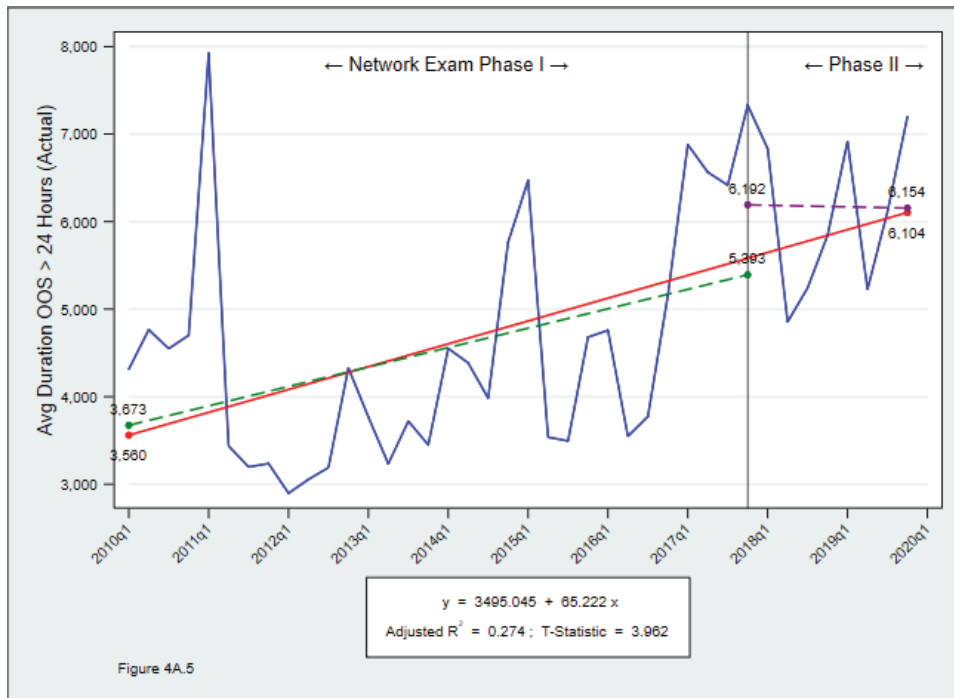


Figure 4A.5. The average duration of all AT&T California out-of-service incidents over 24 hours (actual) increased further over the 2018-2019 Phase 2 study period.

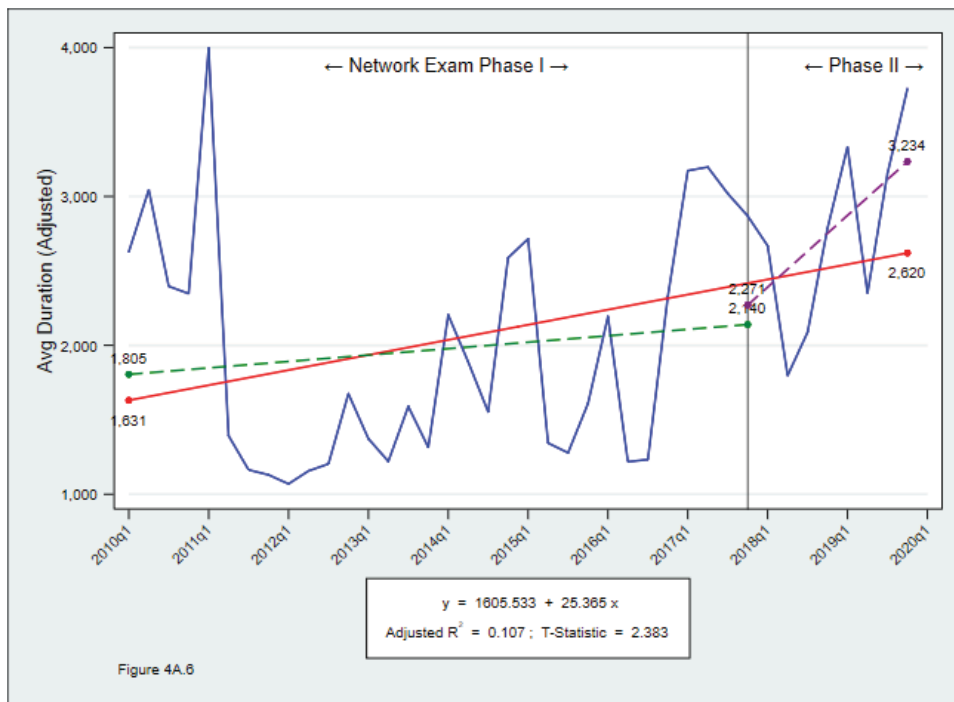


Figure 4A.6. The average duration of all AT&T California out-of-service incidents (adjusted) saw a significant jump during the 2018-2019 Phase 2 study period.

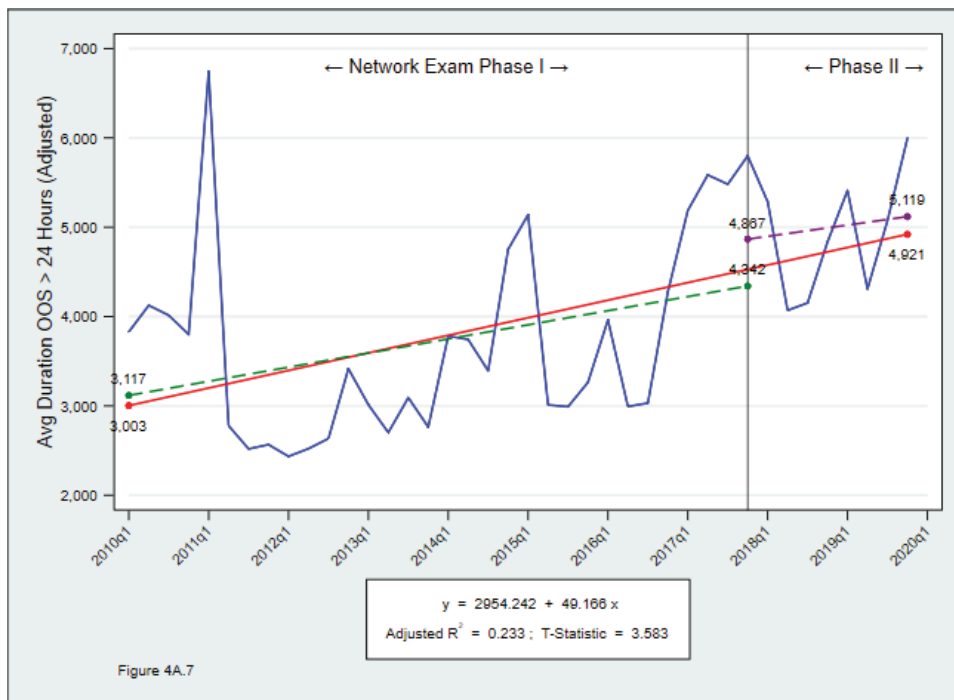


Figure 4A.7. The average duration of all AT&T California out-of-service incidents over 24 hours (adjusted) increased further over the 2018-2019 Phase 2 study period.

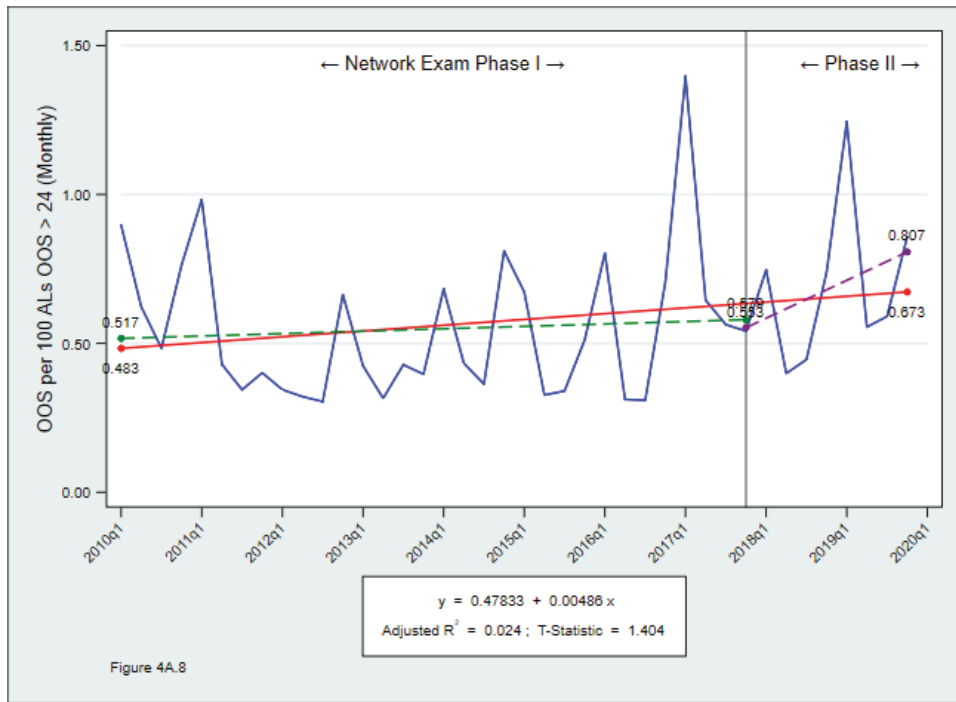


Figure 4A.8. 2018-2019 saw a 39% increase in the rate of AT&T California out-of-service conditions over 24 hours (actual), as compared with about 12% over the 2010-2017 Phase 1 study period.

Out-of-service conditions cleared within 24 hours

The average duration of AT&T California out-of-service conditions has been increasing over the study period, as plotted on Figure 4A.3 above. Taken over the 8-year (2010-2017) Phase 1 period, AT&T data identify a total of 5,000,823 trouble reports that involved an out of service condition of varying durations. 2,480,362 of these – nearly half – remained uncleared after 24 hours. Even on an adjusted basis, there were still 1,837,177 outages – some 44.05% – that remained uncleared after 24 hours. For the Phase 2 2018-2019 period, there were 573,581 trouble reports that involved an out of service condition of varying durations; 320,567 of these – 55.9% – remained uncleared after 24 hours. The various clearance rates are summarized in Table 4A.7 below:

Condition	2010 – 2017				2018 – 2019			
	Actual		Adjusted		Actual		Adjusted	
	Quantity	Pct	Quantity	Pct	Quantity	Pct	Quantity	Pct
Out-of-Service – all types	5,001,270	100.00%	4,170,490	100.00%	573,581	100.00%	434,737	100.00%
Out-of-Service – less than one (1) hour	329,043	6.58%	339,906	8.15%	25,858	4.51%	26,336	6.06%
Out-of-Service – 1 to 6 hours	857,648	17.15%	744,189	17.84%	109,786	19.14%	88,625	20.39%
Out-of-Service – 6 to 12 hours	272,620	5.45%	295,679	7.09%	27,384	4.77%	26,195	6.03%
Out-of-Service – 12 to 24 hours	1,061,366	21.22%	953,539	22.86%	89,986	15.69%	74,339	17.10%
Out-of-Service – more than 24 hours	2,480,593	49.60%	1,837,177	44.05%	320,567	55.89%	219,242	50.43%
Out-of-Service – more than 1 week	272,465	5.45%	140,948	3.38%	62,412	10.88%	29,627	6.81%

NOTE: Out-of-service more than 1 week is included in Out-of-service more than 24 hours..



Over the 8-year (2010-2017) Phase 1 period, 49.6% of AT&T out of service conditions remained uncleared after 24 hours. For the Phase 2 2018-2019 period, 55.9% of all reported service outages remained uncleared after 24 hours.

GO 133-C/D §3.4(c) establishes a “Minimum Standard Reporting Level” requiring that “90% of all out of service trouble reports [be cleared] within 24 hours [as] the set minimum standard.” As updated Table 4A.7 demonstrates, over the 2010-2017 period whose reporting was ordered by the adoption of GO 133-C, AT&T had not come even remotely close to meeting this

requirement: Only 50.4% of the roughly 5-million out-of-service conditions had been cleared within 24 hours; even on an adjusted basis, where Sunday and federal holiday hours were subtracted out of the outage duration, only 63.3% of out-of-service conditions had been restored within 24 hours. The shortfall relative to the GO 133-D 90% standard increased further in 2018-2019, where service had been restored to only 44.1% of the 573,581 out-of-service conditions (61.8% for “adjusted”) within 24 hours.



During 2018-2019, 55.9% of the 573,581 out-of-service conditions (38.2% on an “adjusted” basis) remained uncleared after 24 hours, up from the corresponding 49.6% / 36.7% levels during the 2010-2017 period. To satisfy the GO 133-C §3.4(c) requirement, these percentages would need to drop to less than 10%.

There was considerable variation across all of AT&T’s 612¹² California wire centers both in terms of percent of out-of-service trouble tickets cleared within 24 hours and the number of days required to clear 90% of all out-of-service conditions. Updated Table 4A.8 below provides the results of linear regression trend line calculations for the GO 133-C/D §3.4(c) “set minimum standard” of “90% of all out of service trouble reports within 24 hours” for each of the 612 AT&T California wire centers over the full 2010-2019 period (Table 4A.8(a)) and for 2018-2019 only (Table 4A-8(b)). These tables also provide similar trend line calculations for the number of days required to clear 90% of all out-of-service conditions, and for each on both an actual and adjusted basis.

The values shown for the trend lines are the coefficients of the independent variable in each case – i.e., the quarterly time period – which when applied to the time variable produced the predicted value for the percent cleared within 24 hours, or the number of days required to clear 90%. The coefficient would appear graphically as the slope of a plotted trend line. For the “percentage cleared within 24 hours” metrics, a positive value of the coefficient indicates improvement over time (i.e., an upward sloping trend line); a negative value indicates that over time the ILEC’s record of meeting this standard has been deteriorating. For “days required to clear 90%,” a negative value of the slope of the trend line indicates that, over time, it is taking less time for the ILEC to meet the 90% completion objective – thus, an improvement in

12. AT&T furnished several tabulations of its California wire centers, with differing numbers of wire centers, over the course of the study (615 in its response to DR-01A, Data Request 3, Attachment 4; 624 in response to DR-03A, Data Requests 1,2, and 6, Corrected Attachment 1; 622 in DR-03A, Corrected Attachment 2; 626 in DR-03A, Corrected Attachment 2, DR-03A, Corrected Attachment 4). The GO 133-C/D service quality data covers only 612 wire centers.

performance. Positive values for the coefficient of “days required to clear 90%” indicates that it is taking longer for the Company to reach the target 90% cleared threshold.

We have sorted this table by the coefficient of Percent Cleared within 24 Hours, from lowest (i.e., most negative, or worst result) to highest (most positive, or best result). The “Coefficient” shown for each of the four metrics on this table represents the slope of the estimated trend line based upon the actual out-of-service incidents experienced in the wire center over the full 10-year period (Table 4A-8(a)) and for the 2-year 2018-2019 period (Table 4A-8(b)). A positive value for the coefficient indicates an upward trend – i.e., that if plotted on a graph the trend line would go from the lower left to the upper right of the chart. The higher the positive value of a coefficient, the greater the rate of increase over time.

The regression calculations were prepared using quarterly time-series data. The tables provide the starting and ending predicted values for the variable being examined (e.g., the starting and ending predicted values for the percentage of out-of-service tickets cleared within 24 hours) and the mean value over the full 10-year period or the 2-year Phase 2 period. The regression coefficient represents the change, up or down, in the trend on a per-quarter basis. For example, the following values are shown for AT&T’s Acton wire center (ACTNCA12) over the 2010-2019 period with respect to the Percent Cleared within 24 Hours.

Acton – Percent out-of-service cleared within 24 hours – 2010-2019					
Mean Value (Mean Val)	Regression Coefficient (Coef)	t-statistic (t-stat)	Confidence Interval (Conf.)	Starting value - 1st Quarter 2010 (1Q10 Val)	Ending value - 4th Quarter 2019 (4Q19 Val)
56.63%	-0.0970	-0.4036	31.1%	58.52%	54.74%

From this, we learn that the mean (average) percentage of out-of-service conditions cleared by AT&T within 24 hours in the Acton wire center was 56.63% over the full 10-year period. At the beginning of the period (first quarter 2010), the predicted regression trend line indicated that AT&T was clearing 58.52% within 24 hours; by the end of the period (fourth quarter of 2019), it was only slightly lower, at 54.74%. These are not the actual clearance percentages for either of the two quarters; they are the projected rate of OOS clearances based upon the linear regression calculation. The “regression coefficient” of -0.0970 is interpreted as the change in the predicted trend per quarter – i.e., as each quarter went by, the percent cleared within 24 hours was *decreasing* by approximately 0.097%. The *t*-statistic is a measure of the statistical significance of the estimated coefficient, specifically, the confidence that the regression coefficient is significantly different from zero. In general, a *t*-value with an absolute value in excess of roughly 2.0 denotes statistical significance at the 95% confidence level. Here, a *t*-value of -0.4036

corresponds to a confidence level of 31.1%. The confidence level corresponding with the t -values are also provided on the tables. In this instance, the performance of the Acton wire center with respect to the “percent cleared within 24 hours” metric was virtually unchanged over the full 20-year time frame – i.e., the slope of the trend line was close to zero, as confirmed by the low value of the t -statistic.

If we then compare the results for the Acton wire center over the full 2010-2019 period with the corresponding results for the 2018-2019 Phase 2 study period from Table 4A.8(b), we observe a dramatic shift in performance:

Acton – Percent out-of-service cleared within 24 hours						
Period	Mean Value (Mean Val)	Regression Coefficient (Coef)	t -statistic (t -stat)	Confidence Interval (Conf.)	Starting value - (1Q10 or 4Q2017 Value)	Ending value - 4th Quarter 2019 (4Q19 Val)
2010-19	56.63%	-0.0970	-0.4036	31.1%	58.52%	54.74%
2018-19	45.87%	-9.0096	-4.2320	99.5%	77.40%	14.33%

The regression coefficient for the 2018-2019 period has become highly negative, indicating a highly pronounced downward trend. The high value for the t -statistic, reflecting a confidence level of 99.5%, further confirms the statistical significance of this drop-off in performance.

Updated Table 4A.9 summarizes the percentages of out-of-service incidents that are cleared within 24 hours and the number of days required to clear 90% of all reported out-of-service conditions, on both an actual and an adjusted (for weekends and holidays) basis, across all of AT&T’s wire centers over the 2010-2019 period. GO 133-C/D §3.4(c) requires that 90% of all out of service trouble reports are expected to be cleared within 24 hours. As the results indicate, on a companywide basis, AT&T California has not come even close to meeting the 90% cleared within 24 hours standard.

Table 4A-4(e) (Continued)

Wire Center Name	Wires Ctr	GLI	Mean Val	Coef	OOS Ratio (actual)	1010 Val	4Q19 Val	Mean Val	Coef	Average Duration (actual)	1010 Val	4Q19 Val	Mean Val	Coef	Pa. cleared within 24 hrs (actual)	1010 Val	4Q19 Val	Mean Val	Coef	Days to Clear 90% (actual)	1010 Val	4Q19 Val		
HORTON	289227	THINCA11	252	0.0102	0.6268	4.65%	2.32	2.72	3.069	7.00	0.2867	20.1%	2933	3206	41.57	0.2892	1.1365	73.7%	0.0347	0.0347	35.93	47.21	3.79	5.14
HUNTER	831122	SVLCA11	159	0.0173	1.5509	87.1%	1.24	1.93	4.689	-49.29	-1.1923	24.6%	3984	5463	25.82	0.3005	1.4356	84.1%	0.0971	0.0971	1.3662	31.68	5.33	9.12
HUNTER	925029	MORCA12	116	0.0173	2.2906	97.2%	0.82	1.50	2.513	5.50	1.1953	76.6%	2406	2621	50.65	0.3036	1.7953	90.9%	0.0084	0.0084	0.3229	3.75	3.75	4.05
HUNTER	925079	WALNUT CREEK	0.83	-0.0011	-0.3083	24.0%	0.85	1.01	1.866	-1.07	-1.1116	8.8%	1877	1835	60.85	0.3104	1.8102	93.4%	0.0056	0.0056	0.3170	24.7%	2.84	3.15
HUNTER	818614	GLDCA11	1.22	-0.0097	-1.6638	89.6%	1.41	1.83	2.381	-13.88	-0.7707	55.4%	2095	2628	54.46	0.3177	1.8273	79.4%	0.0038	0.0038	0.1226	9.7%	3.64	3.79
HUNTER	818615	BRNCA11	0.85	-0.0012	-0.2822	22.1%	0.88	0.78	2.059	-28.24	-1.7056	90.6%	2771	1547	57.86	0.3288	1.7396	91.0%	0.0457	-1.5409	0.86%	4.43	2.65	2.65
HUNTER	925042	ORNDCA11	1.48	0.0183	2.2169	98.7%	1.08	1.83	2.431	0.50	0.3007	2.4%	2421	2440	49.90	0.3308	1.7264	90.0%	0.0292	0.0292	0.8960	62.3%	3.51	4.85
HUNTER	209238	WILLOCA11	1.52	0.0186	2.1596	95.9%	1.40	2.05	2.687	1.81	0.8955	62.6%	2687	3094	45.79	0.3328	1.8220	90.0%	0.1945	0.1945	0.3521	65.3%	5.17	6.76
HUNTER	559183	KGRCA11	2.31	0.0121	1.9278	64.1%	2.08	2.55	2.266	-15.13	-0.8938	69.3%	2561	1871	53.34	0.3366	1.4146	83.5%	-0.0210	-0.5438	41.0%	4.21	3.39	3.39
HUNTER	559145	ORLCA11	2.03	0.0106	0.9784	66.6%	1.83	2.24	2.987	-16.43	-0.8938	69.3%	2566	3207	47.78	0.3366	1.4146	83.5%	-0.0210	-0.5438	41.0%	4.21	3.39	3.39
HUNTER	559178	RIVERDALE	3.06	0.0388	1.5397	86.8%	2.30	3.82	2.779	-14.51	-0.6213	46.2%	3062	2486	43.55	0.3472	1.4157	83.5%	-0.0308	-0.7919	56.7%	4.84	3.64	3.64
HUNTER	559178	HURON	1.95	-0.0072	-0.5450	41.1%	2.09	1.81	2.830	-10.78	-0.5744	43.1%	3040	2619	42.21	0.3484	1.6835	90.1%	0.0138	-0.3808	29.5%	4.86	4.33	4.33
HUNTER	559174	DINUBA	2.44	-0.0118	-1.0450	69.7%	2.67	2.21	2.329	-7.93	-0.5187	38.3%	2484	2174	55.10	0.3531	1.6288	88.8%	-0.0281	-0.7338	53.2%	4.21	3.20	3.20
HUNTER	559177	SELMA	2.48	-0.0083	-0.7524	54.4%	2.66	2.30	2.531	-6.85	-0.4039	31.1%	2665	2387	51.45	0.3554	1.6066	88.4%	-0.0193	-0.5102	38.7%	4.36	3.61	3.61
HUNTER	925022	LFCA11	0.95	0.0083	1.3684	82.0%	0.79	1.12	2.037	-14.59	-0.8595	97.7%	2322	1763	55.40	0.3598	1.9771	94.5%	-0.0129	-0.6316	46.3%	3.64	3.14	3.14
HUNTER	925023	LFCA11	0.95	0.0083	1.3684	82.0%	0.79	1.12	2.037	-14.59	-0.8595	97.7%	2322	1763	55.40	0.3598	1.9771	94.5%	-0.0129	-0.6316	46.3%	3.64	3.14	3.14
HUNTER	559249	PRMCA11	1.40	0.0064	0.8079	57.6%	1.26	1.53	2.425	-31.14	-1.6403	89.1%	3032	1817	53.09	0.3679	1.8181	92.3%	-0.0525	-1.0528	84.5%	5.03	2.98	2.98
HUNTER	831140	TRPSCA11	1.67	0.0369	3.2283	99.7%	0.94	2.39	2.626	-1.08	-0.0629	5.0%	2647	2605	47.83	0.3764	1.6126	88.5%	0.0540	-0.4599	72.2%	3.60	5.70	5.70
HUNTER	650010	COLACA11	0.92	-0.0003	-0.1026	8.1%	0.93	0.91	1.989	-6.13	-0.8051	57.4%	2109	1870	48.43	0.3833	2.5037	98.3%	-0.0078	-0.4599	35.2%	3.40	3.10	3.10
HUNTER	530444	DOWNVILLE PEARL	1.44	0.0180	1.4563	84.6%	1.09	1.79	3.520	11.91	0.3621	28.1%	3288	3763	35.91	0.3844	1.2547	78.3%	0.0382	0.7101	51.8%	4.59	6.08	6.08
HUNTER	818621	LACRCA11	1.04	0.0020	0.4040	31.2%	1.00	1.09	2.323	-42.89	-2.2754	97.1%	3160	1487	53.33	0.3883	2.0389	95.2%	0.0674	-1.8231	92.4%	5.24	2.61	2.61
HUNTER	831107	CSVCA11	1.41	0.0126	1.8437	92.7%	1.17	1.66	2.162	-16.87	-1.1796	75.4%	2491	1833	57.08	0.3933	1.8026	92.1%	-0.0235	-0.8713	61.1%	3.97	3.06	3.06
HUNTER	831122	SUNSCA13	1.65	0.0315	2.7153	99.0%	1.04	2.27	2.533	-12.55	-0.7960	56.9%	2578	2089	54.42	0.3988	1.7784	91.7%	0.0088	-0.3389	26.2%	3.52	3.44	3.44
HUNTER	530436	HUNCA11	1.66	0.0167	1.8437	92.7%	1.17	1.66	2.162	-16.87	-1.1796	75.4%	2491	1833	57.08	0.3933	1.8026	92.1%	-0.0235	-0.8713	61.1%	3.97	3.06	3.06
HUNTER	530436	HUNCA11	1.64	0.0164	1.8437	92.7%	1.17	1.66	2.162	-16.87	-1.1796	75.4%	2491	1833	57.08	0.3933	1.8026	92.1%	-0.0235	-0.8713	61.1%	3.97	3.06	3.06
HUNTER	530436	HUNCA11	1.64	0.0164	1.8437	92.7%	1.17	1.66	2.162	-16.87	-1.1796	75.4%	2491	1833	57.08	0.3933	1.8026	92.1%	-0.0235	-0.8713	61.1%	3.97	3.06	3.06
HUNTER	530436	HUNCA11	1.64	0.0164	1.8437	92.7%	1.17	1.66	2.162	-16.87	-1.1796	75.4%	2491	1833	57.08	0.3933	1.8026	92.1%	-0.0235	-0.8713	61.1%	3.97	3.06	3.06
HUNTER	530436	HUNCA11	1.64	0.0164	1.8437	92.7%	1.17	1.66	2.162	-16.87	-1.1796	75.4%	2491	1833	57.08	0.3933	1.8026	92.1%	-0.0235	-0.8713	61.1%	3.97	3.06	3.06
HUNTER	530436	HUNCA11	1.64	0.0164	1.8437	92.7%	1.17	1.66	2.162	-16.87	-1.1796	75.4%	2491	1833	57.08	0.3933	1.8026	92.1%	-0.0235	-0.8713	61.1%	3.97	3.06	3.06
HUNTER	530436	HUNCA11	1.64	0.0164	1.8437	92.7%	1.17	1.66	2.162	-16.87	-1.1796	75.4%	2491	1833	57.08	0.3933	1.8026	92.1%	-0.0235	-0.8713	61.1%	3.97	3.06	3.06
HUNTER	530436	HUNCA11	1.64	0.0164	1.8437	92.7%	1.17	1.66	2.162	-16.87	-1.1796	75.4%	2491	1833	57.08	0.3933	1.8026	92.1%	-0.0235	-0.8713	61.1%	3.97	3.06	3.06
HUNTER	530436	HUNCA11	1.64	0.0164	1.8437	92.7%	1.17	1.66	2.162	-16.87	-1.1796	75.4%	2491	1833	57.08	0.3933	1.8026	92.1%	-0.0235	-0.8713	61.1%	3.97	3.06	3.06
HUNTER	530436	HUNCA11	1.64	0.0164	1.8437	92.7%	1.17	1.66	2.162	-16.87	-1.1796	75.4%	2491	1833	57.08	0.3933	1.8026	92.1%	-0.0235	-0.8713	61.1%	3.97	3.06	3.06
HUNTER	530436	HUNCA11	1.64	0.0164	1.8437	92.7%	1.17	1.66	2.162	-16.87	-1.1796	75.4%	2491	1833	57.08	0.3933	1.8026	92.1%	-0.0235	-0.8713	61.1%	3.97	3.06	3.06
HUNTER	530436	HUNCA11	1.64	0.0164	1.8437	92.7%	1.17	1.66	2.162	-16.87	-1.1796	75.4%	2491	1833	57.08	0.3933	1.8026	92.1%	-0.0235	-0.8713	61.1%	3.97	3.06	3.06
HUNTER	530436	HUNCA11	1.64	0.0164	1.8437	92.7%	1.17	1.66	2.162	-16.87	-1.1796	75.4%	2491	1833	57.08	0.3933	1.8026	92.1%	-0.0235	-0.8713	61.1%	3.97	3.06	3.06
HUNTER	530436	HUNCA11	1.64	0.0164	1.8437	92.7%	1.17	1.66	2.162	-16.87	-1.1796	75.4%	2491	1833	57.08	0.3933	1.8026	92.1%	-0.0235	-0.8713	61.1%	3.97	3.06	3.06
HUNTER	530436	HUNCA11	1.64	0.0164	1.8437	92.7%	1.17	1.66	2.162	-16.87	-1.1796	75.4%	2491	1833	57.08	0.3933	1.8026	92.1%	-0.0235	-0.8713	61.1%	3.97	3.06	3.06
HUNTER	530436	HUNCA11	1.64	0.0164	1.8437	92.7%	1.17	1.66	2.162	-16.87	-1.1796	75.4%	2491	1833	57.08	0.3933	1.8026	92.1%	-0.0235	-0.8713	61.1%	3.97	3.06	3.06
HUNTER	530436	HUNCA11	1.64	0.0164	1.8437	92.7%	1.17	1.66	2.162	-16.87	-1.1796	75.4%	2491	1833	57.08	0.3933	1.8026	92.1%	-0.0235	-0.8713	61.1%	3.97	3.06	3.06
HUNTER	530436	HUNCA11	1.64	0.0164	1.8437	92.7%	1.17	1.66	2.162	-16.87	-1.1796	75.4%	2491	1833	57.08	0.3933	1.8026	92.1%	-0.0235	-0.8713	61.1%	3.97	3.06	3.06
HUNTER	530436	HUNCA11	1.64	0.0164	1.8437	92.7%	1.17	1.66	2.162	-16.87	-1.1796	75.4%	2491	1833	57.08	0.3933	1.8026	92.1%	-0.0235	-0.8713	61.1%	3.97	3.06	3.06
HUNTER	530436	HUNCA11	1.64	0.0164	1.8437	92.7%	1.17	1.66	2.162	-16.87	-1.1796	75.4%	2491	1833	57.08	0.3933	1.8026	92.1%	-0.0235	-0.8713	61.1%	3.97	3.06	3.06
HUNTER	530436	HUNCA11	1.64	0.0164	1.8437	92.7%	1.17	1.66	2.162	-16.87	-1.1796	75.4%	2491	1833	57.08	0.3933	1.8026	92.1%	-0.0235	-0.8713	61.1%			

Table 4A.8(b)
AT&T CALIFORNIA
WIRE CENTER PERFORMANCE TRENDS
2018-2019

Wire Center Name	Wire Ctr	GLU	Mean Val	Coef	QOS Rate (actual)	QOS Rate (conf)	4Q17 Val	4Q18 Val	4Q19 Val	4Q18 Val	4Q19 Val	Mean Val	Coef	Pct cleared within 24 hrs (actual)	Pct cleared within 24 hrs (conf)	Days to Clear 80% (actual)	Days to Clear 80% (conf)	4Q18 Val	4Q19 Val								
SUISUN CITY	70724	SULLCA11	0.41	-0.0070	13.9%	13.9%	0.44	0.39	0.2088	324.08	1,410.3	789.9%	79.9%	92.9%	-1.2728	92.9%	86.59	23.25	2.95	0.3858	3,307.6	77.7%	77.7%	1.40	4.16		
GAZELLE	530466	GULLCA11	1.74	0.2072	1.0080	63.3%	0.91	1.95	2.864	739.18	6,620.3	99.2%	99.2%	-1.9028	99.2%	5.62	52.78	-5.56	2.50	0.6529	3,331.6	90.1%	90.1%	4.11	4.46		
BALLEE	40842	SUNSCA02	1.58	0.1237	0.8225	52.2%	1.09	1.95	1.983	160.98	0.9332	61.8%	61.8%	1.339	61.8%	3.02	84.02	28.54	3.20	-0.1074	3,032.9	22.9%	22.9%	3.63	2.88		
SUNNYVALE	69274	SFTNCA11	3.34	0.0925	0.6512	4.2%	2.96	3.63	3.623	2,698.5	1,698.8	96.9%	96.9%	1.847	96.9%	0.133	2,916.3	70.35	4.57	0.1433	2,916.3	97.8%	97.8%	2.02	1.51		
AVILA BEACH	805355	AVBCHA11	1.10	-0.0088	0.0478	0.6%	1.10	2.784	3.7144	2,446	99.24%	99.24%	99.24%	1.278	99.24%	68.42	18.39	3.83	0.2701	1,725.5	87.2%	87.2%	6.75	4.64			
KYBURZ	530465	KYBCHA11	2.56	-0.0088	-0.0047	3.3%	2.60	2.54	8577	1156.86	2,925	98.2%	98.2%	3905	98.2%	44.01	18.39	9.21	0.6785	1,368.5	78.0%	78.0%	6.75	4.64			
WINTERS	530522	WNTNCA11	2.33	0.1647	0.0498	67.1%	1.67	2.83	1167.70	2,693.4	6,993%	98.9%	98.9%	531	98.9%	68.47	22.94	7.59	1.5449	3,771.5	99.3%	99.3%	1.41	12.22			
COTYOTE WELLS	707262	CWYVCA11	1.97	0.0466	0.2143	16.4%	1.79	2.11	2180	572.83	1,679.3	86.3%	86.3%	659	86.3%	77.22	32.01	3.46	0.2994	0.7372	51.5%	51.5%	2.26	4.36			
GARDENA	310815	PRVNCA01	1.53	-0.0300	-0.4160	31.0%	1.65	1.44	3218	435.44	2,443.6	95.3%	95.3%	1476	95.3%	6.4153	-5.7630	6.24	0.6731	0.9437	79.3%	62.3%	3.55	8.26			
FIVE POINTS	559167	PRVNCA01	2.59	-0.1884	-0.9881	64.4%	3.34	2.03	3989	439.46	1,917.9	90.5%	90.5%	2143	90.5%	-3.6956	-3.7145	68.82	16.05	5.27	0.4109	1,309.0	76.8%	76.8%	3.63	6.50	
PACAMOUNT	562849	PRMTCOA1	1.82	0.0703	0.6238	44.7%	1.38	1.63	2326	288.38	1,504.3	82.4%	82.4%	1253	82.4%	-6.2452	-3.4947	99.0%	79.06	35.32	3.70	0.4249	1,139.2	70.8%	70.8%	2.00	4.98
WILSON	530468	WILNCA11	1.18	-0.0088	0.0478	0.6%	1.18	2.784	3.7144	2,446	99.24%	99.24%	99.24%	1.278	99.24%	68.42	18.39	3.83	0.2701	1,725.5	87.2%	87.2%	6.75	4.64			
SAN PEDRO	310859	SNPDCA01	1.38	0.1088	0.1661	12.7%	1.33	1.41	2547	421.85	3,984.8	98.8%	98.8%	859	98.8%	-5.5231	-6.1729	77.29	35.19	4.31	0.6103	2,956.5	95.5%	95.5%	1.67	6.15	
TORRANCE	310861	TRNCA01	1.30	0.0475	0.1263	70.3%	1.27	1.93	2196	330.46	4,499.2	99.7%	99.7%	505	99.7%	-6.0028	-6.1170	100.0%	82.32	40.30	4.35	0.8139	4,255.7	99.8%	99.8%	1.09	6.79
SAN JUAN BAUTISTA	831127	SNJNCA11	1.64	0.0944	1.2602	75.2%	1.27	1.93	2196	330.46	4,499.2	99.7%	99.7%	505	99.7%	-6.0028	-6.1170	100.0%	82.32	40.30	4.35	0.8139	4,255.7	99.8%	99.8%	1.09	6.79
CALEXICO	780712	CLXCNA12	0.87	0.0351	1.1557	71.4%	0.73	0.98	2983	530.15	4,119.5	98.6%	98.6%	872	98.6%	-5.8113	-3.3713	98.7%	70.70	30.01	4.60	0.7654	3,167.1	98.4%	98.4%	1.54	6.90
ADAMS	323935	LSANCA14	1.85	-0.0110	-0.1058	8.1%	1.90	1.62	3089	456.73	2,967.7	96.4%	96.4%	1055	96.4%	-5.8113	-3.3713	98.7%	70.70	30.01	4.60	0.7654	3,167.1	98.4%	98.4%	1.54	6.90
ADAMS	323935	LSANCA14	1.85	-0.0110	-0.1058	8.1%	1.90	1.62	3089	456.73	2,967.7	96.4%	96.4%	1055	96.4%	-5.8113	-3.3713	98.7%	70.70	30.01	4.60	0.7654	3,167.1	98.4%	98.4%	1.54	6.90
ADAMS	323935	LSANCA14	1.85	-0.0110	-0.1058	8.1%	1.90	1.62	3089	456.73	2,967.7	96.4%	96.4%	1055	96.4%	-5.8113	-3.3713	98.7%	70.70	30.01	4.60	0.7654	3,167.1	98.4%	98.4%	1.54	6.90
ADAMS	323935	LSANCA14	1.85	-0.0110	-0.1058	8.1%	1.90	1.62	3089	456.73	2,967.7	96.4%	96.4%	1055	96.4%	-5.8113	-3.3713	98.7%	70.70	30.01	4.60	0.7654	3,167.1	98.4%	98.4%	1.54	6.90
ADAMS	323935	LSANCA14	1.85	-0.0110	-0.1058	8.1%	1.90	1.62	3089	456.73	2,967.7	96.4%	96.4%	1055	96.4%	-5.8113	-3.3713	98.7%	70.70	30.01	4.60	0.7654	3,167.1	98.4%	98.4%	1.54	6.90
ADAMS	323935	LSANCA14	1.85	-0.0110	-0.1058	8.1%	1.90	1.62	3089	456.73	2,967.7	96.4%	96.4%	1055	96.4%	-5.8113	-3.3713	98.7%	70.70	30.01	4.60	0.7654	3,167.1	98.4%	98.4%	1.54	6.90
ADAMS	323935	LSANCA14	1.85	-0.0110	-0.1058	8.1%	1.90	1.62	3089	456.73	2,967.7	96.4%	96.4%	1055	96.4%	-5.8113	-3.3713	98.7%	70.70	30.01	4.60	0.7654	3,167.1	98.4%	98.4%	1.54	6.90
ADAMS	323935	LSANCA14	1.85	-0.0110	-0.1058	8.1%	1.90	1.62	3089	456.73	2,967.7	96.4%	96.4%	1055	96.4%	-5.8113	-3.3713	98.7%	70.70	30.01	4.60	0.7654	3,167.1	98.4%	98.4%	1.54	6.90
ADAMS	323935	LSANCA14	1.85	-0.0110	-0.1058	8.1%	1.90	1.62	3089	456.73	2,967.7	96.4%	96.4%	1055	96.4%	-5.8113	-3.3713	98.7%	70.70	30.01	4.60	0.7654	3,167.1	98.4%	98.4%	1.54	6.90
ADAMS	323935	LSANCA14	1.85	-0.0110	-0.1058	8.1%	1.90	1.62	3089	456.73	2,967.7	96.4%	96.4%	1055	96.4%	-5.8113	-3.3713	98.7%	70.70	30.01	4.60	0.7654	3,167.1	98.4%	98.4%	1.54	6.90
ADAMS	323935	LSANCA14	1.85	-0.0110	-0.1058	8.1%	1.90	1.62	3089	456.73	2,967.7	96.4%	96.4%	1055	96.4%	-5.8113	-3.3713	98.7%	70.70	30.01	4.60	0.7654	3,167.1	98.4%	98.4%	1.54	6.90
ADAMS	323935	LSANCA14	1.85	-0.0110	-0.1058	8.1%	1.90	1.62	3089	456.73	2,967.7	96.4%	96.4%	1055	96.4%	-5.8113	-3.3713	98.7%	70.70	30.01	4.60	0.7654	3,167.1	98.4%	98.4%	1.54	6.90
ADAMS	323935	LSANCA14	1.85	-0.0110	-0.1058	8.1%	1.90	1.62	3089	456.73	2,967.7	96.4%	96.4%	1055	96.4%	-5.8113	-3.3713	98.7%	70.70	30.01	4.60	0.7654	3,167.1	98.4%	98.4%	1.54	6.90
ADAMS	323935	LSANCA14	1.85	-0.0110	-0.1058	8.1%	1.90	1.62	3089	456.73	2,967.7	96.4%	96.4%	1055	96.4%	-5.8113	-3.3713	98.7%	70.70	30.01	4.60	0.7654	3,167.1	98.4%	98.4%	1.54	6.90
ADAMS	323935	LSANCA14	1.85	-0.0110	-0.1058	8.1%	1.90	1.62	3089	456.73	2,967.7	96.4%	96.4%	1055	96.4%	-5.8113	-3.3713	98.7%	70.70	30.01	4.60	0.7654	3,167.1	98.4%	98.4%	1.54	6.90
ADAMS	323935	LSANCA14	1.85	-0.0110	-0.1058	8.1%	1.90	1.62	3089	456.73	2,967.7	96.4%	96.4%	1055	96.4%	-5.8113	-3.3713	98.7%	70.70	30.01	4.60	0.7654	3,167.1	98.4%	98.4%	1.54	6.90
ADAMS	323935	LSANCA14	1.85	-0.0110	-0.1058	8.1%	1.90	1.62	3089	456.73	2,967.7	96.4%	96.4%	1055	96.4%	-5.8113	-3.3713	98.7%	70.70	30.01	4.60	0.7654	3,167.1	98.4%	98.4%	1.54	6.90
ADAMS	323935	LSANCA14	1.85	-0.0110	-0.1058	8.1%	1.90	1.62	3089	456.73	2,967.7	96.4%	96.4%	1055	96.4%	-5.8113	-3.3713	98.7%	70.70	30.01	4.60	0.7654	3,167.1	98.4%	98.4%	1.54	6.90
ADAMS	323935	LSANCA14	1.85	-0.0110	-0.1058	8.1%	1.90	1.62	3089	456.73	2,967.7	96.4%	96.4%	1055	96.4%	-5.8113	-3.3713	98.7%	70.70	30.01	4.60	0.7654	3,167.1	98.4%	98.4%	1.54	6.90
ADAMS	323935	LSANCA14	1.85	-0.0110	-0.1058	8.1%	1.90	1.62	3089	456.73	2,967.7	96.4%	96.4%	1055	96.4%	-5.8113	-3.3713	98.7%	70.70	30.01	4.60	0.7654	3,167.1	98.4%	98.4%	1.54	6.90
ADAMS	323935	LSANCA14	1.85	-0.0110	-0.1058	8.1%	1.90	1.62	3089	456.73	2,967.7	96.4%	96.4%	1055	96.4%	-5.8113	-3.3713	98.7%	70.70	30.01	4.60	0.7654	3,167.1	98.4%	98.4%	1.54	6.90
ADAMS	323935	LSANCA14	1.85	-0.0110	-0.1058	8.1%	1.90	1.62	3089	456.73	2,967.7	96.4%	96.4%	1055	96.4%	-5.8113	-3.3713	98.7%	70.70	30.01	4.60	0.7654	3,167.1	98.4%	98.4%	1.54	6.90
ADAMS	323935	LSANCA14	1.85	-0.0110	-0.1058	8.1%	1.90	1.62	3089	456.73	2,967.7	96.4%	96.4%	1055	96.4%	-5.8113	-3.3713	98.7%	70.70	30.01	4.60	0.7654	3,167.1	98.4%	98.4%	1.54	6.90
ADAMS	323935	LSANCA14	1.85	-0.0110	-0.1058	8.1%	1.90	1.62	3089	456.73	2,967.7	96.4%	96.4%	1055	96.4%	-5.8113	-3.3713	98.7%	70.70	30.01	4.60	0.7654	3,167.1	98.4%	98.4%		

Table 4A.9				
AT&T CALIFORNIA				
PERCENTAGES OF ACTUAL AND ADJUSTED (“CPUC”) OUT-OF-SERVICE CONDITIONS CLEARED WITHIN 24 HOURS AND DAYS REQUIRED TO CLEAR 90%				
	Actual		Adjusted	
Quarter	Pct. Cleared within 24 hours	Days Required to Clear 90%	Pct. Cleared within 24 hours	Days Required to Clear 90%
2010q1	33.5%	4.86	36.5%	4.10
2010q2	28.7%	5.04	30.1%	4.14
2010q3	44.6%	4.92	46.8%	4.08
2010q4	41.0%	5.15	43.8%	4.48
2011q1	39.1%	11.52	57.3%	11.15
2011q2	55.3%	2.97	71.9%	2.03
2011q3	62.6%	2.29	77.9%	1.77
2011q4	61.8%	2.64	77.8%	1.86
2012q1	66.7%	2.07	78.4%	1.67
2012q2	65.5%	2.17	76.8%	1.81
2012q3	64.3%	2.44	75.1%	1.89
2012q4	49.7%	4.22	71.3%	3.05
2013q1	58.9%	3.13	75.1%	2.20
2013q2	64.4%	2.67	75.6%	1.95
2013q3	54.0%	3.24	65.6%	2.72
2013q4	59.2%	3.00	71.5%	2.11
2014q1	42.1%	4.86	58.0%	3.84
2014q2	53.9%	4.10	64.3%	3.25
2014q3	61.0%	3.23	70.2%	2.74
2014q4	43.8%	6.15	61.0%	4.92
2015q1	47.1%	5.64	59.7%	4.23
2015q2	63.7%	2.91	73.1%	2.09
2015q3	64.5%	2.81	73.7%	2.04
2015q4	53.5%	3.93	67.0%	2.93
2016q1	45.2%	4.94	61.5%	3.92
2016q2	66.6%	2.70	77.6%	1.91
2016q3	65.9%	2.50	76.8%	1.90
2016q4	46.0%	5.26	61.0%	4.20
2017q1	36.7%	8.08	78.4%	5.49
2017q2	42.9%	6.93	59.4%	5.57
2017q3	45.0%	6.95	58.4%	5.82
2017q4	48.3%	7.02	63.2%	5.30
2018q1	48.5%	6.33	65.9%	4.98
2018q2	59.3%	3.31	71.5%	2.77
2018q3	51.5%	4.08	65.4%	3.05
2018q4	41.0%	6.15	59.2%	4.99
2019q1	36.3%	7.90	60.3%	6.01
2019q2	47.3%	4.82	62.4%	3.59
2019q3	37.9%	6.13	52.7%	5.00
2019q4	36.1%	8.13	55.5%	6.86

Updated Figures 4A.9 and 4A.10 plot these data and trends graphically. The AT&T California companywide percentages of outages cleared within 24 hours – actual and adjusted – are plotted, along with associated trend lines. While there is considerable year-to-year variation in the completion percentages, the long term trend shows some, albeit modest, improvement – i.e., over the Phase 1 2010-2017 period, a successively larger percentage of outages are being cleared within 24 hours. Mathematically, the trend lines for both actual and adjusted metrics have *positive* slopes, reflecting the increasing percentages of OOS completions within 24 hours over the 2010-2017 period. However, this is decidedly not the case for the 2018-2019 Phase 2 period, where the slopes of both the actual and adjusted metrics turn sharply negative.

Another approach to examining this “90% cleared within 24 hours” requirement is to look at the length of time it takes AT&T to reach the 90% cleared threshold. These results are also plotted, for AT&T statewide, on updated Figures 4A.11 (actual) and 4A.12 (adjusted). On an adjusted basis, the number of days required for 90% OOS cleared ranges from a low of 1.67 days in the first quarter of 2012 to a high of 11.15 days in the first quarter of 2011. For the most recent year (2019), the adjusted number of days to achieve 90% OOS cleared falls in the 3.8 to 5.2 range. The plotted trend lines for both the actual and adjusted days to achieve 90% OOS cleared shows a lengthening of this duration over time. Here, the slope of the trend lines are positive, reflecting the successively larger number of days required to achieve 90% OOS cleared over the 2010-17 period, becoming even more positive over the 2018-2019 time frame.



On an adjusted basis, the number of days required for AT&T to clear 90% of all out-of-service conditions was increasing at a faster rate over the 2018-2019 period than over the longer Phase 1 period. Over the eight years from 2010Q1 through 2017Q4, the number of days required for AT&T to clear 90% of service outages increased at an annual rate of 3.37%, from 4.10 days to 5.30 days. Over the next 24 months, from 2017Q4 to 2019Q4, the days to clear 90% jumped at an annual rate of 13.77%, from 5.30 to 6.86.

There is considerable variation across all of AT&T’s 612 California wire centers both in terms of percent OOS cleared within 24 hours and days required to achieve 90% OOS cleared. Trend lines for these four metrics – actual and adjusted percentages of OOS cleared within 24 hours, and actual and adjusted days required to achieve 90% OOS cleared – have been calculated for each wire center. The values shown for the trend lines are the coefficient of the independent variable, *time* in this case, and would appear graphically as the slope of a plotted trend line.

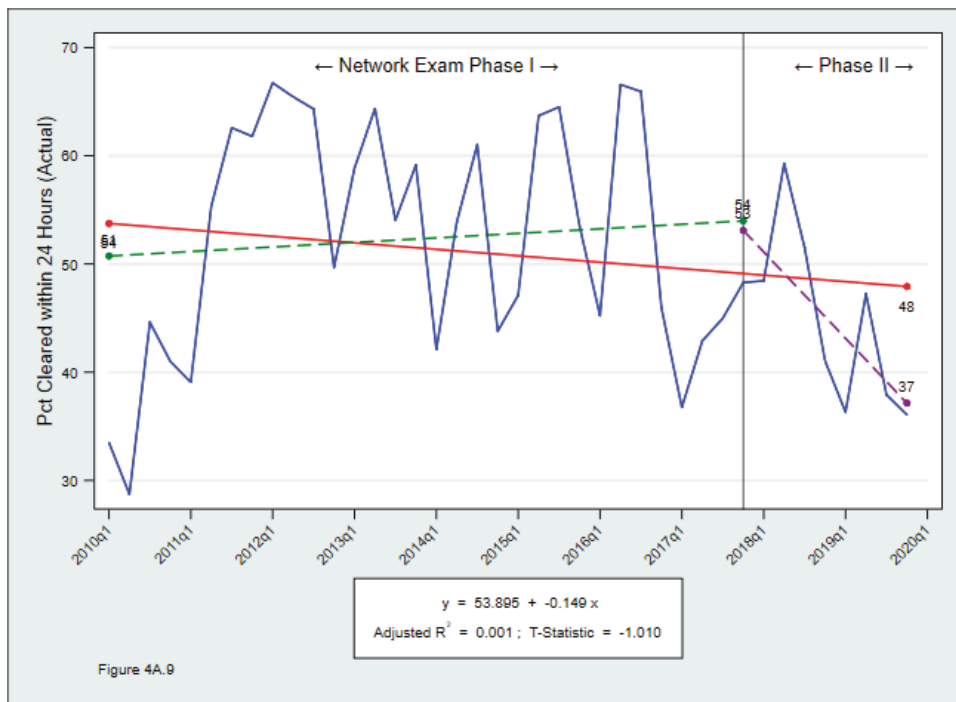


Figure 4A.9. AT&T California had not come even close to achieving the GO 133-CD §3.4(c) goal of 90% of all OOS cleared within 24 hours (actual) during the Phase 1 study period, and that metric saw a significant degradation in 2018-2019.

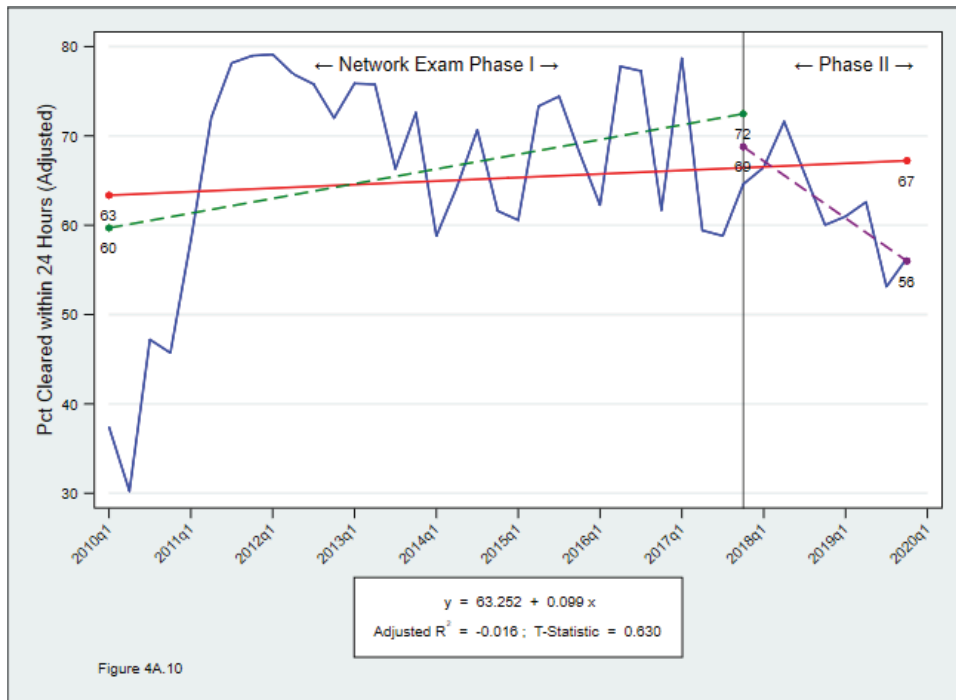


Figure 4A.10. The percentage of all AT&T California OOS cleared within 24 hours (adjusted) has consistently fallen far short of meeting the GO 133-C/D §3.4(c) 90% cleared within 24 hours standard, and got a lot lower in 2018-2019.

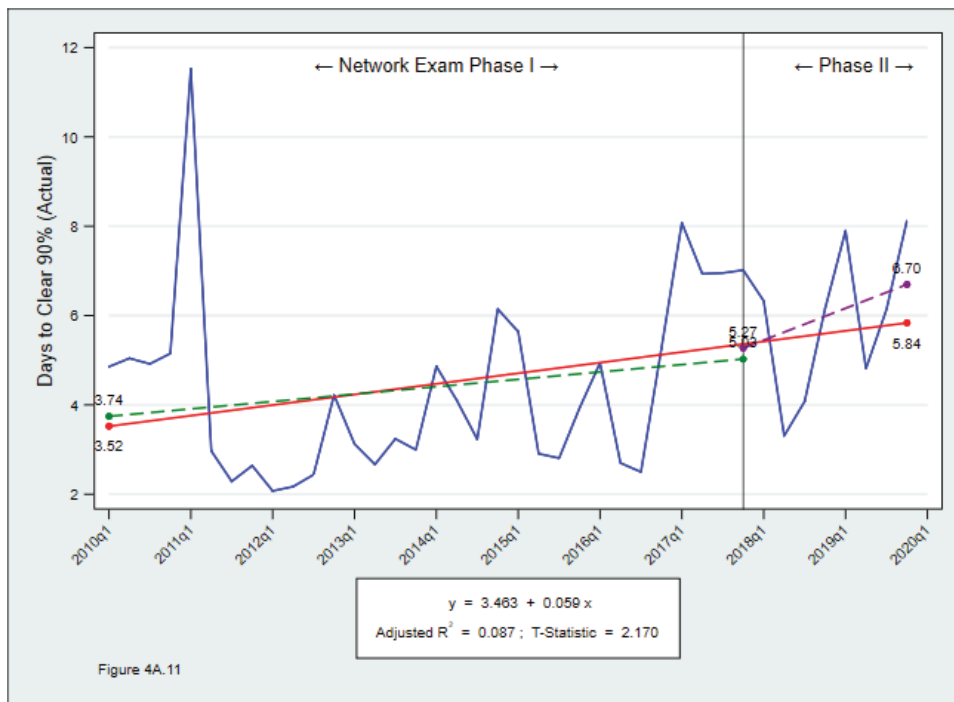


Figure 4A.11. The number of days required to clear 90% of AT&T California out-of-service incidents (actual) increased considerably in 2018-2019.

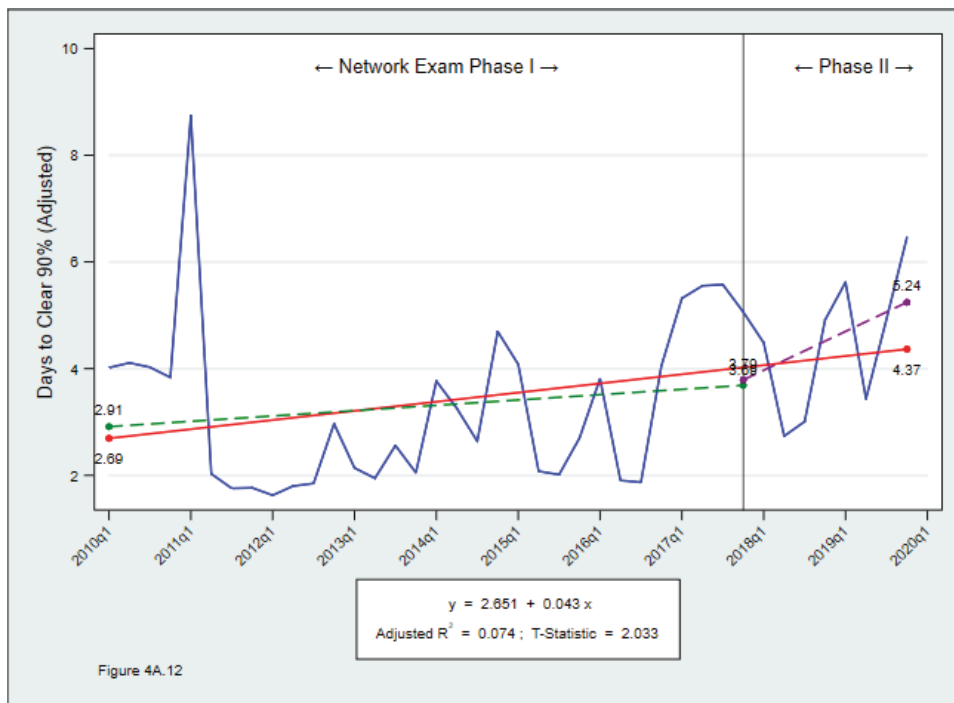


Figure 4A.12. The number of days required to clear 90% of AT&T California out-of-service incidents (adjusted) also increased in 2018-2019.

For the “percentages of OOS cleared within 24 hours” metric, a positive value of the slope of the trend line indicates that, over time, the durations of service outages are getting shorter and it is taking less time, on average, for AT&T to restore service; a negative value indicates just the opposite. For the “days required to achieve 90% OOS cleared” metric, a positive value of the slope of the trend line indicates that, over time, it is taking longer to meet the 90% completion objective; a negative value indicates an improvement in performance in that it is taking less time to meet the 90% completion objective. Positive values for the “percentages of OOS cleared within 24 hours” metrics indicate an improving trend over time; negative values indicate that the completion percentage is decreasing over time.

Updated Appendix 4A-1 provides a compilation of individual wire center statistics and includes, for each AT&T California wire center, data and trend line calculations for several performance metrics relating to OOS conditions cleared within varying lengths of time.

AT&T has continued to increase rates for its legacy services while service quality continues to be degraded

As we discussed in our Phase 1 Report, AT&T California appears to have implemented a “harvesting strategy” similar to one that its parent company had pursued in the period immediately following its July 2005 announcement of its intention to merge with SBC Communications, which was accompanied by the withdrawal of AT&T Corp. from CLEC operations. AT&T had described this “harvesting” tactic in testimony submitted in the CPUC’s AT&T/SBC merger proceeding.¹³ Consistent with this approach and as shown in updated Table 4A.10 below, AT&T California had been steadily raising prices for its legacy POTS services since such actions became possible following the CPUC’s adoption of the Uniform Regulatory Framework in 2006, although no further increases were put into effect after 2018.¹⁴ “Harvesting” both explains and

13. CPUC 2005 SBC/AT&T merger proceeding, A.05-02-027, Declaration of Dennis W. Carlton and Hal S. Sider, Joint Applicants’ Exhibit 1, at para. 41, citing AT&T 4Q04 Earnings Conference Call, January 20, 2005, p. 8; paras. 46, 48-49. As we explained in our Phase 1 Report, in a “harvesting strategy,” the firm ceases active marketing of and organizational support for those services that it considers to be on the decline and no longer of strategic importance, relying instead upon customer inertia to maintain its revenue stream, albeit decreasing, for as long as possible. That AT&T has allowed its POTS service quality to deteriorate over the past decade even in the face of putative “competition” suggests that the carrier is and has been pursuing the very same kind of “harvesting” approach for POTS that its predecessor CLEC operation had employed back in the mid- to late-2000s. In fact, and as shown in Table 4A.10, concurrently with the deterioration in service quality that was the impetus for this Study, AT&T has effected a succession of even larger rate increases for the very services that it now seeks to exit than its CLEC predecessor had done back in the mid-2000s.

14. *Uniform Regulatory Framework*, D.06-08-030.

relies upon the seemingly inverse relationship between the impact of competition (as reflected in POTS line losses) and AT&T's service quality record. If the market were so competitive that customers confronted actual alternatives to traditional POTS services, one would expect to see the greatest loss of demand in wire centers exhibiting the poorest service quality, with only minimal losses where service quality is being maintained or improved. Yet the actual result appears to be just the opposite – line losses are greatest in those wire centers exhibiting the best performance with respect to addressing and responding to service outages.

Table 4A.10

**AT&T CALIFORNIA
BASIC RESIDENTIAL (POTS) ACCESS LINE SERVICE
RATE INCREASE HISTORY 2006-2020**

Year	Effective date	Flat-rate Residence (1FR)			Measured Rate Residence (1MR)		
		Monthly Rate	% incr since onset of URF	% incr relative to 1/1/10	Monthly Rate	% incr since onset of URF	% incr relative to 1/1/10
2006	9/1/2006	\$10.69	–		\$5.70	–	
2008	1/1/2008	\$10.94	2.34%		\$5.83	2.28%	
2009	1/1/2009	\$13.50	26.29%		\$7.28	27.72%	
2010	1/1/2010	\$16.45	53.88%	–	\$8.87	55.61%	–
2011	1/1/2011	\$19.95	86.62%	21.28%	\$12.37	117.02%	39.46%
2012	3/1/2012	\$21.00	96.45%	27.66%	\$15.37	169.65%	73.28%
2013	1/1/2013	\$23.00	115.15%	39.82%	\$18.25	220.18%	105.75%
2014	1/1/2014	\$24.00	124.51%	45.90%	\$21.25	272.81%	139.57%
2015	1/1/2015	\$24.00	124.51%	45.90%	\$21.25	272.81%	139.57%
2016	1/1/2016	\$25.00	133.86%	51.98%	\$22.25	290.35%	150.85%
2017	1/1/2017	\$26.00	143.22%	58.05%	\$23.25	307.89%	162.12%
2018	1/1/2018	\$27.00	152.57%	64.13%	\$24.25	325.44%	173.39%
2019	1/1/2019	\$27.00	152.57%	64.13%	\$24.25	325.44%	173.39%
2020	1/1/2020	\$27.00	152.57%	64.13%	\$24.25	325.44%	173.39%

Source: CPUC Communications Division Staff.



There continues to be little effective competition for POTS services. If the market were sufficiently competitive, the greatest loss of demand would occur in wire centers exhibiting the poorest service quality. In fact, the greatest drop-off in demand continues to arise in wire centers with the best service quality records.

Effects of geographic and other wire center attributes upon performance results

While examinations of individual wire centers is essential to isolating specific problem areas and sources of concern, it is also instructive to create groups of individual wire centers having similar geographic or other attributes. In Phase 1, ETI had constructed five different attribute dimensions – (1) the presence of fiber upgrades; (2) wire center size (number of access lines); (3) the percentage decrease (loss) in the number of access lines in service to competing providers and/or to competing services over the study period; (4) the AT&T Technology Field Services (TRs) organization to which the wire center has been assigned; and (5) the population density of the area served by the wire center (households per square mile). For each of these five attribute dimensions, ETI defined a set of categories whose potential effect upon service quality was then individually examined. These were summarized in Table 4A.11 in our Phase 1 Report, and in Table 4A.12 of the Phase 1 Report, we showed, for each of these five attribute dimensions, the category in which each individual AT&T wire center has been classified.¹⁵ In addition, Table 4A.12 also provided the median household income for the population served from the specified wire center. Updated versions of these two Tables are provided below:

15. For example, the Alhambra wire center in Los Angeles County (ALHBCA01) was assigned to the "Yes" category with respect to Fiber Deployment, to the "Over 20,000 Lines" category with respect to Wire Center Size; to the 70%-80% category with respect to Access Line Loss, to the "1800+ per Square Mile" category with respect to Population Density, to the San Gabriel Technical Field Services District, and to the \$55,000-\$66,999 Median Household Income category.

Table 4A.11	
AT&T CALIFORNIA WIRE CENTER ATTRIBUTE DIMENSIONS AND CATEGORIES	
Attribute Dimension	Categories
Fiber upgrade	<i>FTTN or FTTP</i> services available <i>FTTN or FTTP</i> services not available
Wire Center Size	Less than 1000 lines 1,000-2,999 lines 3,000-10,000 lines 10,001-20,000 lines over 20,000 lines
Access Line Loss	< 50% 50%-60% 60%-70% 70%-80% over 80%
Technical Field Services	Greater LA / Bakersfield San Gabriel Bay / Central Coast Southern California Northern California/Central Valley
Density (Households per square mile)	0-16 per Sq. Mile 17-94 per Sq. Mile 95-449 per Sq. Mile 450-1799 per Sq. Mile 1800 + per Sq. Mile

Table 4A.12

AT&T CALIFORNIA
WIRE CENTER ATTRIBUTE CLASSIFICATIONS

Wire Center Name	Wire Center	CLLI	County	Fiber	Wire Center Size Category	Pct Line Loss Category	Household Density Category	AT&T Field Operations District	Median Household Income Category
ACTION	661410	ACTNCA11	LOS ANGELES	No	1001-2999 Lines	60%-70%	17-94 per Sq. Mile	Greater LA / Bakersfield	\$67,000-\$87,999
AGUA DULCE	661351	AGDLCA11	LOS ANGELES	No	1001-2999 Lines	60%-70%	17-94 per Sq. Mile	Greater LA / Bakersfield	\$88,000 +
AGOURA	818600	AGORCA11	LOS ANGELES	Yes	Over 20000 lines	70%-80%	95-449 per Sq. Mile	Greater LA / Bakersfield	\$88,000 +
ALBANY SOLANO	510001	ALBYCA11	ALAMEDA	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Bay / Central Coast	\$88,000 +
ALLEGHANEY	530425	ALGHCA11	SIERRA	No	0-1000 Lines	<50%	0	Northern CA / Central Valley	0
ALHAMBRA	626601	ALHBCA01	LOS ANGELES	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	San Gabriel	\$55,000-\$66,999
ALAMEDA CENTRAL	510002	ALMDCA11	ALAMEDA	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Bay / Central Coast	\$67,000-\$87,999
ALPINE	619700	ALPICA12	SAN DIEGO	No	3000-10000 Lines	60%-70%	17-94 per Sq. Mile	Southern CA	\$67,000-\$87,999
ANGELS CAMP	209150	ANCMCA01	CALAVERAS	No	1001-2999 Lines	60%-70%	17-94 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
ANGWIN	707275	ANGWCA11	NAPA	No	1001-2999 Lines	60%-70%	17-94 per Sq. Mile	Northern CA / Central Valley	\$67,000-\$87,999
ANAHEIM LEMON	714701	ANHMCA01	ORANGE	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Southern CA	\$55,000-\$66,999
ANAHEIM CYPRESS	714702	ANHMCA11	ORANGE	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Southern CA	\$55,000-\$66,999
ANAHEIM LA PALMA	714703	ANHMCA12	ORANGE	No	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Southern CA	\$55,000-\$66,999
ANHM HILLS	714811	ANHMCA17	ORANGE	Yes	3000-10000 Lines	>80%	450-1799 per Sq. Mile	Southern CA	\$43,000-\$54,999
ANNAPOLIS	707322	ANNPCA11	SONOMA	No	0-1000 Lines	50%-60%	450-1799 per Sq. Mile	Southern CA	\$88,000 +
ANTIOCH	925003	ANTCCA11	CONTRA COSTA	Yes	Over 20000 lines	70%-80%	95-449 per Sq. Mile	Bay / Central Coast	\$67,000-\$87,999
APTOS	831100	APTSCA12	SANTA CRUZ	Yes	10001-20000 Lines	70%-80%	95-449 per Sq. Mile	Bay / Central Coast	\$88,000 +
ARCADIA	626602	ARCDCA11	LOS ANGELES	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	San Gabriel	\$67,000-\$87,999
ARCATO	707276	ARCTCA11	HUMBOLDT	No	3000-10000 Lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
ARROYO GRANDE	805352	ARGRCA12	SAN LUIS OBISPO	No	10001-20000 Lines	70%-80%	17-94 per Sq. Mile	Bay / Central Coast	\$55,000-\$66,999
AROMAS	831144	ARMSCA11	SAN BENITO	No	1001-2999 Lines	60%-70%	17-94 per Sq. Mile	Bay / Central Coast	\$88,000 +
ARNOLD	209151	ARNLCA11	CALAVERAS	No	3000-10000 Lines	60%-70%	95-449 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
ANDERSON	530427	ARNSCA11	SHASTA	No	3000-10000 Lines	60%-70%	17-94 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
ARLINGTON	951704	ARTNCA11	RIVERSIDE	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Southern CA	\$55,000-\$66,999
ARVIN	661353	ARVNCA11	KERN	No	3000-10000 Lines	70%-80%	17-94 per Sq. Mile	Greater LA / Bakersfield	\$0-\$42,999
SEQUOIA ASH MTN	559152	ASMTCA11	FRESNO	No	0-1000 Lines	<50%	0	Northern CA / Central Valley	0
ATASCADERO	805354	ATSCCA11	SAN LUIS OBISPO	No	10001-20000 Lines	70%-80%	450-1799 per Sq. Mile	Bay / Central Coast	\$55,000-\$66,999
ATWATER	209153	ATWRCA12	MERCED	Yes	10001-20000 Lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
AUBURN MAIN	530428	AUBNCA01	PLACER	Yes	10001-20000 Lines	60%-70%	17-94 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
AUBURN PLACER HILLS	530429	AUBNCA11	PLACER	No	3000-10000 Lines	60%-70%	17-94 per Sq. Mile	Northern CA / Central Valley	\$67,000-\$87,999
AVILA BEACH	805355	AVBHCA11	SAN LUIS OBISPO	No	1001-2999 Lines	60%-70%	17-94 per Sq. Mile	Bay / Central Coast	\$67,000-\$87,999
AVENAL	559154	AVNLCA12	KINGS	No	1001-2999 Lines	70%-80%	0-16 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
BAKER	760705	BAKRCA11	SAN BERNARDINO	No	0-1000 Lines	50%-60%	1800 + per Sq. Mile	Southern CA	\$0-\$42,999
BALBOA	949706	BALBCA01	ORANGE	Yes	10001-20000 Lines	60%-70%	1800 + per Sq. Mile	Southern CA	\$88,000 +
BROCKWAY	530434	BCWYCA11	PLACER	No	3000-10000 Lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
BODEGA BAY	707279	BDBACA11	SONOMA	No	1001-2999 Lines	60%-70%	0-16 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999

Table 4A.12: WIRE CENTER ATTRIBUTE CLASSIFICATIONS (continued)

Wire Center Name	Wire Center	CLLI	County	Fiber	Wire Center Size Category	Pct Line Loss Category	Household Density Category	AT&T Field Operations District	Median Household Income Category
BEALE	530431	BEALCA11	YUBA	No	0-1000 Lines	60%-70%	0-16 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
BELL	323604	BELLCA11	LOS ANGELES	Yes	10001-20000 Lines	70%-80%	1800 + per Sq. Mile	Greater LA / Bakersfield	\$0-\$42,999
BIGGS	530432	BGSSCA11	BUTTE	No	0-1000 Lines	70%-80%	0-16 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
BIG SUR	831101	BGSRCA11	MONTEREY	No	0-1000 Lines	<50%	0-16 per Sq. Mile	Bay / Central Coast	\$55,000-\$66,999
BRIDGEVILLE	707281	BGVLCA11	HUMBOLDT	No	0-1000 Lines	<50%	0	Northern CA / Central Valley	0
BAKERSFIELD EMPIRE	661356	BKFDCA11	KERN	Yes	3000-10000 Lines	70%-80%	95-449 per Sq. Mile	Greater LA / Bakersfield	\$43,000-\$54,999
BAKERSFIELD MAIN FAIR	661357	BKFDCA12	KERN	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Greater LA / Bakersfield	\$0-\$42,999
BAKERSFIELD COLUMBUS	661358	BKFDCA13	KERN	Yes	10001-20000 Lines	70%-80%	95-449 per Sq. Mile	Greater LA / Bakersfield	\$55,000-\$66,999
BAKERSFIELD TEMPLE	661359	BKFDCA14	KERN	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Greater LA / Bakersfield	\$43,000-\$54,999
BAKERSFIELD METTLER	661360	BKFDCA15	KERN	No	0-1000 Lines	<50%	0-16 per Sq. Mile	Greater LA / Bakersfield	\$0-\$42,999
BAKERSFIELD WEST ROS	661361	BKFDCA17	KERN	Yes	10001-20000 Lines	70%-80%	95-449 per Sq. Mile	Greater LA / Bakersfield	\$88,000 +
BAKERSFIELD NOMAD	661409	BKFDCA19	KERN	Yes	10001-20000 Lines	70%-80%	95-449 per Sq. Mile	Greater LA / Bakersfield	\$88,000 +
BERKELEY BANCROFT	510004	BKLYCA01	ALAMEDA	Yes	Over 20000 lines	60%-70%	1800 + per Sq. Mile	Bay / Central Coast	\$55,000-\$66,999
BOULDER CREEK	831102	BLCKCA11	SANTA CRUZ	No	3000-10000 Lines	60%-70%	17-94 per Sq. Mile	Bay / Central Coast	\$67,000-\$87,999
BLUE LAKE	707278	BLLKCA11	HUMBOLDT	No	0-1000 Lines	60%-70%	0-16 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
BLAIRSDEN	530433	BLRSCA12	PLUMAS	No	1001-2999 Lines	50%-60%	0-16 per Sq. Mile	Northern CA / Central Valley	\$67,000-\$87,999
BENICIA	707277	BNCICA11	SOLANO	Yes	3000-10000 Lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$88,000 +
BANGOR	530430	BNGRCA11	BUTTE	No	0-1000 Lines	<50%	0	Northern CA / Central Valley	0
BEN LOMOND	831103	BNLMCA11	SANTA CRUZ	No	1001-2999 Lines	60%-70%	450-1799 per Sq. Mile	Bay / Central Coast	\$55,000-\$66,999
BUENA PARK	714710	BNPKCA11	ORANGE	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Southern CA	\$67,000-\$87,999
BOONVILLE	707280	BNVLCA11	MENDOCINO	No	1001-2999 Lines	50%-60%	0-16 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
BURBANK PALM	818605	BRBNCA11	LOS ANGELES	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Greater LA / Bakersfield	\$67,000-\$87,999
BURBANK THORNTON	818606	BRBNCA13	LOS ANGELES	No	1001-2999 Lines	50%-60%	450-1799 per Sq. Mile	Greater LA / Bakersfield	\$43,000-\$54,999
BRADLEY	805363	BRDLCA90	MONTEREY	No	0-1000 Lines	<50%	0	Bay / Central Coast	0
BREA	714709	BREACA12	ORANGE	Yes	10001-20000 Lines	70%-80%	450-1799 per Sq. Mile	Southern CA	\$67,000-\$87,999
BURLINGAME	650006	BRLNCA01	SAN MATEO	Yes	Over 20000 lines	60%-70%	1800 + per Sq. Mile	Bay / Central Coast	\$88,000 +
BORREGO SPRINGS	760707	BRSPCA11	SAN DIEGO	No	1001-2999 Lines	60%-70%	0-16 per Sq. Mile	Southern CA	\$0-\$42,999
BRENTWOOD	925007	BRWDCA12	CONTRA COSTA	Yes	10001-20000 Lines	70%-80%	95-449 per Sq. Mile	Bay / Central Coast	\$88,000 +
BRAWLEY	760708	BRWLCA11	IMPERIAL	No	3000-10000 Lines	70%-80%	17-94 per Sq. Mile	Southern CA	\$43,000-\$54,999
BISHOP RANCH	925082	BSRNCA70	CONTRA COSTA	No	3000-10000 Lines	60%-70%	1800 + per Sq. Mile	Bay / Central Coast	\$88,000 +
BUTTE CITY	530435	BTYCAY11	GLENN	No	0-1000 Lines	<50%	0	Northern CA / Central Valley	0
BETHEL ISLAND	925008	BTISCA11	CONTRA COSTA	Yes	1001-2999 Lines	70%-80%	17-94 per Sq. Mile	Bay / Central Coast	\$43,000-\$54,999
BURRELL	559242	BURLCA11	FRESNO	No	0-1000 Lines	50%-60%	0	Northern CA / Central Valley	0
BEVERLY HILLS	310607	BVHLCA01	LOS ANGELES	Yes	Over 20000 lines	50%-60%	1800 + per Sq. Mile	Greater LA / Bakersfield	\$67,000-\$87,999
BEAR VALLEY	209155	BVLYCA11	CALAVERAS	No	0-1000 Lines	<50%	0-16 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
BEAR VILLY SPRING	661403	BVSPCA11	KERN	No	1001-2999 Lines	>80%	17-94 per Sq. Mile	Greater LA / Bakersfield	\$67,000-\$87,999
BAYWOOD PARK	805362	BYPKCA11	SAN LUIS OBISPO	No	3000-10000 Lines	70%-80%	450-1799 per Sq. Mile	Bay / Central Coast	\$55,000-\$66,999
CAMPO	619715	CAMPCA11	SAN DIEGO	No	1001-2999 Lines	60%-70%	0-16 per Sq. Mile	Southern CA	\$0-\$42,999
COBB MOUNTAIN	707285	CBMPCA11	LAKE	No	1001-2999 Lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
CHICO MAIN	530438	CHICCA01	BUTTE	Yes	Over 20000 lines	60%-70%	17-94 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
CHALLENGE	530437	CHLNCA11	YUBA	No	1001-2999 Lines	<50%	0-16 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
CHUALAR	831104	CHLRCA11	MONTEREY	No	0-1000 Lines	50%-60%	0	Bay / Central Coast	0

Table 4A.12: WIRE CENTER ATTRIBUTE CLASSIFICATIONS (continued)

Wire Center Name	Wire Center	CLLI	County	Fiber	Wire Center Size Category	Pct Line Loss Category	Household Density Category	AT&T Field Operations District	Median Household Income Category
CHULA VISTA THIRD AVEI	619718	CHVSCA11	SAN DIEGO	Yes	10001-20000 Lines	70%-80%	1800 + per Sq. Mile	Southern CA	\$43,000-\$54,999
CHULA VISTA APACHE	619719	CHVSCA12	SAN DIEGO	Yes	10001-20000 Lines	70%-80%	450-1799 per Sq. Mile	Southern CA	\$88,000 +
CHOWCHILLA	559158	CHWCCA11	MADERA	Yes	3000-10000 Lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
CALABASAS PARK SORRE	818666	CLBSCA11	LOS ANGELES	Yes	10001-20000 Lines	60%-70%	95-449 per Sq. Mile	Greater LA / Bakersfield	\$88,000 +
CALABASAS LOS VIRGENI	818665	CLBSCA50	LOS ANGELES	No	3000-10000 Lines	60%-70%	450-1799 per Sq. Mile	Greater LA / Bakersfield	\$88,000 +
CULVER CITY	310608	CLCYCA11	LOS ANGELES	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Greater LA / Bakersfield	\$67,000-\$87,999
COALINGA	559160	CLNGCA01	FRESNO	No	3000-10000 Lines	70%-80%	0-16 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
CLEAR LAKE OAKS	707283	CLOKCA11	LAKE	No	1001-2999 Lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
CLEARPATRIA	760713	CLPTCA11	IMPERIAL	No	1001-2999 Lines	70%-80%	0-16 per Sq. Mile	Southern CA	\$0-\$42,999
CALISTOGA	707282	CLSTCA11	NAPA	No	3000-10000 Lines	60%-70%	17-94 per Sq. Mile	Northern CA / Central Valley	\$67,000-\$87,999
CLOVIS	559159	CLVSCA11	FRESNO	Yes	Over 20000 lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$67,000-\$87,999
CALEXICO	760712	CLXCCA12	IMPERIAL	No	10001-20000 Lines	70%-80%	95-449 per Sq. Mile	Southern CA	\$0-\$42,999
CAMBRIA	805364	CMBACA11	SAN LUIS OBISPO	No	3000-10000 Lines	60%-70%	0-16 per Sq. Mile	Bay / Central Coast	\$55,000-\$66,999
CAMP NELSON	559156	CMNLCA11	TULARE	No	0-1000 Lines	<50%	0	Northern CA / Central Valley	0
CAMP PENDLETON	760714	CMPCDA01	SAN DIEGO	No	0-1000 Lines	60%-70%	0	Southern CA	0
CAMPIONVILLE	530436	CMPCVA11	YUBA	No	0-1000 Lines	<50%	0	Northern CA / Central Valley	0
COMPTON	310609	CMTNCA01	LOS ANGELES	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Greater LA / Bakersfield	\$43,000-\$54,999
CONCORD	925009	CNCRCA01	CONTRA COSTA	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Bay / Central Coast	\$67,000-\$87,999
CANOGA PARK	818610	CNPKCA01	LOS ANGELES	Yes	Over 20000 Lines	70%-80%	450-1799 per Sq. Mile	Greater LA / Bakersfield	\$67,000-\$87,999
CENTRAL VALLEY	530528	CNVYCA11	SHASTA	No	3000-10000 Lines	60%-70%	0-16 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
CLOVERDALE	707284	CODLCA11	SONOMA	No	3000-10000 Lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
COLIMA DALY CITY	650010	COLACA01	SAN MATEO	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Bay / Central Coast	\$67,000-\$87,999
CORDELIA	707286	CORDECA12	SOLANO	Yes	3000-10000 Lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$88,000 +
CORONA	951721	CORNCA11	RIVERSIDE	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Southern CA	\$67,000-\$87,999
COLTON	909720	COTNCA11	SAN BERNARDINO	Yes	10001-20000 Lines	70%-80%	95-449 per Sq. Mile	Southern CA	\$43,000-\$54,999
CROCKETT	510011	CRCTCA02	CONTRA COSTA	No	1001-2999 Lines	70%-80%	95-449 per Sq. Mile	Bay / Central Coast	\$67,000-\$87,999
CORONA DEL MAR	949722	CRDMCA11	ORANGE	Yes	10001-20000 Lines	60%-70%	450-1799 per Sq. Mile	Southern CA	\$88,000 +
CARLSBAD HARDING	760716	CRLSCA11	SAN DIEGO	Yes	10001-20000 Lines	70%-80%	1800 + per Sq. Mile	Southern CA	\$67,000-\$87,999
CARLSBAD LA COSTA	760717	CRLSCA12	SAN DIEGO	Yes	10001-20000 Lines	70%-80%	450-1799 per Sq. Mile	Southern CA	\$88,000 +
CARMEL MAIN	831105	CRMLCA11	MONTEREY	Yes	10001-20000 Lines	60%-70%	95-449 per Sq. Mile	Bay / Central Coast	\$88,000 +
CORNADO	619723	CRNDCA11	SAN DIEGO	Yes	3000-10000 Lines	60%-70%	450-1799 per Sq. Mile	Southern CA	\$88,000 +
CORNING	530440	CRNGCA12	TEHAMA	No	3000-10000 Lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
CARUTHERS	559157	CRTHCA11	FRESNO	No	1001-2999 Lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
CARMEL VALLEY	831106	CRVYCA11	MONTEREY	No	3000-10000 Lines	60%-70%	1800 + per Sq. Mile	Bay / Central Coast	\$88,000 +
COSTA MESA	949725	CMSMCA11	ORANGE	Yes	Over 20000 lines	70%-80%	17-94 per Sq. Mile	Greater LA / Bakersfield	\$88,000 +
CASTAIC	661408	CSTCCA11	LOS ANGELES	Yes	10001-20000 Lines	60%-70%	95-449 per Sq. Mile	Bay / Central Coast	\$55,000-\$66,999
CASTROVILLE	831107	CSVLCA11	MONTEREY	No	3000-10000 Lines	70%-80%	450-1799 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
COTATI	707287	CTTICA12	SONOMA	Yes	0-1000 Lines	<50%	0	Northern CA / Central Valley	\$0-\$42,999
COULTERVILLE	209161	CTVLC A11	MARIPOSA	No	0-1000 Lines	50%-60%	0-16 per Sq. Mile	Northern CA / Central Valley	\$67,000-\$87,999
COTTONWOOD	530441	CTWDCA11	TEHAMA	No	3000-10000 Lines	50%-60%	17-94 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
CROWS LANDING	209162	CWLDC A12	STANISLAUS	No	0-1000 Lines	50%-60%	0-16 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
CAYUCOS	805366	CYCSCA11	SAN LUIS OBISPO	No	1001-2999 Lines	70%-80%	95-449 per Sq. Mile	Bay / Central Coast	\$55,000-\$66,999

Table 4A.12: WIRE CENTER ATTRIBUTE CLASSIFICATIONS (continued)

Wire Center Name	Wire Center	CLLI	County	Fiber	Wire Center Size Category	Pct Line Loss Category	Household Density Category	AT&T Field Operations District	Median Household Income Category
CLAYTON	925081	CYTNCA11	CONTRA COSTA	Yes	3000-10000 Lines	70%-80%	95-449 per Sq. Mile	Bay / Central Coast	\$88,000 +
COYOTE WELLS	760726	CYWLCA11	IMPERIAL	No	0-1000 Lines	60%-70%	0-16 per Sq. Mile	Southern CA	\$0-\$42,999
DANVILLE MAIN 12	925012	DAVLCA12	CONTRA COSTA	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Bay / Central Coast	\$88,000 +
DANVILLE TASSAJARA 13	925085	DAVLCA13	CONTRA COSTA	Yes	10001-20000 Lines	70%-80%	95-449 per Sq. Mile	Bay / Central Coast	\$88,000 +
DAVIS	530442	DAVSCA11	YOLO	Yes	10001-20000 Lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
DELANO	661367	DELNCA11	TULARE	Yes	10001-20000 Lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
DINUBA	559164	DINBCA01	TULARE	No	3000-10000 Lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
DIXON	707443	DIXNCA11	SOLANO	Yes	3000-10000 Lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
DEL MAR	858727	DLMRCA12	SAN DIEGO	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Southern CA	\$88,000 +
DEL REY	559163	DLRYCA11	FRESNO	No	0-1000 Lines	60%-70%	17-94 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
DULZURA	619728	DLZRCA11	SAN DIEGO	No	1001-2999 Lines	<50%	0-16 per Sq. Mile	Southern CA	\$67,000-\$87,999
DUNNIGAN	530445	DNGNCA12	YOLO	No	0-1000 Lines	70%-80%	0-16 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
DUNSMUIR	530446	DNSMCA11	SISKIYOU	No	1001-2999 Lines	60%-70%	0-16 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
ALTA DUTCH FLATS	530447	DTFLCA11	PLACER	No	1001-2999 Lines	<50%	0-16 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
DOWNIEVILLE	530444	DWNVCA11	SIERRA	No	0-1000 Lines	<50%	0	Northern CA / Central Valley	0
EDWARDS	661369	EDWRCA01	KERN	No	0-1000 Lines	60%-70%	0-16 per Sq. Mile	Greater LA / Bakersfield	\$55,000-\$66,999
ELK CREEK	530448	EKCKCA11	GLENN	No	0-1000 Lines	50%-60%	0	Northern CA / Central Valley	0
EL CAJON	619729	ELCJCA11	SAN DIEGO	Yes	10001-20000 Lines	70%-80%	450-1799 per Sq. Mile	Southern CA	\$55,000-\$66,999
EL CENTRO	760730	ELCNCA01	IMPERIAL	No	10001-20000 Lines	70%-80%	95-449 per Sq. Mile	Southern CA	\$43,000-\$54,999
ELK	707288	ELKCA11	MENDOCINO	No	0-1000 Lines	<50%	0	Northern CA / Central Valley	0
EL MONTE	626611	ELMNCA01	LOS ANGELES	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	San Gabriel	\$43,000-\$54,999
RICH APPIAN WAY EL SOF	510013	ELSBCA11	CONTRA COSTA	Yes	10001-20000 Lines	70%-80%	450-1799 per Sq. Mile	Bay / Central Coast	\$67,000-\$87,999
EL SEGUNDO DOUGLAS	310613	ELSGCA12	LOS ANGELES	Yes	10001-20000 Lines	60%-70%	450-1799 per Sq. Mile	Greater LA / Bakersfield	\$67,000-\$87,999
EL TORO	949731	ELTRCA11	ORANGE	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Southern CA	\$88,000 +
ENCINITAS	760732	ENCTCA12	SAN DIEGO	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Southern CA	\$88,000 +
EARLIMART	661368	ERLMCA11	TULARE	No	1001-2999 Lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
ESCALON	209192	ESCLCA11	SAN JOAQUIN	Yes	3000-10000 Lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
ESCONDIDO	760733	ESCNCA01	SAN DIEGO	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Southern CA	\$55,000-\$66,999
ESPARTO	530450	ESPRCA11	YOLO	No	1001-2999 Lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
EUREKA	707289	EURKCA01	HUMBOLDT	No	10001-20000 Lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
FELTON	831108	FETNCA11	SANTA CRUZ	No	3000-10000 Lines	60%-70%	95-449 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
FALLBROOK	760735	FLBKCA12	SAN DIEGO	Yes	10001-20000 Lines	70%-80%	95-449 per Sq. Mile	Bay / Central Coast	\$67,000-\$87,999
FILLMORE	805370	FLMRCA11	VENTURA	No	3000-10000 Lines	70%-80%	17-94 per Sq. Mile	Southern CA	\$55,000-\$66,999
FOLSOM NIMBUS	916453	FLSMCA12	SACRAMENTO	Yes	3000-10000 Lines	70%-80%	95-449 per Sq. Mile	Greater LA / Bakersfield	\$88,000 +
FOLSOM EL DORADO HILL	916454	FLSMCA13	SACRAMENTO	Yes	10001-20000 Lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$88,000 +
FOLSOM BLUE RAVINE	916536	FLSMCA14	SACRAMENTO	Yes	3000-10000 Lines	70%-80%	450-1799 per Sq. Mile	Northern CA / Central Valley	\$88,000 +
FONTANA	909736	FNTACA11	SAN BERNARDINO	Yes	Over 20000 lines	>80%	95-449 per Sq. Mile	Southern CA	\$55,000-\$66,999
FIREBAUGH	559166	FRBHCA11	FRESNO	No	1001-2999 Lines	60%-70%	0-16 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
FURNACE CREEK	760738	FRCKCA11	SAN BERNARDINO	No	0-1000 Lines	50%-60%	0-16 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
FAIRFIELD	707290	FRFDCA01	SOLANO	Yes	Over 20000 lines	70%-80%	95-449 per Sq. Mile	Southern CA	\$55,000-\$66,999
FRENCH GULCH	530455	FRGLCA11	SHASTA	No	0-1000 Lines	50%-60%	0	Northern CA / Central Valley	0
FREMONT MAIN 11	510014	FRMTCA11	ALAMEDA	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Bay / Central Coast	\$88,000 +

Table 4A.12: WIRE CENTER ATTRIBUTE CLASSIFICATIONS (continued)

Wire Center Name	Wire Center	CLLI	County	Fiber	Wire Center Size Category	Pct Line Loss Category	Household Density Category	AT&T Field Operations District	Median Household Income Category
FREMONT ADAMS OLIVER	510015	FRMTCA12	ALAMEDA	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Bay / Central Coast	\$88,000 +
FAIR OAKS	916451	FRMKCA11	SACRAMENTO	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
FRESNO MAIN	559168	FRSNCA01	FRESNO	Yes	Over 20000 lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
FRESNO BALDWIN	559169	FRSNCA11	FRESNO	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
FRESNO CLINTON	559172	FRSNCA12	FRESNO	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
FRESNO SIERRA	559170	FRSNCA13	FRESNO	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
FRESNO WEST HIGHWAY	559245	FRSNCA14	FRESNO	Yes	10001-20000 Lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
FRESNO WOODWARD	559247	FRSNCA15	FRESNO	Yes	3000-10000 Lines	70%-80%	450-1799 per Sq. Mile	Northern CA / Central Valley	\$88,000 +
FARMERSVILLE	559165	FRVLC A11	TULARE	No	1001-2999 Lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
FORESTVILLE	707291	FSVLC A11	SONOMA	No	1001-2999 Lines	60%-70%	95-449 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
FORT BRAGG	707292	FTBRCA02	MENDOCINO	No	3000-10000 Lines	50%-60%	0-16 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
FORTUNA	707293	FTUNCA11	HUMBOLDT	No	3000-10000 Lines	70%-80%	0-16 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
FULLERTON	714737	FVFNCA01	ORANGE	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Southern CA	\$67,000-\$87,999
FIVE POINTS	559167	FVFNCA11	FRESNO	No	0-1000 Lines	<50%	0-16 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
FRAZIER PARK	661371	FZPKCA11	KERN	No	1001-2999 Lines	60%-70%	95-449 per Sq. Mile	Greater LA / Bakersfield	\$43,000-\$54,999
GALT	209171	GALTC A11	SACRAMENTO	Yes	3000-10000 Lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$67,000-\$87,999
GLENDALE	818614	GLDLCA11	LOS ANGELES	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Greater LA / Bakersfield	\$55,000-\$66,999
GREEN FIELD	831109	GNFDCA11	MONTEREY	No	3000-10000 Lines	70%-80%	17-94 per Sq. Mile	Bay / Central Coast	\$43,000-\$54,999
GONZALES	831110	GNZLCA11	MONTEREY	No	1001-2999 Lines	70%-80%	17-94 per Sq. Mile	Bay / Central Coast	\$43,000-\$54,999
GERBER	530458	GRBRCA11	TEHAMA	No	0-1000 Lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
GRIDLEY	530461	GRDLCA11	BUTTE	No	3000-10000 Lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
GARDENA	310615	GRDNCA01	LOS ANGELES	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Greater LA / Bakersfield	\$55,000-\$66,999
EUCLID	714739	GRGVCA01	ORANGE	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Southern CA	\$43,000-\$54,999
GRENADA	530460	GRNDCA13	SISKIYOU	No	0-1000 Lines	70%-80%	0	Northern CA / Central Valley	0
GEORGETOWN	530457	GRTWCA11	EL DORADO	No	1001-2999 Lines	<50%	17-94 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
GRASS VALLEY	530459	GRVYCA01	NEVADA	No	Over 20000 lines	60%-70%	95-449 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
LAKE OF THE PINE	530532	GRVYCA11	NEVADA	No	3000-10000 Lines	60%-70%	17-94 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
WILDWOOD	530535	GRVYCA12	NEVADA	No	3000-10000 Lines	60%-70%	95-449 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
GOSHEN	559246	GSHNCA11	TULARE	No	1001-2999 Lines	50%-60%	17-94 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
GUALALA	707295	GULLCA11	MENDOCINO	No	1001-2999 Lines	<50%	0-16 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
GUSTINE	209174	GUSTCA11	MERCED	No	1001-2999 Lines	60%-70%	0-16 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
GUERNEVILLE	707296	GUVLCA11	SONOMA	No	1001-2999 Lines	60%-70%	17-94 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
GROVELAND	209173	GVLDC A11	TUOLUMNE	No	3000-10000 Lines	<50%	0-16 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
GEYERSVILLE	707294	GYVLC A11	SONOMA	No	0-1000 Lines	50%-60%	0-16 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
GAZELLE	530456	GZVLC A11	SISKIYOU	No	0-1000 Lines	60%-70%	0-16 per Sq. Mile	Northern CA / Central Valley	\$67,000-\$87,999
HERALD	209176	HERLCA11	SACRAMENTO	No	1001-2999 Lines	60%-70%	0-16 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
HIGHLAND	909741	HGLDCA11	SAN BERNARDINO	Yes	10001-20000 Lines	>80%	95-449 per Sq. Mile	Southern CA	\$88,000 +
HUGHSON	209177	HGSNCA11	STANISLAUS	Yes	1001-2999 Lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
HEALDSBURG	707297	HLBGCA11	SONOMA	No	3000-10000 Lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
HOLLISTER	831111	HLSTCA11	SAN BENITO	Yes	10001-20000 Lines	70%-80%	0-16 per Sq. Mile	Northern CA / Central Valley	\$67,000-\$87,999
HOLTVILLE	760742	HLVLC A11	IMPERIAL	No	1001-2999 Lines	70%-80%	17-94 per Sq. Mile	Bay / Central Coast	\$67,000-\$87,999
HOLLYWOOD	323616	HLWDCA01	LOS ANGELES	Yes	Over 20000 lines	60%-70%	1800 + per Sq. Mile	Greater LA / Bakersfield	\$43,000-\$54,999

Table 4A.12: WIRE CENTER ATTRIBUTE CLASSIFICATIONS (continued)

Wire Center Name	Wire Center	CLLI	County	Fiber	Wire Center Size Category	Pct Line Loss Category	Household Density Category	AT&T Field Operations District	Median Household Income Category
HALF MOON BAY	650016	HMBACA12	SAN MATEO	No	3000-10000 Lines	60%-70%	17-94 per Sq. Mile	Bay / Central Coast	\$88,000 +
HAMILTON CITY	530462	HMCYCA11	GLENN	No	0-1000 Lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
HOMELWOOD	530463	HMWDCA11	EL DORADO	No	3000-10000 Lines	60%-70%	0-16 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
HANFORD	559175	HNFRCA01	KINGS	Yes	10001-20000 Lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
HUNTINGTON PARK	323617	HNPKA01	LOS ANGELES	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Greater LA / Bakersfield	\$0-\$42,999
HOPLAND	707298	HPLDCA12	MENDOCINO	No	0-1000 Lines	60%-70%	0-16 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
HORN BROOK	530464	HRBKCA11	SISKIYOU	No	0-1000 Lines	<50%	0-16 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
HERCULES PINOLE	510080	HRCLCA11	CONTRA COSTA	Yes	10001-20000 Lines	70%-80%	95-449 per Sq. Mile	Bay / Central Coast	\$67,000-\$87,999
HURON	559178	HURNCA11	FRESNO	No	1001-2999 Lines	70%-80%	0-16 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
HAWTHORNE	310618	HWTHCA01	LOS ANGELES	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Greater LA / Bakersfield	\$43,000-\$54,999
HYDESVILLE	707299	HYVLA11	HUMBOLDT	No	0-1000 Lines	60%-70%	0-16 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
HAYWARD MAIN	510017	HYWRCA01	ALAMEDA	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Bay / Central Coast	\$67,000-\$87,999
HAYWARD DEPOT	510018	HYWRCA11	ALAMEDA	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Bay / Central Coast	\$55,000-\$66,999
IGNACIO	415019	IGNCCA12	MARIN	No	3000-10000 Lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$67,000-\$87,999
INGLEWOOD	310619	IGWDCA01	LOS ANGELES	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Greater LA / Bakersfield	\$0-\$42,999
IMPERIAL BEACH	619744	IMBHCA11	SAN DIEGO	Yes	3000-10000 Lines	70%-80%	1800 + per Sq. Mile	Southern CA	\$43,000-\$54,999
IMPERIAL	760743	IMPRCA11	IMPERIAL	No	1001-2999 Lines	70%-80%	17-94 per Sq. Mile	Southern CA	\$67,000-\$87,999
INVERNESS	415020	INVRCA11	MARIN	No	0-1000 Lines	<50%	0-16 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
IONE	209179	IONECA11	AMADOR	No	1001-2999 Lines	60%-70%	17-94 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
IRVINE	949745	IRVNCA01	ORANGE	Yes	10001-20000 Lines	70%-80%	1800 + per Sq. Mile	Southern CA	\$88,000 +
IRVINE AIRPORT	949807	IRVNCA11	ORANGE	Yes	10001-20000 Lines	70%-80%	1800 + per Sq. Mile	Southern CA	\$67,000-\$87,999
SPECTRUM IRVINE	949810	IRVNCA12	ORANGE	Yes	3000-10000 Lines	<50%	450-1799 per Sq. Mile	Southern CA	\$88,000 +
IVANHOE	559180	IVNHCA11	TULARE	No	1001-2999 Lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
JAMUL	619851	JAMLCA60	SAN DIEGO	No	1001-2999 Lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$88,000 +
JACUMBA	619746	JCMBCA11	SAN DIEGO	No	1001-2999 Lines	60%-70%	0	Southern CA	0
JACKSON	209181	JCSNCA01	AMADOR	No	3000-10000 Lines	50%-60%	17-94 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
JAMESTOWN	209182	JMTWCA11	TUOLUMNE	No	1001-2999 Lines	60%-70%	17-94 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
JULIAN	760748	JULNCA12	SAN DIEGO	No	1001-2999 Lines	50%-60%	17-94 per Sq. Mile	Southern CA	\$43,000-\$54,999
KINGSBURG	559183	KGBGCA11	TULARE	No	3000-10000 Lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
KING CITY	831112	KGCYCA11	MONTEREY	No	3000-10000 Lines	60%-70%	0-16 per Sq. Mile	Bay / Central Coast	\$43,000-\$54,999
KELSEYVILLE	707300	KLVLCA12	LAKE	No	3000-10000 Lines	60%-70%	17-94 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
KNIGHTS FERRY	209184	KNFYCA11	STANISLAUS	No	3000-10000 Lines	50%-60%	17-94 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
KYBURZ	530465	KYBRCA11	EL DORADO	No	0-1000 Lines	70%-80%	0-16 per Sq. Mile	Northern CA / Central Valley	\$67,000-\$87,999
LA CANADA OAK GROVE	818621	LACNCA11	LOS ANGELES	No	0-1000 Lines	50%-60%	0-16 per Sq. Mile	Northern CA / Central Valley	\$67,000-\$87,999
LA CRESCENTA	818621	LACRCA11	LOS ANGELES	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Greater LA / Bakersfield	\$88,000 +
LA HONDA	650021	LAHNCA11	SAN MATEO	No	0-1000 Lines	50%-60%	0-16 per Sq. Mile	Bay / Central Coast	\$67,000-\$87,999
LA JOLLA GIRARD	858750	LAJLCA11	SAN DIEGO	Yes	10001-20000 Lines	60%-70%	450-1799 per Sq. Mile	Southern CA	\$88,000 +
LA MESA	619752	LAMSCA01	SAN DIEGO	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Southern CA	\$55,000-\$66,999
LAMONT	661372	LAMTCA11	KERN	No	3000-10000 Lines	70%-80%	95-449 per Sq. Mile	Greater LA / Bakersfield	\$0-\$42,999
LATON	559186	LATNCA11	FRESNO	No	0-1000 Lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
LOCKEFORD	209190	LCFRCA11	SAN JOAQUIN	No	1001-2999 Lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
LEBEC	661373	LEBCCA11	KERN	No	0-1000 Lines	50%-60%	0-16 per Sq. Mile	Greater LA / Bakersfield	\$43,000-\$54,999

Table 4A.12: WIRE CENTER ATTRIBUTE CLASSIFICATIONS (continued)

Wire Center Name	Wire Center	CLLI	County	Fiber	Wire Center Size Category	Pct Line Loss Category	Household Density Category	AT&T Field Operations District	Median Household Income Category
PINE MOUNTAIN	661404	LEBCCA12	KERN	No	1001-2999 Lines	50%-60%	0-16 per Sq. Mile	Greater LA / Bakersfield	\$0-\$42,999
LEMORE MAIN	559188	LEMRA11	KINGS	Yes	3000-10000 Lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
LEMORE WYMAN	559189	LEMRA12	KINGS	No	0-1000 Lines	>80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
LAFAYETTE	925022	LFYTC11	CONTRA COSTA	Yes	3000-10000 Lines	70%-80%	450-1799 per Sq. Mile	Bay / Central Coast	\$88,000 +
LAGUNA NIGUEL	949749	LGNGCA12	ORANGE	Yes	10001-20000 Lines	70%-80%	1800 + per Sq. Mile	Southern CA	\$88,000 +
LE GRANDE	209187	LGRDCA11	MERCED	No	0-1000 Lines	70%-80%	0-16 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
LAGRANDE D PEDRO	209185	LGRNCA12	STANISLAUS	No	1001-2999 Lines	<50%	0-16 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
LAKE BERRYESSA	707301	LKBRA11	NAPA	No	0-1000 Lines	60%-70%	0-16 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
LAKE LOS ANGELES	661374	LKLACA11	LOS ANGELES	No	1001-2999 Lines	70%-80%	0-16 per Sq. Mile	Greater LA / Bakersfield	\$0-\$42,999
LAKEPORT	707302	LKPTCA02	LAKE	No	3000-10000 Lines	50%-60%	17-94 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
LAKESIDE	619751	LKSDCA12	SAN DIEGO	Yes	3000-10000 Lines	70%-80%	95-449 per Sq. Mile	Southern CA	\$67,000-\$87,999
LOYALTON	530471	LLTNCA11	PLUMAS	No	1001-2999 Lines	<50%	0-16 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
LINCOLN	916467	LNCLCA11	PLACER	Yes	3000-10000 Lines	70%-80%	450-1799 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
LEONA VALLEY	661374	LNVYCA11	LOS ANGELES	No	1001-2999 Lines	60%-70%	0-16 per Sq. Mile	Greater LA / Bakersfield	\$67,000-\$87,999
LODI	209191	LODICA01	SAN JOAQUIN	Yes	Over 20000 lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
LOLITA	707303	LOLTCA11	HUMBOLDT	No	0-1000 Lines	60%-70%	0	Northern CA / Central Valley	0
LOOMIS	916470	LOMSCA11	PLACER	Yes	3000-10000 Lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$88,000 +
LOMITA	310622	LOMTCA11	LOS ANGELES	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Greater LA / Bakersfield	\$55,000-\$66,999
LARKSPUR CORTE MADEI	415023	LRKSCA11	MARIN	Yes	10001-20000 Lines	60%-70%	450-1799 per Sq. Mile	Northern CA / Central Valley	\$88,000 +
MADISON 02 MO	213624	LSANCA02	LOS ANGELES	Yes	Over 20000 lines	60%-70%	1800 + per Sq. Mile	Greater LA / Bakersfield	\$0-\$42,999
MADISON 03 MA	213625	LSANCA03	LOS ANGELES	Yes	10001-20000 Lines	50%-60%	1800 + per Sq. Mile	Greater LA / Bakersfield	\$0-\$42,999
LSAN PLEASANT	323626	LSANCA05	LOS ANGELES	No	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Greater LA / Bakersfield	\$0-\$42,999
UNION	213627	LSANCA06	LOS ANGELES	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Greater LA / Bakersfield	\$0-\$42,999
LSAN AIRPORT	310628	LSANCA07	LOS ANGELES	Yes	Over 20000 lines	60%-70%	1800 + per Sq. Mile	Greater LA / Bakersfield	\$67,000-\$87,999
LSAN MELROSE	323629	LSANCA08	LOS ANGELES	No	Over 20000 lines	60%-70%	1800 + per Sq. Mile	Greater LA / Bakersfield	\$67,000-\$87,999
RICHMOND	213630	LSANCA09	LOS ANGELES	Yes	Over 20000 lines	60%-70%	1800 + per Sq. Mile	Greater LA / Bakersfield	\$0-\$42,999
LSAN WEBSTER	323631	LSANCA10	LOS ANGELES	No	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Greater LA / Bakersfield	\$55,000-\$66,999
RAMPART	213632	LSANCA11	LOS ANGELES	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Greater LA / Bakersfield	\$0-\$42,999
NORMANDY	323633	LSANCA12	LOS ANGELES	No	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Greater LA / Bakersfield	\$43,000-\$54,999
LSAN PLYMOUTH	323634	LSANCA13	LOS ANGELES	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Greater LA / Bakersfield	\$0-\$42,999
LSAN ADAMS	323635	LSANCA14	LOS ANGELES	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Greater LA / Bakersfield	\$0-\$42,999
LSAN AXMINSTER	323636	LSANCA15	LOS ANGELES	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Greater LA / Bakersfield	\$0-\$42,999
LSAN CAPITOL	323638	LSANCA23	LOS ANGELES	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	San Gabriel	\$0-\$42,999
LSAN SUNSET	323640	LSANCA29	LOS ANGELES	Yes	10001-20000 Lines	60%-70%	1800 + per Sq. Mile	Greater LA / Bakersfield	\$43,000-\$54,999
LSAN ANGELES	323641	LSANCA34	LOS ANGELES	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	San Gabriel	\$0-\$42,999
LSAN MONTEBELLO	323642	LSANCA35	LOS ANGELES	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	San Gabriel	\$43,000-\$54,999
LSAN REPUBLIC	323643	LSANCA38	LOS ANGELES	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Greater LA / Bakersfield	\$0-\$42,999
LSAN CLINTON	323644	LSANCA56	LOS ANGELES	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	San Gabriel	\$55,000-\$66,999
LOS ALTOS	650024	LSATCA11	SANTA CLARA	Yes	10001-20000 Lines	60%-70%	450-1799 per Sq. Mile	Bay / Central Coast	\$88,000 +
LOS BANOS	209193	LSBNCA12	MERCED	Yes	3000-10000 Lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
LOS MOLINOS	530469	LSMLCA11	TEHAMA	No	1001-2999 Lines	70%-80%	0-16 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
LEWISTON	530466	LSTNCA11	TRINITY	No	0-1000 Lines	<50%	0-16 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999

Table 4A.12: WIRE CENTER ATTRIBUTE CLASSIFICATIONS (continued)

Wire Center Name	Wire Center	CLLI	County	Fiber	Wire Center Size Category	Pct Line Loss Category	Household Density Category	AT&T Field Operations District	Median Household Income Category
LITTLE ROCK	661375	LTRKCA11	LOS ANGELES	No	3000-10000 Lines	70%-80%	0-16 per Sq. Mile	Greater LA / Bakersfield	\$43,000-\$54,999
LIVERMORE	925025	LVMRCA11	ALAMEDA	Yes	Over 20000 lines	60%-70%	95-449 per Sq. Mile	Bay / Central Coast	\$88,000 +
LIVE OAK	530468	LWOKCA11	SUTTER	No	1001-2999 Lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
LOWER LAKE	707304	LWLKCA11	LAKE	No	3000-10000 Lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
MADERA MAIN	559194	MADRCA11	MADERA	Yes	10001-20000 Lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
MADERA BONNADELLI	559243	MADRCA12	MADERA	Yes	1001-2999 Lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$67,000-\$87,999
MARINA	831113	MARNCA11	MONTEREY	Yes	3000-10000 Lines	70%-80%	95-449 per Sq. Mile	Bay / Central Coast	\$55,000-\$66,999
MODESTO MAIN	209199	MDSTCA02	STANISLAUS	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
MODESTO KELLOG SOUT	209200	MDSTCA03	STANISLAUS	Yes	10001-20000 Lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
MODESTO KINGSWOOD C	209201	MDSTCA04	STANISLAUS	Yes	3000-10000 Lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$67,000-\$87,999
MODESTO TALLY	209248	MDSTCA05	STANISLAUS	Yes	3000-10000 Lines	>80%	1800 + per Sq. Mile	Northern CA / Central Valley	\$67,000-\$87,999
MODESTO DAVIS	209249	MDSTCA52	STANISLAUS	No	0-1000 Lines	<50%	0	Northern CA / Central Valley	0
MIDDLETOWN	707306	MDTWCA11	LAKE	No	3000-10000 Lines	60%-70%	17-94 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
MOKELUMNE HILL	209202	MKHLCA12	CALAVERAS	No	0-1000 Lines	50%-60%	0	Northern CA / Central Valley	0
MCKINLEYVILLE	707307	MKVLCA11	HUMBOLDT	No	3000-10000 Lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
MILLBRAE	650026	MLBRCA11	SAN MATEO	Yes	3000-10000 Lines	60%-70%	1800 + per Sq. Mile	Bay / Central Coast	\$88,000 +
MILPITAS	408114	MLPSCA11	SANTA CLARA	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Bay / Central Coast	\$88,000 +
MILL VALLEY	415027	MLVYCA01	MARIN	Yes	10001-20000 Lines	60%-70%	95-449 per Sq. Mile	Northern CA / Central Valley	\$88,000 +
MENDOCINO	707305	MNDCCA11	MENDOCINO	No	3000-10000 Lines	50%-60%	0-16 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
MENDOTA	559195	MNDTCA11	FRESNO	No	1001-2999 Lines	70%-80%	0-16 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
MENLO PARK	650028	MNPKCA11	SAN MATEO	Yes	10001-20000 Lines	60%-70%	95-449 per Sq. Mile	Bay / Central Coast	\$88,000 +
MONTE RIO	707309	MNRICA11	SONOMA	No	1001-2999 Lines	50%-60%	17-94 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
MOJAVE	661376	MOJVCA01	KERN	No	1001-2999 Lines	60%-70%	0-16 per Sq. Mile	Greater LA / Bakersfield	\$0-\$42,999
MORAGA	925029	MORGCA12	CONTRA COSTA	No	3000-10000 Lines	60%-70%	95-449 per Sq. Mile	Bay / Central Coast	\$88,000 +
MORRO BAY	805378	MRBACA11	SAN LUIS OBISPO	No	3000-10000 Lines	70%-80%	450-1799 per Sq. Mile	Bay / Central Coast	\$43,000-\$54,999
MERCED	209196	MRCDCA01	MERCED	Yes	Over 20000 lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
MERIDAN	530473	MRDNCA11	SUTTER	No	0-1000 Lines	50%-60%	0-16 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
MIRANDA	707308	MRNDCA11	HUMBOLDT	No	0-1000 Lines	50%-60%	0-16 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
MURPHYS	209203	MRPHCA11	CALAVERAS	No	1001-2999 Lines	60%-70%	17-94 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
MOORPARK	805377	MRPKCA12	VENTURA	Yes	10001-20000 Lines	70%-80%	95-449 per Sq. Mile	Greater LA / Bakersfield	\$88,000 +
MARTINEZ	925030	MRTZCA11	CONTRA COSTA	Yes	10001-20000 Lines	70%-80%	450-1799 per Sq. Mile	Bay / Central Coast	\$88,000 +
MOSS BEACH	650031	MSBHCA11	SAN MATEO	No	3000-10000 Lines	70%-80%	95-449 per Sq. Mile	Bay / Central Coast	\$88,000 +
MISSION VIEJO	949806	MSVJCAAT	ORANGE	Yes	3000-10000 Lines	60%-70%	450-1799 per Sq. Mile	Southern CA	\$88,000 +
MONTAGUE	530529	MTAGCA11	SISKIYOU	No	1001-2999 Lines	60%-70%	0-16 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
MOUNTAIN PASS	760753	MTPSCA11	SAN BERNARDINO	No	0-1000 Lines	50%-60%	0	Northern CA	0
MONTEREY	831115	MTRYCA01	MONTEREY	No	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Bay / Central Coast	\$67,000-\$87,999
MOUNT SHASTA	530474	MTSHCA12	SISKIYOU	No	3000-10000 Lines	60%-70%	0-16 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
MOUNTAIN VIEW	650032	MTVWCA11	SANTA CLARA	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Bay / Central Coast	\$88,000 +
MARYSVILLE	530472	MYVICA01	YUBA	Yes	10001-20000 Lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
NAPA	707310	NAPACA01	NAPA	Yes	Over 20000 lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$67,000-\$87,999
NICOLAUS	530477	NCLSCA12	SUTTER	No	0-1000 Lines	60%-70%	0-16 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
EDGEWOOD N HIGHL	916478	NHLDCA11	SACRAMENTO	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999

Table 4A.12: WIRE CENTER ATTRIBUTE CLASSIFICATIONS (continued)

Wire Center Name	Wire Center	CLLI	County	Fiber	Wire Center Size Category	Pct Line Loss Category	Household Density Category	AT&T Field Operations District	Median Household Income Category
NEWHALL	661379	NHLLCA01	LOS ANGELES	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Greater LA / Bakersfield	\$88,000 +
NHWD LANKERSHIM	818646	NHWDCOA01	LOS ANGELES	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Greater LA / Bakersfield	\$43,000-\$54,999
NHWD MAGNOLIA	818647	NHWDCOA02	LOS ANGELES	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Greater LA / Bakersfield	\$55,000-\$66,999
NICE	707311	NICECA11	LAKE	No	1001-2999 Lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
NICASIO	415033	NICSCA11	MARIN	No	0-1000 Lines	<50%	0	Northern CA / Central Valley	0
NILAND MAIN	760855	NILDCA11	IMPERIAL	No	0-1000 Lines	70%-80%	0-16 per Sq. Mile	Southern CA	\$0-\$42,999
NINLAND BOMBAY BEACH	760856	NILDCA12	IMPERIAL	No	0-1000 Lines	>80%	0-16 per Sq. Mile	Southern CA	\$0-\$42,999
NIPOMO	805380	NIPMCA11	SAN LUIS OBISPO	No	3000-10000 Lines	70%-80%	17-94 per Sq. Mile	Bay / Central Coast	\$55,000-\$66,999
NORTHDRIDGE	818648	NORGCA11	LOS ANGELES	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Greater LA / Bakersfield	\$67,000-\$87,999
WABASH	916479	NSRCRA11	SACRAMENTO	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
NORTH NATOMAS	916537	NSRCRA12	SACRAMENTO	Yes	10001-20000 Lines	70%-80%	450-1799 per Sq. Mile	Northern CA / Central Valley	\$67,000-\$87,999
NORTH SAN JUAN	530480	NSJNCA11	NEVADA	No	1001-2999 Lines	<50%	0-16 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
NATIONAL CITY HIGHLAND	619754	NTCYCA11	SAN DIEGO	Yes	3000-10000 Lines	70%-80%	1800 + per Sq. Mile	Southern CA	\$0-\$42,999
NEVADA CITY	530475	NVCYCA11	NEVADA	No	3000-10000 Lines	50%-60%	17-94 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
NEWCASTLE	916476	NWCSCA11	PLACER	No	3000-10000 Lines	60%-70%	17-94 per Sq. Mile	Northern CA / Central Valley	\$67,000-\$87,999
NEWMAN	209204	NWMNCA12	STANISLAUS	No	1001-2999 Lines	70%-80%	450-1799 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
NORTH YUBA	530481	NYUBCA11	YUBA	No	1001-2999 Lines	50%-60%	0	Northern CA / Central Valley	0
OCCIDENTAL	707312	OCNDCA11	SAN DIEGO	No	1001-2999 Lines	50%-60%	17-94 per Sq. Mile	Northern CA / Central Valley	\$67,000-\$87,999
OCEANSIDE MISSION	760758	OCSDCA11	SAN DIEGO	Yes	Over 20000 lines	70%-80%	95-449 per Sq. Mile	Southern CA	\$55,000-\$66,999
OJAI	805382	OJAICA11	VENTURA	No	3000-10000 Lines	70%-80%	0-16 per Sq. Mile	Greater LA / Bakersfield	\$67,000-\$87,999
OAKDALE	209205	OKDLCA11	STANISLAUS	Yes	3000-10000 Lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
OAKLAND FRANKLIN	510036	OKLDOA03	ALAMEDA	Yes	Over 20000 lines	60%-70%	1800 + per Sq. Mile	Bay / Central Coast	\$43,000-\$54,999
OAKLAND KELLOGFRUITV	510037	OKLDOA04	ALAMEDA	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Bay / Central Coast	\$0-\$42,999
OAKLAND 45TH OLYMPIC	510039	OKLDOA11	ALAMEDA	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Bay / Central Coast	\$67,000-\$87,999
OAKLAND HOLLY	510039	OKLDOA12	ALAMEDA	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Bay / Central Coast	\$55,000-\$66,999
OAKLAND MOUNTAIN	510040	OKLDOA13	ALAMEDA	Yes	10001-20000 Lines	70%-80%	1800 + per Sq. Mile	Bay / Central Coast	\$67,000-\$87,999
OAKLEY	925041	OKLYCA11	CONTRA COSTA	Yes	3000-10000 Lines	70%-80%	450-1799 per Sq. Mile	Bay / Central Coast	\$88,000 +
OAKVIEW	805381	OKVWCA11	VENTURA	No	3000-10000 Lines	70%-80%	95-449 per Sq. Mile	Greater LA / Bakersfield	\$67,000-\$87,999
EXPORT OILDALE	661383	OLDLCA11	KERN	Yes	10001-20000 Lines	70%-80%	17-94 per Sq. Mile	Greater LA / Bakersfield	\$55,000-\$66,999
ORANGE COVE	559206	ORCVCA11	FRESNO	No	1001-2999 Lines	70%-80%	95-449 per Sq. Mile	Greater LA / Bakersfield	\$55,000-\$66,999
ORLAND	530483	ORLDOA11	GLENN	No	3000-10000 Lines	60%-70%	17-94 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
ORINDA	925042	ORNDOA11	CONTRA COSTA	Yes	3000-10000 Lines	60%-70%	17-94 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
ORANGE CHAPMAN	714759	ORNGCA11	ORANGE	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Bay / Central Coast	\$88,000 +
ORANGE OLIVE	714760	ORNGCA13	ORANGE	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Southern CA	\$67,000-\$87,999
ORANGE WEST	714761	ORNGCA14	ORANGE	Yes	10001-20000 Lines	70%-80%	450-1799 per Sq. Mile	Southern CA	\$88,000 +
OROSI	559207	ORSICA11	TULARE	No	3000-10000 Lines	70%-80%	1800 + per Sq. Mile	Southern CA	\$55,000-\$66,999
ORANGEVALE	916482	ORVACA11	SACRAMENTO	Yes	10001-20000 Lines	70%-80%	450-1799 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
OROVILLE MAIN	530484	ORVLCA11	BUTTE	No	10001-20000 Lines	60%-70%	17-94 per Sq. Mile	Northern CA / Central Valley	\$67,000-\$87,999
OROVILLE EAST	530485	ORVLCA12	BUTTE	No	10001-20000 Lines	60%-70%	17-94 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
OTAY MESA	619853	OTMSCA11	SAN DIEGO	Yes	3000-10000 Lines	60%-70%	95-449 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
PAUMIA VALLEY	760764	PALACA11	SAN DIEGO	No	1001-2999 Lines	50%-60%	17-94 per Sq. Mile	Southern CA	\$88,000 +
GARNET	858762	PCBHCA01	SAN DIEGO	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Southern CA	\$67,000-\$87,999

Table 4A.12: WIRE CENTER ATTRIBUTE CLASSIFICATIONS (continued)

Wire Center Name	Wire Center	CLLI	County	Fiber	Wire Center Size Category	Pct Line Loss Category	Household Density Category	AT&T Field Operations District	Median Household Income Category
HORNBLEND	858763	PCBHCA11	SAN DIEGO	Yes	1001-2999 Lines	70%-80%	450-1799 per Sq. Mile	Southern CA	\$67,000-\$87,999
PACIFICA	650043	PCFCA11	SAN MATEO	Yes	10001-20000 Lines	70%-80%	450-1799 per Sq. Mile	Bay / Central Coast	\$88,000 +
PEDLEY	951765	PDLCA11	RIVERSIDE	Yes	10001-20000 Lines	70%-80%	450-1799 per Sq. Mile	Southern CA	\$55,000-\$66,999
PIRU	805386	PIRUC11	VENTURA	No	0-1000 Lines	70%-80%	0-16 per Sq. Mile	Greater LA / Bakersfield	\$0-\$42,999
PALO ALTO MAIN	650045	PLALCA02	SANTA CLARA	Yes	Over 20000 lines	60%-70%	1800 + per Sq. Mile	Bay / Central Coast	\$88,000 +
PALO ALTO SOUTH	650046	PLALCA12	SANTA CLARA	Yes	10001-20000 Lines	60%-70%	450-1799 per Sq. Mile	Bay / Central Coast	\$88,000 +
PLACENTIA	714767	PLCNCA11	ORANGE	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Southern CA	\$67,000-\$87,999
PALMDALE	661384	PLDLCA01	LOS ANGELES	Yes	Over 20000 lines	70%-80%	95-449 per Sq. Mile	Greater LA / Bakersfield	\$43,000-\$54,999
PALMDALE EAST 47TH ST	661412	PLDLCA11	LOS ANGELES	Yes	Over 20000 lines	>80%	450-1799 per Sq. Mile	Greater LA / Bakersfield	\$43,000-\$54,999
PLEASANT GROVE	916491	PLGVCA12	PLACER	No	0-1000 Lines	50%-60%	0	Northern CA / Central Valley	0
PLYMOUTH	209212	PLMOCA11	AMADOR	No	3000-10000 Lines	50%-60%	0-16 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
PLANADA	209211	PLNDCA11	MERCED	No	1001-2999 Lines	70%-80%	0-16 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
PLEASANTON MAIN HOPY	925047	PLTNCA12	ALAMEDA	Yes	10001-20000 Lines	70%-80%	95-449 per Sq. Mile	Bay / Central Coast	\$88,000 +
PLEASANTON HACIENDA	925083	PLTNCA13	ALAMEDA	No	3000-10000 Lines	60%-70%	450-1799 per Sq. Mile	Bay / Central Coast	\$88,000 +
PLACERVILLE MAIN	530489	PLVLC11	EL DORADO	No	Over 20000 lines	60%-70%	17-94 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
PLACERVILLE NIAGARA	530490	PLVLC12	EL DORADO	No	3000-10000 Lines	60%-70%	95-449 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
POINT ARENA	707315	PNARCA11	MENDOCINO	No	1001-2999 Lines	<50%	0	Northern CA / Central Valley	0
PINECREST	209209	PNRCRA11	TUOLUMNE	No	1001-2999 Lines	<50%	0	Northern CA / Central Valley	0
PINE VALLEY	619766	PNVYCA11	SAN DIEGO	No	1001-2999 Lines	70%-80%	0-16 per Sq. Mile	Southern CA	\$67,000-\$87,999
POWAY MIDLAND	858768	POWYCA11	SAN DIEGO	Yes	3000-10000 Lines	60%-70%	450-1799 per Sq. Mile	Southern CA	\$88,000 +
PEPPERWOOD	707313	PPWDCA11	HUMBOLDT	No	0-1000 Lines	<50%	0	Northern CA / Central Valley	0
PARADISE MAIN	530486	PRDSCA11	BUTTE	No	10001-20000 Lines	60%-70%	95-449 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
PARADISE PINES	530487	PRDSCA12	BUTTE	No	3000-10000 Lines	60%-70%	17-94 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
PARLIER	559208	PRLRCA11	FRESNO	Yes	1001-2999 Lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
PARAMOUNT	562649	PRMTCA01	FRESNO	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Greater LA / Bakersfield	\$43,000-\$54,999
POINT REYES	415048	PRSNCA11	MARIN	No	1001-2999 Lines	<50%	0-16 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
PITTSBURG MAIN	925049	PSBGCA01	CONTRA COSTA	Yes	10001-20000 Lines	70%-80%	450-1799 per Sq. Mile	Bay / Central Coast	\$55,000-\$66,999
PITTSBURG BAY POINT W	925050	PSBGCA11	CONTRA COSTA	Yes	3000-10000 Lines	70%-80%	95-449 per Sq. Mile	Bay / Central Coast	\$55,000-\$66,999
PISMO BEACH	805387	PSBHCA11	SAN LUIS OBISPO	No	3000-10000 Lines	70%-80%	450-1799 per Sq. Mile	Bay / Central Coast	\$67,000-\$87,999
PESCADERO	650051	PSCDCA11	SAN MATEO	No	1001-2999 Lines	<50%	0	Bay / Central Coast	0
PASADENA MT WILSON G	626650	PSDNCA11	LOS ANGELES	Yes	Over 20000 lines	60%-70%	1800 + per Sq. Mile	San Gabriel	\$67,000-\$87,999
PASADENA LAKE	626651	PSDNCA12	LOS ANGELES	Yes	Over 20000 lines	70%-80%	95-449 per Sq. Mile	San Gabriel	\$67,000-\$87,999
PASKENTA	805388	PSKNCA11	TEHAMA	No	0-1000 Lines	<50%	0	Northern CA / Central Valley	0
PASO ROBLES	530488	PSRBCA01	SAN LUIS OBISPO	No	10001-20000 Lines	60%-70%	17-94 per Sq. Mile	Bay / Central Coast	\$67,000-\$87,999
PETALUMA	707314	PTLMCA01	SONOMA	Yes	Over 20000 lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$67,000-\$87,999
PORTOLA	530492	PTOLCA01	PLUMAS	No	1001-2999 Lines	50%-60%	0-16 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
PORTERVILLE	559213	PTVLC11	TULARE	Yes	Over 20000 lines	60%-70%	95-449 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
POTTER VALLEY	707316	PTVYCA11	MENDOCINO	No	1001-2999 Lines	<50%	0-16 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
PIXLEY	559210	PXLYCA11	TULARE	No	1001-2999 Lines	70%-80%	0-16 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
QUINCY	530493	QNCYCA12	PLUMAS	No	3000-10000 Lines	<50%	0-16 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
RAMONA	760769	RAMNCA11	SAN DIEGO	Yes	3000-10000 Lines	70%-80%	17-94 per Sq. Mile	Southern CA	\$67,000-\$87,999
RANCHO BERNARDO	858770	RBRNCA11	SAN DIEGO	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Southern CA	\$88,000 +

Table 4A.12: WIRE CENTER ATTRIBUTE CLASSIFICATIONS (continued)

Wire Center Name	Wire Center	CLL	County	Fiber	Wire Center Size Category	Pct Line Loss Category	Household Density Category	AT&T Field Operations District	Median Household Income Category
STANFORD RANCH	916541	RKLCOA01	PLACER	Yes	10001-20000 Lines	>80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$67,000-\$87,999
ROCKLIN	916527	RKLCOA11	PLACER	Yes	3000-10000 Lines	70%-80%	450-1799 per Sq. Mile	Northern CA / Central Valley	\$67,000-\$87,999
RICHMOND SF	510052	RCMDCA11	CONTRA COSTA	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Bay / Central Coast	\$55,000-\$66,999
RICHVALE	530496	RCVACA11	BUTTE	No	0-1000 Lines	<50%	0	Northern CA / Central Valley	0
RED BLUFF	530494	RDBLCA01	TEHAMA	No	10001-20000 Lines	60%-70%	0-16 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
REDWOOD CITY	650053	RDCYCA01	SAN MATEO	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Bay / Central Coast	\$88,000 +
REDDING MAIN	530495	RDNGCA02	SHASTA	Yes	Over 20000 lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
REDDING ENTERPR	530531	RDNGCA11	SHASTA	Yes	10001-20000 Lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
RESEDA	818652	RESOCA11	LOS ANGELES	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Greater LA / Bakersfield	\$55,000-\$66,999
RIO DELL	707317	RIDECA11	HUMBOLDT	No	1001-2999 Lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
RIO LINDA	916526	RILNCA12	SACRAMENTO	No	3000-10000 Lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
RIALTO	909773	RILTCA11	SAN BERNARDINO	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Southern CA	\$43,000-\$54,999
RANCHO MURIETTA	916533	RNMCA11	SACRAMENTO	No	1001-2999 Lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$88,000 +
RANCHO PENASQUITOS	858854	RNPSCA11	SAN DIEGO	Yes	3000-10000 Lines	70%-80%	450-1799 per Sq. Mile	Southern CA	\$88,000 +
RANCHO SAN DIEGO	619852	RNSDCA11	SAN DIEGO	Yes	3000-10000 Lines	70%-80%	450-1799 per Sq. Mile	Southern CA	\$67,000-\$87,999
ROSEMEAD	626654	ROSMCA11	LOS ANGELES	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	San Gabriel	\$43,000-\$54,999
RANCHO SANTA FE	858771	RSFECA12	SAN DIEGO	Yes	3000-10000 Lines	60%-70%	95-449 per Sq. Mile	Southern CA	\$88,000 +
ROSAMOND	661388	RSMGCA11	KERN	No	3000-10000 Lines	70%-80%	17-94 per Sq. Mile	Greater LA / Bakersfield	\$43,000-\$54,999
R S MARGARITA	949808	RSMGCA11	ORANGE	Yes	3000-10000 Lines	70%-80%	95-449 per Sq. Mile	Northern CA	\$88,000 +
ROHNERT PARK	707337	RTPKCA11	SONOMA	Yes	3000-10000 Lines	70%-80%	450-1799 per Sq. Mile	Southern CA	\$88,000 +
RIVERDALE	559215	RVDLCA11	FRESNO	No	1001-2999 Lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
RIVERBANK	209214	RVRBCA11	STANISLAUS	Yes	3000-10000 Lines	>80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
RIVERSIDE ORANGE	951774	RVSDCA01	RIVERSIDE	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
WOODCREST	951775	RVSDCA11	RIVERSIDE	Yes	10001-20000 Lines	70%-80%	450-1799 per Sq. Mile	Southern CA	\$55,000-\$66,999
SAUGUS	661407	SAGSCA11	LOS ANGELES	Yes	10001-20000 Lines	>80%	95-449 per Sq. Mile	Southern CA	\$88,000 +
SANTEE	619795	SANTCA01	SAN DIEGO	Yes	3000-10000 Lines	70%-80%	450-1799 per Sq. Mile	Greater LA / Bakersfield	\$67,000-\$87,999
SATICOY	805391	SATCCA12	VENTURA	Yes	3000-10000 Lines	70%-80%	95-449 per Sq. Mile	Southern CA	\$67,000-\$87,999
SEBASTAPOL	707321	SBSTCA11	SONOMA	No	10001-20000 Lines	70%-80%	1800 + per Sq. Mile	Northern CA / Central Valley	\$67,000-\$87,999
SACRAMENTO MN	916497	SCRMCA01	SACRAMENTO	Yes	Over 20000 lines	60%-70%	95-449 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
SCRM IVANHOE	916498	SCRMCA02	SACRAMENTO	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
SCRM GARDEN	916499	SCRMCA03	SACRAMENTO	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
SCRM GLADSTONE	916500	SCRMCA11	SACRAMENTO	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
SCRM EMPIRE	916501	SCRMCA12	SACRAMENTO	Yes	10001-20000 Lines	70%-80%	450-1799 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
SCRM FRUITRIDGE	916502	SCRMCA13	SACRAMENTO	Yes	10001-20000 Lines	70%-80%	450-1799 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
SCOTT'S VALLEY	831116	SCVYCA01	SANTA CRUZ	Yes	3000-10000 Lines	70%-80%	450-1799 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
SODA SPRINGS	530508	SDSPCA11	NEVADA	No	1001-2999 Lines	50%-60%	0	Bay / Central Coast	\$88,000 +
SELMA	559217	SELMCA11	FRESNO	Yes	3000-10000 Lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
SEASIDE	831117	SESDCA11	MONTEREY	Yes	3000-10000 Lines	70%-80%	95-449 per Sq. Mile	Bay / Central Coast	\$55,000-\$66,999
SOUTH GATE	323655	SGATCA01	LOS ANGELES	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Greater LA / Bakersfield	\$0-\$42,999
SHINGLE SPRINGS	530504	SGSPCA11	EL DORADO	Yes	10001-20000 Lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$67,000-\$87,999
SHAFTER	661392	SHFTCA11	KERN	No	3000-10000 Lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
SHASTA LAKE	530503	SHLKCA01	SHASTA	No	0-1000 Lines	50%-60%	0-16 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999

Table 4A.12: WIRE CENTER ATTRIBUTE CLASSIFICATIONS (continued)

Wire Center Name	Wire Center	CLLI	County	Fiber	Wire Center Size Category	Pct Line Loss Category	Household Density Category	AT&T Field Operations District	Median Household Income Category
SHERMAN OAKS	818656	SHOKCA01	LOS ANGELES	No	Over 20000 lines	60%-70%	450-1799 per Sq. Mile	Greater LA / Bakersfield	\$88,000 +
SHOSHONE	760796	SHSHCA11	SAN BERNARDINO	No	0-1000 Lines	<50%	0	Southern CA	0
SIMI	805393	SIMICA11	VENTURA	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Greater LA / Bakersfield	\$88,000 +
S J CAPISTRANO	949791	SJCPCA12	ORANGE	Yes	10001-20000 Lines	70%-80%	95-449 per Sq. Mile	Southern CA	\$67,000-\$87,999
STOCKTON MAIN	209220	SKTNCA01	SAN JOAQUIN	Yes	Over 20000 lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
STOCKTON GRANITE	209221	SKTNCA11	SAN JOAQUIN	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
STOCKTON ASHLEY	209222	SKTNCA12	SAN JOAQUIN	No	3000-10000 Lines	60%-70%	17-94 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
STOCKTON REDWOOD	209223	SKTNCA14	SAN JOAQUIN	Yes	3000-10000 Lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
SOLEDAD	831118	SLDDCA11	MONTEREY	No	3000-10000 Lines	70%-80%	17-94 per Sq. Mile	Bay / Central Coast	\$43,000-\$54,999
SOLEMINT	661394	SLMNCA11	LOS ANGELES	Yes	10001-20000 Lines	70%-80%	95-449 per Sq. Mile	Greater LA / Bakersfield	\$67,000-\$87,999
SALINAS MAIN	831119	SLNSCA01	MONTEREY	Yes	Over 20000 lines	70%-80%	95-449 per Sq. Mile	Bay / Central Coast	\$43,000-\$54,999
HICKORY SALINAS	831120	SLNSCA11	MONTEREY	Yes	10001-20000 Lines	70%-80%	450-1799 per Sq. Mile	Bay / Central Coast	\$55,000-\$66,999
GLENVIEW	831121	SLNSCA12	MONTEREY	No	1001-2999 Lines	60%-70%	95-449 per Sq. Mile	Bay / Central Coast	\$88,000 +
HUNTER	831122	SLNSCA13	MONTEREY	No	1001-2999 Lines	60%-70%	17-94 per Sq. Mile	Bay / Central Coast	\$88,000 +
MORO	831123	SLNSCA14	MONTEREY	No	3000-10000 Lines	60%-70%	95-449 per Sq. Mile	Bay / Central Coast	\$55,000-\$66,999
SILVERADO	714797	SLVRCA11	ORANGE	No	0-1000 Lines	50%-60%	17-94 per Sq. Mile	Southern CA	\$88,000 +
SMARTSVILLE	530507	SMAVCA11	YUBA	No	0-1000 Lines	50%-60%	0	Northern CA / Central Valley	0
SAN ANDREAS	209216	SNADCA11	CALAVERAS	No	3000-10000 Lines	50%-60%	0-16 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
BUSH	714788	SNANCA01	ORANGE	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Northern CA	\$43,000-\$54,999
BRISTOL	714789	SNANCA11	ORANGE	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Southern CA	\$67,000-\$87,999
SANTA ANA WEST SNAN E	714804	SNANCA12	ORANGE	Yes	10001-20000 Lines	70%-80%	1800 + per Sq. Mile	Southern CA	\$55,000-\$66,999
SAN ARDO	831124	SNARCA11	MONTEREY	No	0-1000 Lines	50%-60%	0	Bay / Central Coast	0
SAN BRUNO	650055	SNBUCA02	SAN MATEO	Yes	Over 20000 lines	60%-70%	1800 + per Sq. Mile	Bay / Central Coast	\$67,000-\$87,999
SAN CLEMENTE	949776	SNCLCA12	ORANGE	No	10001-20000 Lines	70%-80%	95-449 per Sq. Mile	Southern CA	\$88,000 +
SAN CARLOS	650056	SNCRCA11	SAN MATEO	Yes	Over 20000 lines	60%-70%	1800 + per Sq. Mile	Bay / Central Coast	\$88,000 +
SANTA CRUZ	831125	SN CZCA01	SANTA CRUZ	Yes	Over 20000 lines	60%-70%	95-449 per Sq. Mile	Bay / Central Coast	\$67,000-\$87,999
SANTA CRUZ CAPITOLA	831126	SN CZCA11	SANTA CRUZ	Yes	Over 20000 lines	70%-80%	95-449 per Sq. Mile	Bay / Central Coast	\$67,000-\$87,999
SNDG C STREET	619777	SNDGCA01	SAN DIEGO	Yes	Over 20000 lines	60%-70%	1800 + per Sq. Mile	Southern CA	\$43,000-\$54,999
SNDG UNIVERSITY	619778	SNDGCA02	SAN DIEGO	Yes	Over 20000 lines	60%-70%	1800 + per Sq. Mile	Southern CA	\$67,000-\$87,999
SNDG LINDA VISTA	858779	SNDGCA03	SAN DIEGO	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Southern CA	\$67,000-\$87,999
SNDG SAIPAN	619780	SNDGCA05	SAN DIEGO	Yes	10001-20000 Lines	70%-80%	1800 + per Sq. Mile	Southern CA	\$55,000-\$66,999
SNDG 37TH STREET	619781	SNDGCA06	SAN DIEGO	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Southern CA	\$43,000-\$54,999
SNDG COLLEGE	619782	SNDGCA11	SAN DIEGO	Yes	10001-20000 Lines	70%-80%	1800 + per Sq. Mile	Southern CA	\$55,000-\$66,999
SNDG MARKET STREET	619783	SNDGCA12	SAN DIEGO	Yes	10001-20000 Lines	70%-80%	1800 + per Sq. Mile	Southern CA	\$55,000-\$66,999
SNDG TENNYSON	619784	SNDGCA14	SAN DIEGO	Yes	10001-20000 Lines	70%-80%	1800 + per Sq. Mile	Southern CA	\$43,000-\$54,999
SNDG REGENTS	858785	SNDGCA15	SAN DIEGO	Yes	Over 20000 lines	60%-70%	450-1799 per Sq. Mile	Southern CA	\$55,000-\$66,999
SNDG MIRA MESA	858786	SNDGCA16	SAN DIEGO	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Southern CA	\$67,000-\$87,999
SF BUSH PINE	415058	SNFCCA01	SAN FRANCISCO	Yes	Over 20000 lines	50%-60%	1800 + per Sq. Mile	Bay / Central Coast	\$88,000 +
SF MARKET MCCOPPIN	415059	SNFCCA04	SAN FRANCISCO	Yes	Over 20000 lines	60%-70%	1800 + per Sq. Mile	Bay / Central Coast	\$43,000-\$54,999
SF MISSION 25TH ST	415060	SNFCCA05	SAN FRANCISCO	Yes	Over 20000 lines	60%-70%	1800 + per Sq. Mile	Bay / Central Coast	\$67,000-\$87,999
SF JUNIPER ONONDAGA	415061	SNFCCA06	SAN FRANCISCO	Yes	Over 20000 lines	60%-70%	1800 + per Sq. Mile	Bay / Central Coast	\$88,000 +
SF LARKIN STEINER	415067	SNFCCA12	SAN FRANCISCO	Yes	Over 20000 lines	60%-70%	1800 + per Sq. Mile	Bay / Central Coast	\$67,000-\$87,999

Table 4A.12: WIRE CENTER ATTRIBUTE CLASSIFICATIONS (continued)

Wire Center Name	Wire Center	CLLI	County	Fiber	Wire Center Size Category	Pct Line Loss Category	Household Density Category	AT&T Field Operations District	Median Household Income Category
SF EVERGREEN 9TH AVE	415064	SNFCCA13	SAN FRANCISCO	Yes	Over 20000 lines	60%-70%	1800 + per Sq. Mile	Bay / Central Coast	\$67,000-\$87,999
SF MONTROSE 19TH	415065	SNFCCA14	SAN FRANCISCO	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Bay / Central Coast	\$88,000 +
SF THIRD ST	415066	SNFCCA17	SAN MATEO	Yes	10001-20000 Lines	60%-70%	450-1799 per Sq. Mile	Bay / Central Coast	\$55,000-\$66,999
SF FOLSOM	415068	SNFCCA21	SAN FRANCISCO	Yes	10001-20000 Lines	50%-60%	1800 + per Sq. Mile	Bay / Central Coast	\$88,000 +
SAN GABRIEL	628658	SNGBCA01	LOS ANGELES	No	Over 20000 lines	70%-80%	1800 + per Sq. Mile	San Gabriel	\$67,000-\$87,999
SAN GERONIMO	415069	SNGNCA11	MARIN	No	1001-2999 Lines	60%-70%	95-449 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
SAN JUAN BAUSTISTA	831127	SNJNCA11	SAN BENITO	No	1001-2999 Lines	60%-70%	17-94 per Sq. Mile	Bay / Central Coast	\$55,000-\$66,999
SAN JOSE MAIN	408128	SNJSCA02	SANTA CLARA	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Bay / Central Coast	\$67,000-\$87,999
SAN JOSE WHITE RD	408129	SNJSCA11	SANTA CLARA	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Bay / Central Coast	\$67,000-\$87,999
SAN JOSE DIAL WAY	408130	SNJSCA12	SANTA CLARA	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Bay / Central Coast	\$88,000 +
SAN JOSE CHYNOWETH	408131	SNJSCA13	SANTA CLARA	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Bay / Central Coast	\$67,000-\$87,999
SAN JOSE FOXWORTHY	408132	SNJSCA14	SANTA CLARA	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Bay / Central Coast	\$88,000 +
SAN JOSE EVERGREEN S	408133	SNJSCA15	SANTA CLARA	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Bay / Central Coast	\$88,000 +
SAN JOSE ALMADEN VALI	408134	SNJSCA18	SANTA CLARA	Yes	10001-20000 Lines	70%-80%	95-449 per Sq. Mile	Bay / Central Coast	\$67,000-\$87,999
SAN JOSE JUNCTION	408145	SNJSCA21	SANTA CLARA	Yes	10001-20000 Lines	60%-70%	450-1799 per Sq. Mile	Bay / Central Coast	\$88,000 +
SAN JOSE BAILEY	408142	SNJSCA22	SANTA CLARA	No	0-1000 Lines	50%-60%	0	Bay / Central Coast	0
SAN LUCAS	831135	SNLCCA11	MONTEREY	No	0-1000 Lines	50%-60%	0	Bay / Central Coast	0
SAN LEANDRO	510070	SNLNCA11	ALAMEDA	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Bay / Central Coast	\$55,000-\$66,999
SAN LUIS OBISPO	805389	SNLOCA01	SAN LUIS OBISPO	Yes	10001-20000 Lines	60%-70%	0-16 per Sq. Mile	Bay / Central Coast	\$43,000-\$54,999
SAN MARTIN	408136	SNMACA11	SANTA CLARA	No	1001-2999 Lines	60%-70%	17-94 per Sq. Mile	Bay / Central Coast	\$88,000 +
SAN MARCOS	760792	SNMCCA00	SAN DIEGO	No	Over 20000 lines	70%-80%	0	Southern CA	0
SANTA MARGARITA	805390	SNMICA11	SAN LUIS OBISPO	No	1001-2999 Lines	50%-60%	0-16 per Sq. Mile	Bay / Central Coast	\$55,000-\$66,999
SAN MATEO	650071	SNMTCOA11	SAN MATEO	Yes	Over 20000 lines	60%-70%	1800 + per Sq. Mile	Bay / Central Coast	\$88,000 +
SAN PEDRO	310659	SNPDCA01	LOS ANGELES	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Greater LA / Bakersfield	\$67,000-\$87,999
SONORA	209218	SNRACA13	TUOLUMNE	No	10001-20000 Lines	60%-70%	17-94 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
SAN RAFAEL MAIN	415072	SNRFCA01	MARIN	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Northern CA / Central Valley	\$88,000 +
PARKWAY	415073	SNRFCA11	MARIN	Yes	Over 20000 lines	60%-70%	17-94 per Sq. Mile	Northern CA / Central Valley	\$67,000-\$87,999
SAN RAMON	925074	SNRMCA11	ALAMEDA	Yes	Over 20000 Lines	70%-80%	450-1799 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
SANTA ROSA MAIN	707320	SNRSCA01	SONOMA	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Bay / Central Coast	\$88,000 +
LOS ALAMOS	707319	SNRSCA11	SONOMA	No	10001-20000 Lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
SANTA CLARA SPACEPAF	408143	SNNTCA01	SANTA CLARA	Yes	10001-20000 Lines	50%-60%	1800 + per Sq. Mile	Bay / Central Coast	\$88,000 +
SANTA CLARA BELLOWY	408137	SNNTCA11	SANTA CLARA	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Bay / Central Coast	\$88,000 +
CARROL SUNNYVALE	408138	SNVACA01	SANTA CLARA	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Bay / Central Coast	\$88,000 +
MATHILDA SUNNEVALE	408139	SNVACA11	SANTA CLARA	Yes	3000-10000 Lines	70%-80%	1800 + per Sq. Mile	Bay / Central Coast	\$88,000 +
SAN YSIDRO	619794	SNYSCA12	SAN DIEGO	No	3000-10000 Lines	70%-80%	450-1799 per Sq. Mile	Southern CA	\$43,000-\$54,999
SONOMA	707323	SONMCA12	SONOMA	No	10001-20000 Lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
SOUT PASADENA MISSIOI	628660	SPSDCA11	LOS ANGELES	No	10001-20000 Lines	70%-80%	1800 + per Sq. Mile	Northern CA / Central Valley	\$88,000 +
SPRINGVILLE	559219	SPVLCA11	TULARE	No	1001-2999 Lines	50%-60%	0-16 per Sq. Mile	San Gabriel	\$43,000-\$54,999
SIERRA CITY	530505	SRCYCA11	SIERRA	No	0-1000 Lines	<50%	0	Northern CA / Central Valley	0
STRATFORD	559224	SRFRCA11	KINGS	No	0-1000 Lines	70%-80%	0-16 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
SIERRAVILLE	530506	SRVLCOA11	SIERRA	No	0-1000 Lines	50%-60%	0	Northern CA / Central Valley	0
SAUSALITO LARKSPUR	415075	SSLTCA11	MARIN	Yes	3000-10000 Lines	70%-80%	1800 + per Sq. Mile	Northern CA / Central Valley	\$88,000 +

Table 4A.12: WIRE CENTER ATTRIBUTE CLASSIFICATIONS (continued)

Wire Center Name	Wire Center	CLLI	County	Fiber	Wire Center Size Category	Pct Line Loss Category	Household Density Category	AT&T Field Operations District	Median Household Income Category
SOUTH TAHOE SUSSEX	530509	STAHA01	EL DORADO	Yes	10001-20000 Lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
SOUTH TAHOE TAMARAC	530511	STAHA12	EL DORADO	No	0-1000 Lines	70%-80%	0	Northern CA / Central Valley	0
SOUTH TAHOE MEYERS A	530512	STAHA13	EL DORADO	No	3000-10000 Lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$67,000-\$87,999
STINSON BEACH	415076	STBHA11	MARIN	No	1001-2999 Lines	<50%	17-94 per Sq. Mile	Northern CA / Central Valley	\$67,000-\$87,999
SUTTER CREEK	209225	STCKA11	AMADOR	No	1001-2999 Lines	50%-60%	0	Northern CA / Central Valley	0
STONYFORD	530513	STFCA11	COLUSA	No	0-1000 Lines	50%-60%	0-16 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
ST HELENA	707318	STHNA11	NAPA	No	3000-10000 Lines	50%-60%	17-94 per Sq. Mile	Northern CA / Central Valley	\$67,000-\$87,999
SUISUN CITY	707324	SUISCA11	SOLANO	Yes	1001-2999 Lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$88,000 +
SUNOL	925077	SUNLCA11	ALAMEDA	No	0-1000 Lines	50%-60%	0	Bay / Central Coast	0
TIBURON	415005	TBRNCA11	MARIN	No	3000-10000 Lines	60%-70%	450-1799 per Sq. Mile	Northern CA / Central Valley	\$88,000 +
TECHACHAPI	661395	THCHA01	KERN	Yes	3000-10000 Lines	70%-80%	0-16 per Sq. Mile	Greater LA / Bakersfield	\$55,000-\$66,999
TAHOE CITY	530514	THCYA01	PLACER	No	3000-10000 Lines	60%-70%	17-94 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
THREE RIVERS	559228	THRCA11	TULARE	No	1001-2999 Lines	50%-60%	0-16 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
THORNTON	209227	THTNCA11	SAN JOAQUIN	No	0-1000 Lines	70%-80%	0-16 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
TOMALES	707325	TMLSCA12	SONOMA	No	0-1000 Lines	50%-60%	0	Northern CA / Central Valley	0
TEMPLETON	805396	TMTNCA11	SAN LUIS OBISPO	No	1001-2999 Lines	70%-80%	17-94 per Sq. Mile	Bay / Central Coast	\$67,000-\$87,999
TIPTON	559229	TPTNCA11	TULARE	No	0-1000 Lines	70%-80%	0-16 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
TRACY	209230	TRACCA11	SAN JOAQUIN	Yes	Over 20000 lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$67,000-\$87,999
TERRA BELLA	559226	TRBLCA11	TULARE	No	1001-2999 Lines	60%-70%	0-16 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
TURLOCK	209232	TRLCCA11	STANISLAUS	Yes	Over 20000 lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
TORRANCE	310661	TRNCCA11	LOS ANGELES	Yes	10001-20000 Lines	70%-80%	1800 + per Sq. Mile	Greater LA / Bakersfield	\$55,000-\$66,999
TRINIDAD	707326	TRNDCA11	HUMBOLDT	No	1001-2999 Lines	70%-80%	0-16 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
TRES PINOS	831140	TRPSCA11	SAN BENITO	No	0-1000 Lines	<50%	0	Bay / Central Coast	0
TRUCKEE	530515	TRUCCA11	NEVADA	No	10001-20000 Lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$67,000-\$87,999
NORTH STAR	530516	TRUCCA12	PLACER	No	1001-2999 Lines	50%-60%	0	Northern CA / Central Valley	0
TULARE	559231	TULRCA11	TULARE	Yes	10001-20000 Lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
TUSTIN 11	714798	TUSTCA11	ORANGE	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Southern CA	\$88,000 +
TUSTIN 70	714805	TUSTCA70	ORANGE	Yes	1001-2999 Lines	50%-60%	0	Southern CA	0
TWAIN HARTE	209233	TWHRCA11	TUOLUMNE	No	3000-10000 Lines	60%-70%	0-16 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
UKIAH MAIN	707328	UKIHA01	MENDOCINO	No	10001-20000 Lines	60%-70%	17-94 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
CAPELLA IVANHOE	707327	UKIHA12	MENDOCINO	No	3000-10000 Lines	60%-70%	17-94 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
UNION CITY	510078	UNCYCA11	ALAMEDA	No	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Bay / Central Coast	\$88,000 +
UPPER LAKE	707329	UPLKCA11	LAKE	No	1001-2999 Lines	60%-70%	0-16 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
VACAVILLE	707330	CVVLA12	SOLANO	Yes	Over 20000 lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$67,000-\$87,999
VINA	530517	VINACA12	TEHAMA	No	0-1000 Lines	50%-60%	0	Northern CA / Central Valley	0
VISALIA MAIN	559235	VISLCA11	TULARE	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
VISTA	760800	VISTCA12	SAN DIEGO	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
VALLEY CENTER	760799	VLCTCA11	SAN DIEGO	No	3000-10000 Lines	70%-80%	17-94 per Sq. Mile	Southern CA	\$67,000-\$87,999
VALLEJO	707331	VLLJCA01	SOLANO	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
VAN NUYS	818662	VNNYCA02	LOS ANGELES	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Greater LA / Bakersfield	\$43,000-\$54,999
VENTURA FIR	805400	VNTRCA02	VENTURA	Yes	10001-20000 Lines	70%-80%	95-449 per Sq. Mile	Greater LA / Bakersfield	\$55,000-\$66,999
VENTURA MAIN MONTALV	805399	VNTRCA11	VENTURA	Yes	10001-20000 Lines	70%-80%	450-1799 per Sq. Mile	Greater LA / Bakersfield	\$67,000-\$87,999


Table 4A.12: WIRE CENTER ATTRIBUTE CLASSIFICATIONS (continued)

Wire Center Name	Wire Center	CLLI	County	Fiber	Wire Center Size Category	Pct Line Loss Category	Household Density Category	AT&T Field Operations District	Median Household Income Category
VALLEY FORD	707332	VYFRCA11	SONOMA	No	0-1000 Lines	50%-60%	0	Northern CA / Central Valley	0
VALLEY SPRINGS	209234	VYSPCA11	CALAVERAS	No	3000-10000 Lines	60%-70%	17-94 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
WAWANA	209238	WANACA11	MARIPOSA	No	0-1000 Lines	<50%	0-16 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
WASCO	661402	WASCCA01	KERN	No	3000-10000 Lines	70%-80%	0-16 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
WOODLAND	530523	WDLCA11	YOLO	Yes	Over 20000 lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
WOODLAKE	559239	WDLKCA11	TULARE	No	1001-2999 Lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
WEED	530518	WEEDCA01	SISKIYOU	No	3000-10000 Lines	60%-70%	0-16 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
WEOTT	707333	WEOTCA11	HUMBOLDT	No	0-1000 Lines	50%-60%	0	Northern CA / Central Valley	0
CENTURY CITY	310663	WLANCA01	LOS ANGELES	Yes	10001-20000 Lines	60%-70%	1800 + per Sq. Mile	Greater LA / Bakersfield	\$88,000 +
WALKER BASIN	661401	WLBSCA11	KERN	No	0-1000 Lines	<50%	0-16 per Sq. Mile	Greater LA / Bakersfield	\$0-\$42,999
WALLACE	209236	WLLCCA11	CALAVERAS	No	0-1000 Lines	50%-60%	0	Northern CA / Central Valley	0
WILMINGTON	310664	WLMGCA01	LOS ANGELES	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Greater LA / Bakersfield	\$55,000-\$66,999
WILLITS	707334	WLTSCA12	MENDOCINO	No	3000-10000 Lines	50%-60%	0-16 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
WILLOWS	530521	WLWSCA11	GLENN	No	3000-10000 Lines	70%-80%	0-16 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
WALNUT CREEK	925079	WNCKCA11	CONTRA COSTA	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Bay / Central Coast	\$88,000 +
WINDSOR	707335	WNSDCA11	SONOMA	Yes	3000-10000 Lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$67,000-\$87,999
WARNER SPRINGS	760801	WNSPCA12	SAN DIEGO	No	1001-2999 Lines	50%-60%	0-16 per Sq. Mile	Southern CA	\$0-\$42,999
WINTERS	530522	WNTRCA11	YOLO	Yes	1001-2999 Lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
FRONTIER	916519	WSCRA11	SACRAMENTO	Yes	10001-20000 Lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
WATERFORD	209237	WTFRCA11	STANISLAUS	No	3000-10000 Lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
WHEATLAND	530520	WTLCA12	SUTTER	Yes	1001-2999 Lines	60%-70%	17-94 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
WATSONVILLE	831141	WTVLCA01	SANTA CRUZ	Yes	Over 20000 lines	60%-70%	95-449 per Sq. Mile	Bay / Central Coast	\$55,000-\$66,999
YUBA CITY MARYSVILLE	530525	YBCYCA01	SUTTER	Yes	Over 20000 lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
YOUNTVILLE	707336	YNVLCA11	NAPA	No	1001-2999 Lines	60%-70%	450-1799 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
YREKA	530524	YREKCA11	SISKIYOU	No	1001-2999 Lines	60%-70%	17-94 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
YORBA LINDA	714802	YRLNCA11	ORANGE	Yes	3000-10000 Lines	70%-80%	450-1799 per Sq. Mile	Southern CA	\$88,000 +
GYPSUM CANYON	714809	YRLNCA12	ORANGE	Yes	10001-20000 Lines	70%-80%	450-1799 per Sq. Mile	Southern CA	\$88,000 +
YOSEMITE MAIN	209240	YSMTCA11	MARIPOSA	No	0-1000 Lines	<50%	0-16 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
EL PORTAL	209241	YSMTCA12	MARIPOSA	No	0-1000 Lines	<50%	0-16 per Sq. Mile	Northern CA / Central Valley	\$67,000-\$87,999

For Phase 2, ETI has updated each of the four (4) graphs for each of the five category dimensions that correspond to AT&T Companywide graphs provided above. These have now been updated to include data for 2018-2019. As with the companywide service quality metric graphs discussed above, we have calculated three separate trend lines for each graph – covering the periods 2010-2019 (solid red line); 2010-2017 (dashed green line); and 2018-2019 (dashed purple line). Two separate charts are provided for each graph. The first, or “A” chart, provides category trend lines for the full 2010-2019 period. The second, or “B” chart, provides trend lines for the 2010-2017 period and for the 2018-2019 period. Table 4A.13 below provides an index to the figures for each set of attributes.

Table 4A.13						
SUMMARY OF AT&T ATTRIBUTE DIMENSION GRAPHS						
	Company wide	Fiber	Wire Center Size	POTS Line Loss	Density	TRS District
OOS per 100 Access Lines	Fig. 4A.2	Fig. 4A.13	Fig. 4A.17	Fig. 4A.22	Fig. 4A.26	Fig. 4A.30
Avg OOS>24 hrs Duration	Fig. 4A.5	Fig. 4A.14	Fig. 4A.18	Fig. 4A.23	Fig. 4A.27	Fig. 4A.31
Pct OOS cleared in 24 hrs	Fig. 4A.9	Fig. 4A.15	Fig. 4A.19	Fig. 4A.24	Fig. 4A.28	Fig. 4A.32
Days required to clear 90%	Fig. 4A.11	Fig. 4A.16	Fig. 4A.20	Fig. 4A.25	Fig. 4A.29	Fig. 4A.33

As we discuss in the remainder of this Chapter, these wire center category analyses have generally retained the same overall relationships among the individual categories that we had identified in Phase 1. Performance across most service quality metrics is better in wire centers that have been upgraded with fiber optic distribution facilities, in wire centers serving relatively high-density urban and suburban communities, in larger wire centers, and in wire centers that have experienced the largest losses of customers to competitors. However, in almost every instance and category of wire center serving area, performance across most service quality metrics has significantly deteriorated over the 2018-2019 period relative to where it had been during the Phase 1 2010-2017 time frame.

 Performance across most service quality metrics is better in wire centers that have been upgraded with fiber optic distribution facilities, in those serving higher-density urban and suburban communities, in larger wire centers, and in those with the largest losses of customers to competitors. But in almost every category, performance has significantly deteriorated over the 2018-2019 period.

Fiber optic upgraded wire centers offering broadband services availability.

Although this study and GO 133-C/D are primarily focused upon traditional circuit-switched POTS services, ETI hypothesized that the availability of fiber optic feeder and/or distribution (FTTN or FTTP) facilities capable of supporting broadband services in a particular wire center

indicates that AT&T has undertaken to invest in and to upgrade the central office and outside plant facilities therein. To test the hypothesis, we compared service quality metrics in upgraded vs. non-upgraded wire centers to see if performance was better where upgrades had occurred and, in general, our expectations had been borne out.

As of 2017, approximately half (338) out of the 612 AT&T California wire centers had been upgraded with the capability to support high-speed broadband services.¹⁶ That number has remained unchanged since that date.¹⁷ The only one of these services that falls within the scope of this study is VoIP; broadband Internet access and video do not. Using fiber availability as a surrogate for specific data on capital investment in each wire center, we examined whether the presence of one or more broadband offerings in any given wire center had a beneficial impact upon POTS service quality being furnished out of that same building – specifically, on the incidence of out-of-service situations, their duration, and the extent to which the 90% cleared within 24 hours standard had been achieved.

In general, and as illustrated on updated Figures 4A.13 through 4A.16, wire centers that had been upgraded with fiber performed noticeably better on all OOS metrics than those for which no broadband investment had been made. In non-fiber upgraded wire centers, the long-term trend of monthly out-of-service incidents per 100 POTS lines in service mushroomed from 1.32 in the first quarter of 2010 to 1.86 as of the fourth quarter of 2017. For the 2018-2019 Phase 2 study period, however, service quality performance deteriorated in both fiber- and non-fiber wire centers, although those that had been upgraded continued to perform significantly better.



Wire centers upgraded with fiber to support broadband achieve better service quality performance scores in every category – but in 2018-2019, service quality in both types of wire centers was decidedly inferior to what had been achieved during the Phase 1 2010-2017 period. AT&T needed only 1.15 days to clear 90% of service outages in upgraded wire centers as of the end of 2019; for non-upgraded wire centers, it took 2.43 days to clear 90%. The corresponding Phase 1 (4Q2017) were 1.10 and 1.86.



As of December 31, 2020, AT&T California had not upgraded any additional wire centers for Broadband since at least May 11, 2018.



In 2018-2019, service quality in both Broadband-enabled and non-Broadband wire centers was decidedly inferior to what had been achieved during the Phase 1 2010-2017 period.

16. AT&T response to DR-01

17. AT&T Response to DR-12-A-10.

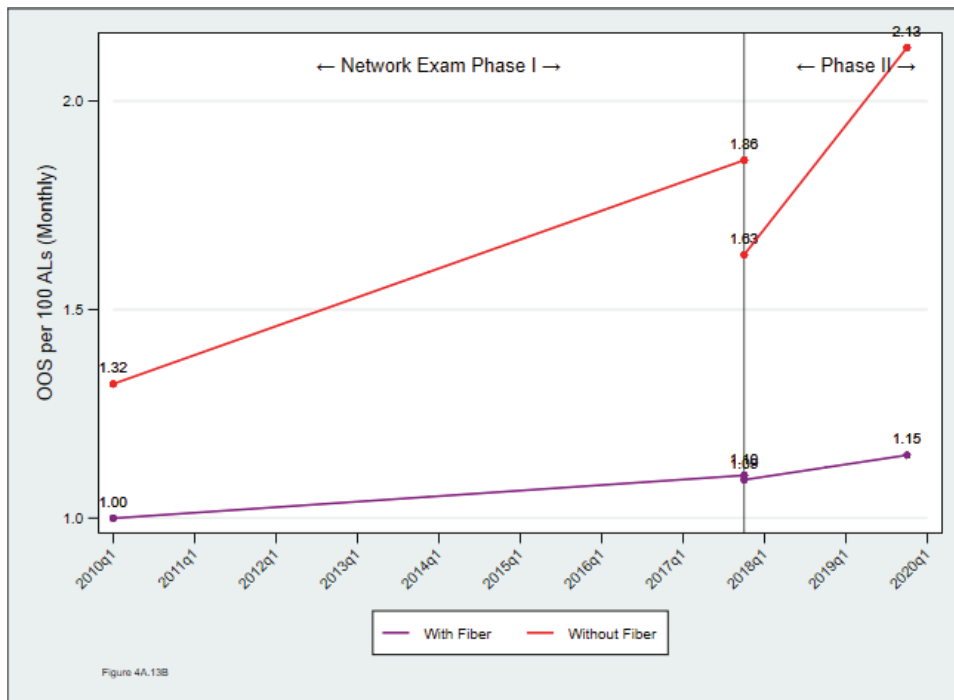
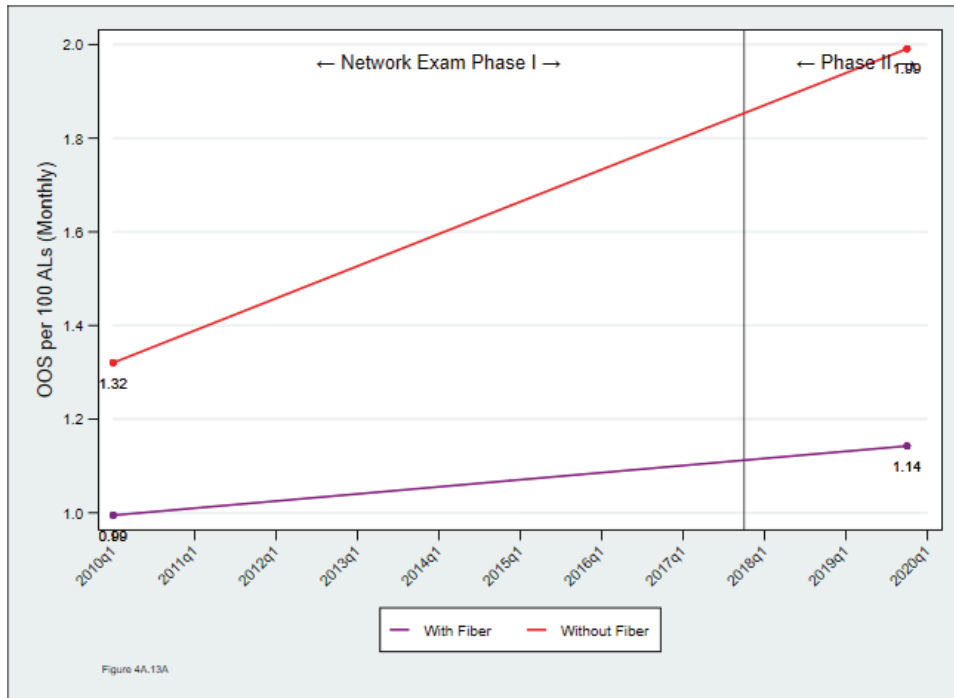


Figure 4A.13. Wire centers that had not been upgraded with fiber optic facilities experienced further degradation in the number of out-of-service incidents per 100 access lines (actual) in 2018-2019.

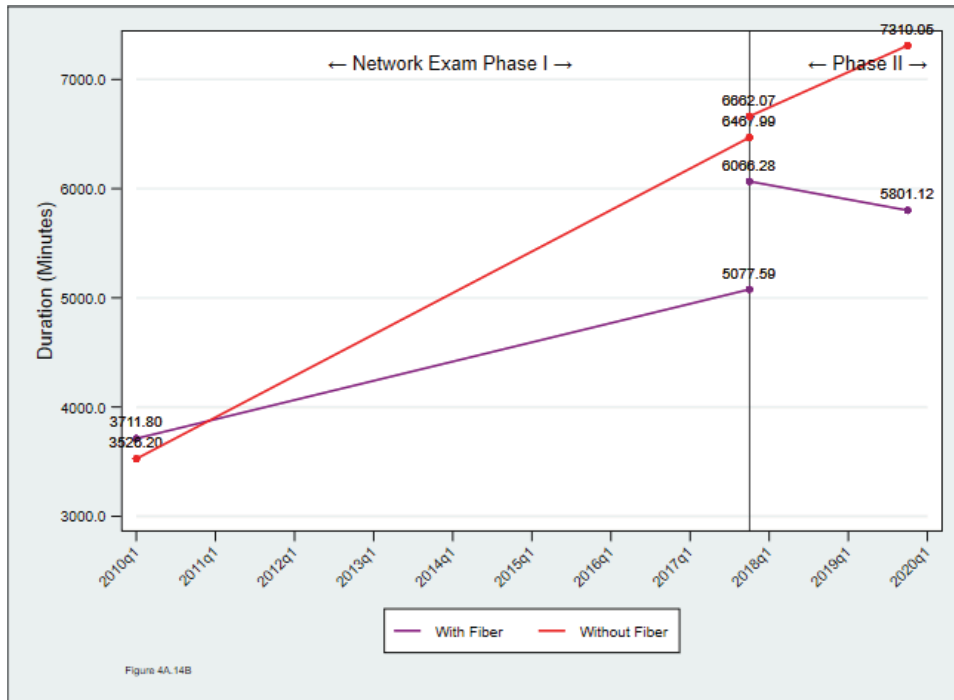
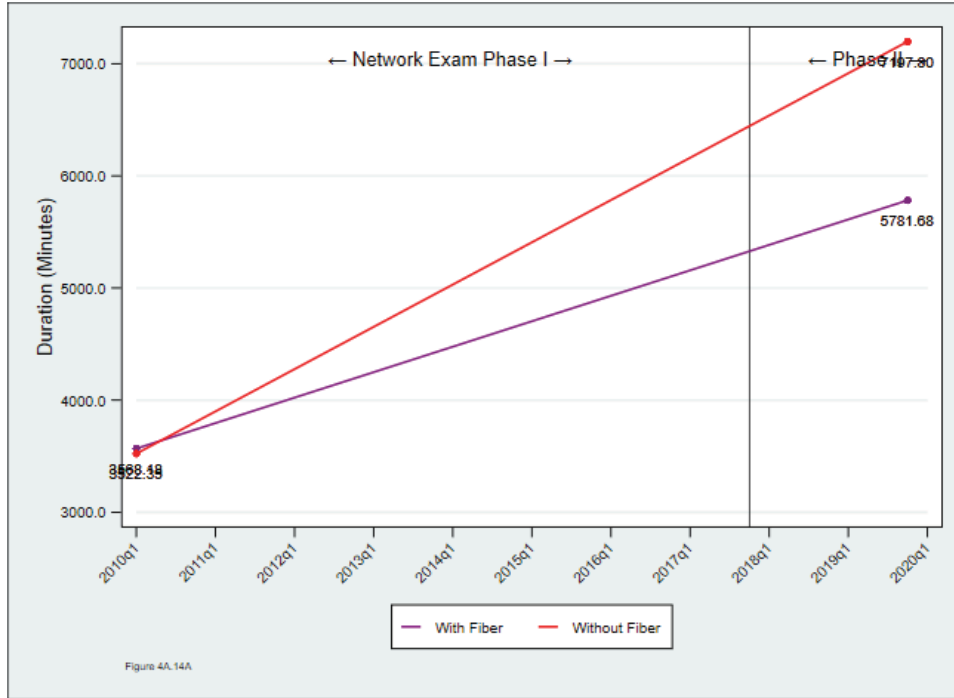


Figure 4A.14. The average duration for OOS over 24 hours (actual) in wire centers that had not been upgraded with fiber optic facilities grew even longer in 2018-2019.

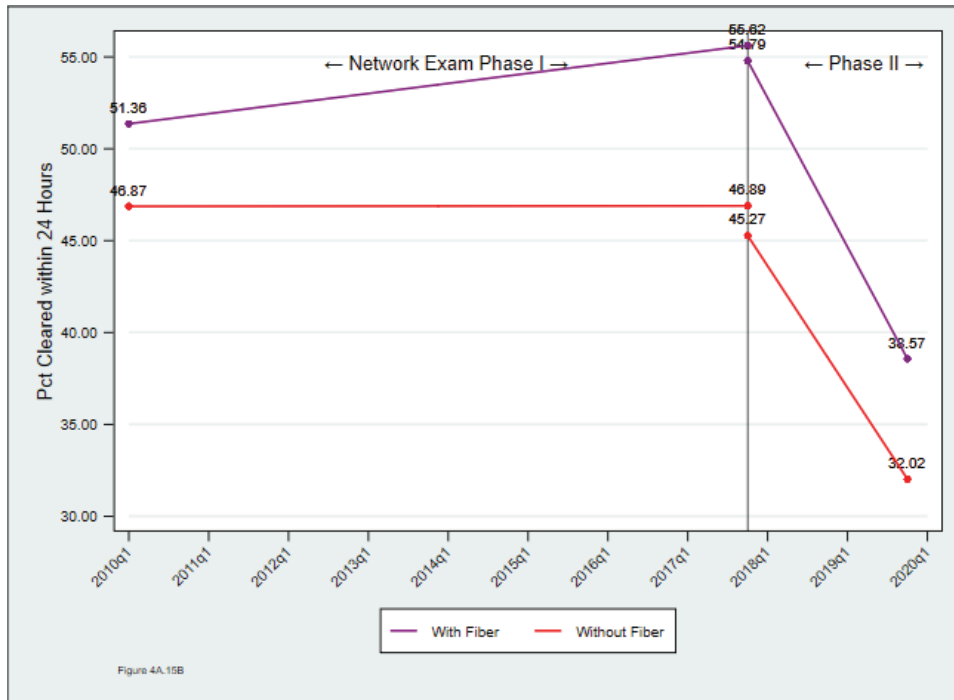
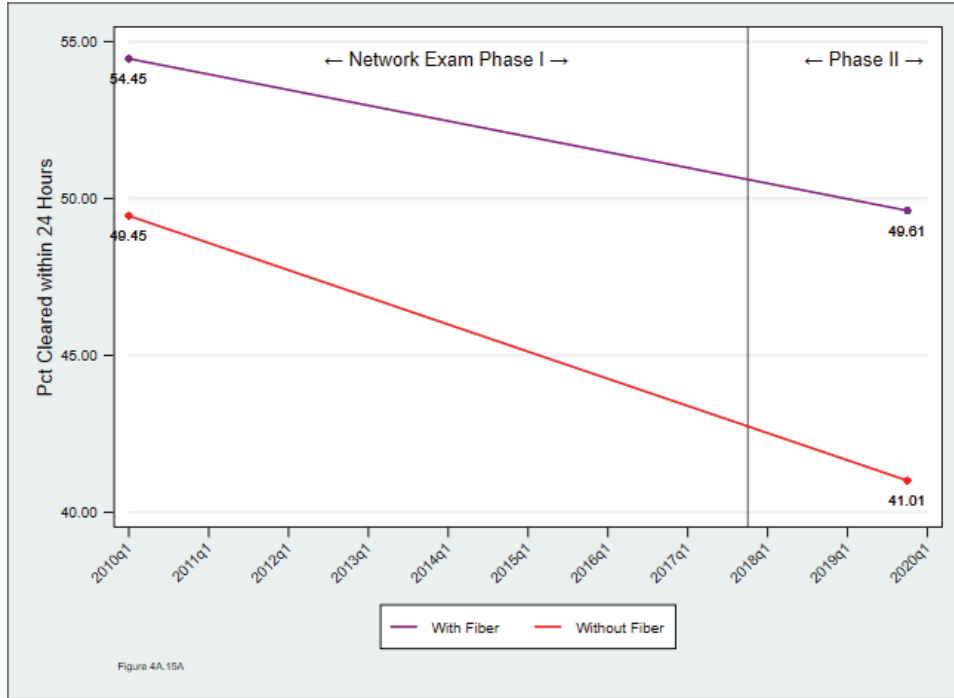


Figure 4A.15. The percentage of all OOS cleared within 24 hours (actual) dropped considerably both in fiber and non-fiber wire centers in 2018-2019.

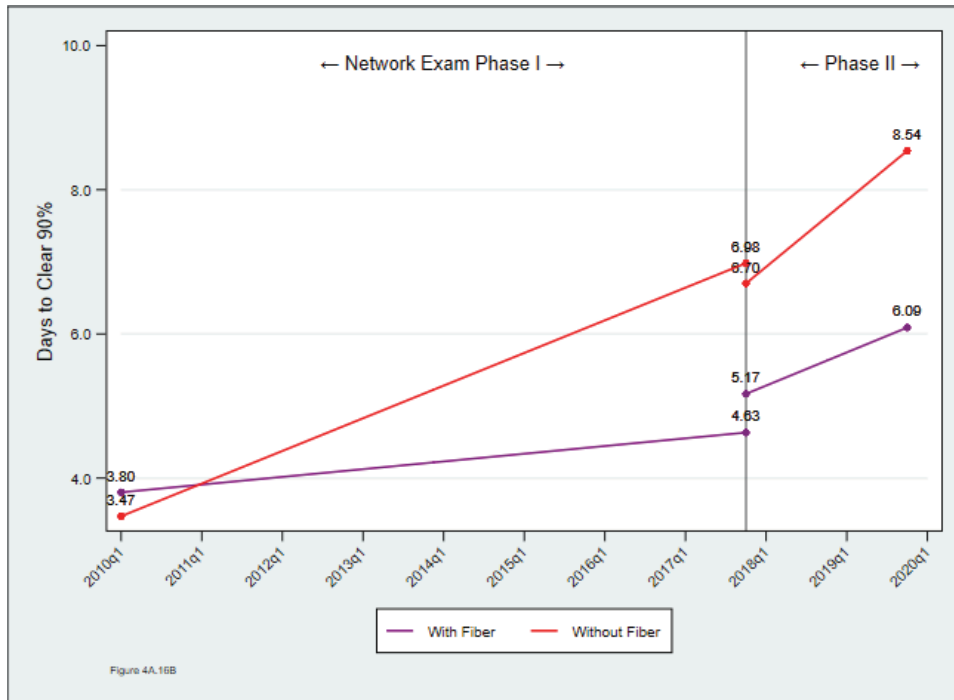
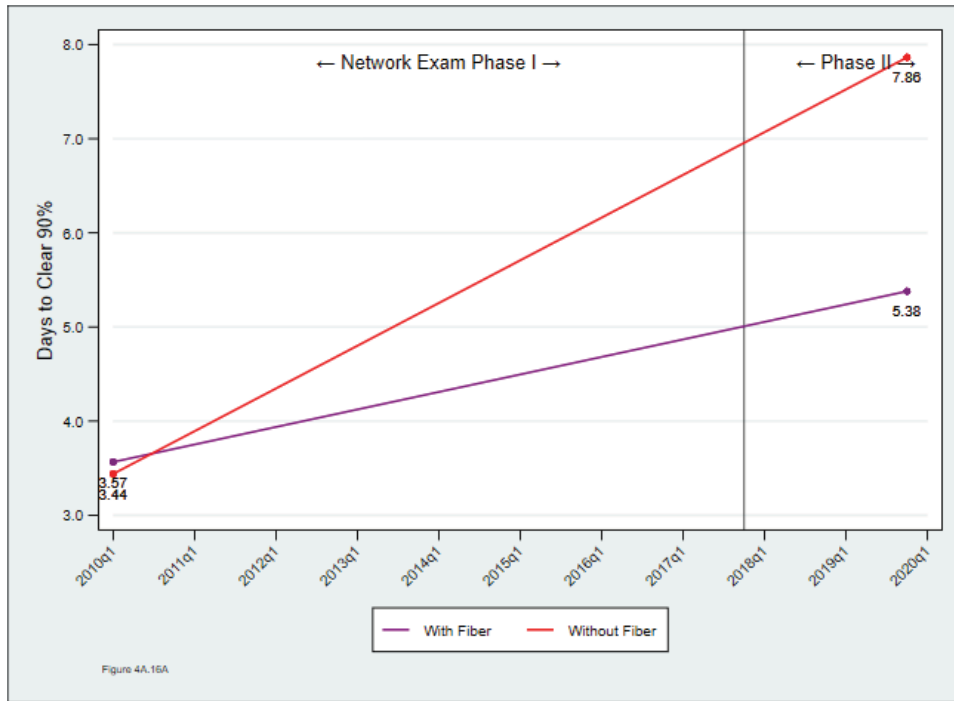


Figure 4A.16. It took AT&T California more days to clear 90% of outages (actual) both in fiber and non-fiber wire centers in 2018-2019.

Wire center size

GO 133-C/D refers to three sizes of ILEC wire centers. Small (1000 or fewer POTS lines), Medium (1001-2999 lines), and Large (3000 or more lines).¹⁸ As shown in Table 4A.1 above, 413 out of the total 612 AT&T wire centers would fall in the “Large” category (3000 or more POTS lines in service). The large drop-off in AT&T POTS access line demand over the 2010-2019 period would require the reclassification of individual wire centers as category thresholds were crossed. However, given that these individual wire centers were configured for the number of POTS lines in service pre-dating January 2010, the size categorization extant as of the beginning of the Phase 1 study period was retained throughout the 10-year time frame.¹⁹ Additionally, for analytical purposes, ETI determined that it would be useful to split the “Large” category into several more granular classifications, as we have done on Table 4A.14.

Table 4A.14		
AT&T CALIFORNIA		
CLASSIFICATIONS OF WIRE CENTERS BY POTS LINES IN SERVICE AS OF JANUARY 2010		
POTS Lines range	Category	No. of WCs
1,000 or fewer	Small	90
1,001 - 2,999	Medium	108
3,000 - 9,999	Large Metro	141
10,000 - 19,999	Large Urban	105
20,000 and above	Very Large	168
TOTAL		612

There appears to be a strong relationship between the overall size of a wire center (in terms of the number of POTS lines in service as of January 2010) and the quality of service that is being

18. GO 133-C/D, at §3.3(c).

19. Indeed, GO 133-C/D’s reliance upon *current* wire center size for purposes of determining the applicable TRPH performance standard – 10, 8 or 6 for Small, Medium size, or Large, respectively, seems misplaced, in that it operates to apply successively more lenient performance standards as access line losses increase. For example, a wire center that had 3,100 POTS lines in service in 2010 would then have been required to satisfy a 6.0 TRPH standard. Once that access line count dropped below 3,000, the allowable TRPH level would have automatically increased to 8.0 and if, by the end of the study period, the wire center’s access line count had dropped below 1,000, the allowable TRPH level would have increased further, to 10.0. ETI sees no obvious reason why a decrease in the number of POTS lines in service in a given wire center should justify a more lenient service quality performance standard. Indeed, if anything, the very competitive marketplace forces that had been assumed to exist as a basis for adoption of the URF should have precisely the opposite effect – confronted with persistent and growing line losses, the ILEC’s incentive should be to improve service quality so as to discourage further losses, rather than simply allow conditions to deteriorate further.

provided. Figure 4A.17 highlights this relationship. While there has been an increase in the number of out-of-service conditions per 100 POTS lines in all wire center size categories, both the number and the rate of increase in OOS per 100 POTS lines have been lowest in the very largest (over 20,000 lines) wire centers, and highest in the under 1,000 line wire center category. A similar relationship is observed with respect to out-of-service duration. As shown on Figure 4A.18, while durations have been rising across all size categories, the highest rate of increase – and the longest durations prior to restorations – are occurring in the smallest wire centers. The largest wire centers also exhibit the highest percentage of all outages cleared within 24 hours (actual) (Figure 4A.19) and the fewest number of days to clear 90% of all out-of-service incidents (actual) (Figure 4A.20).

The differences in these outcomes based upon wire center size are striking. In the fourth quarter of 2017, AT&T was able to clear 57% of outages within 24 hours, and had actually improved that clearance rate from 51% in 1Q2010. But in the smallest wire center category, the 4Q2017 trend value clearance rate was 36%, actually *down* from the 38% trend value in 1Q2010. A corresponding size/service quality relationship is also evident with respect to the days required to clear 90%. That time frame increased in all five size categories, but the rate of increase – and the number of days to reach 90% – were lowest in the over-20,000 line category and highest in the under-1,000 line category.

After 2017, the ordinal relationships among the five wire center size categories generally persisted, although almost all of the size categories saw deteriorating results after 2017.



The strong relationship between the number of POTS lines in a wire center and the quality of service provided has persisted into the 2018-2019 period, with the number and the rate of increase in OOS per 100 POTS lines continuing to be lowest in the very largest (over 20,000 lines) wire centers. However, service quality has deteriorated in all line-size categories since 2017.

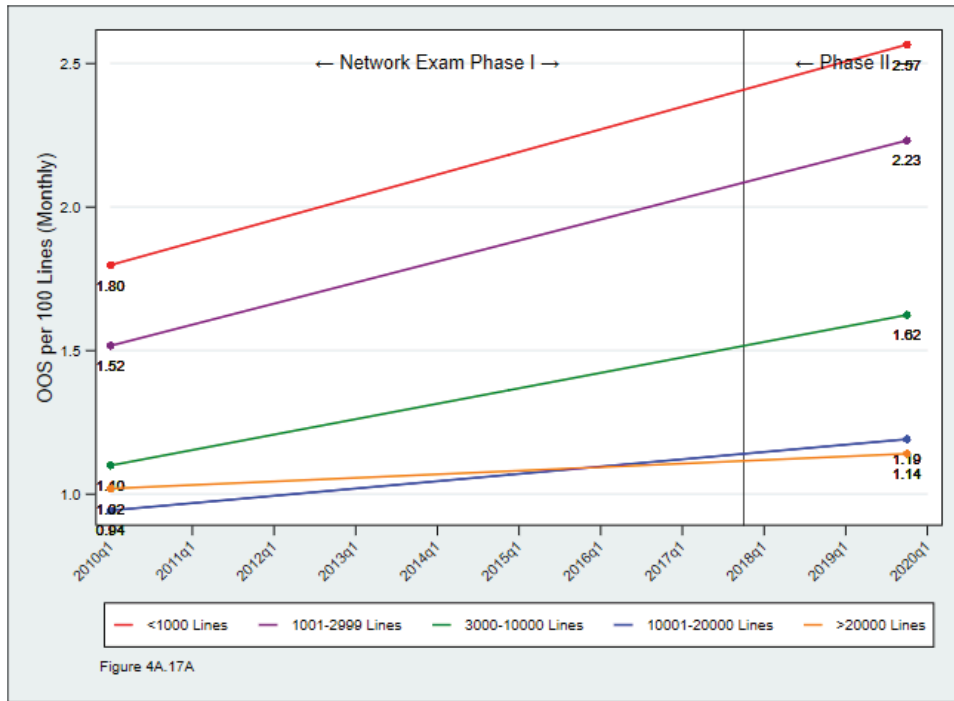


Figure 4A.17A

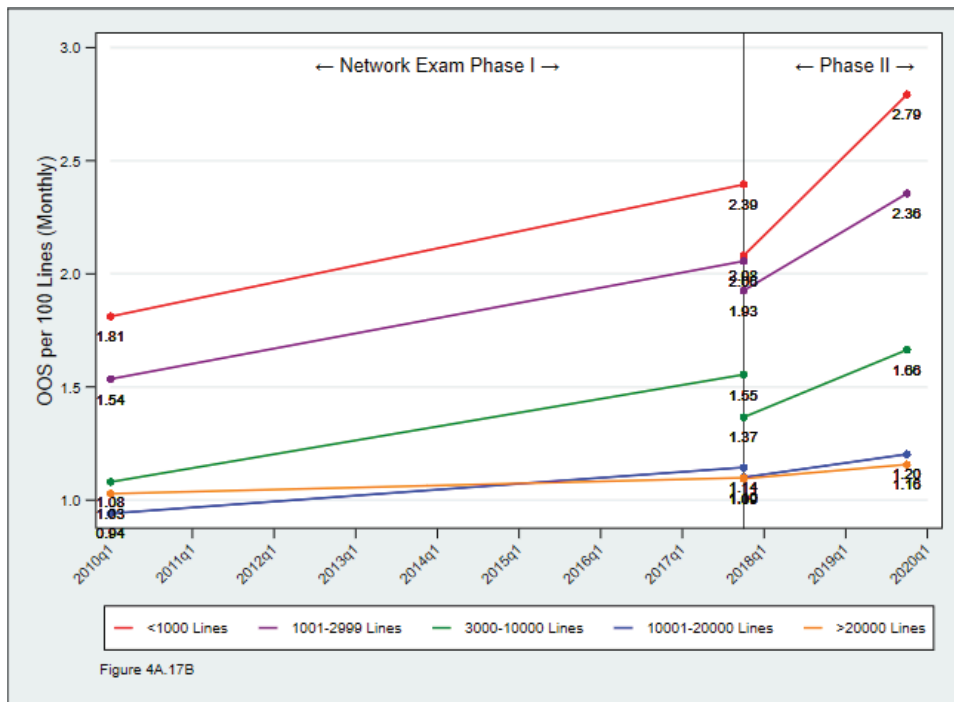


Figure 4A.17B

Figure 4A.17. The largest wire centers generally experienced the lowest out-of-service rate per 100 lines in service (actual), but the outage rate increased for all wire center size categories in 2018-2019.

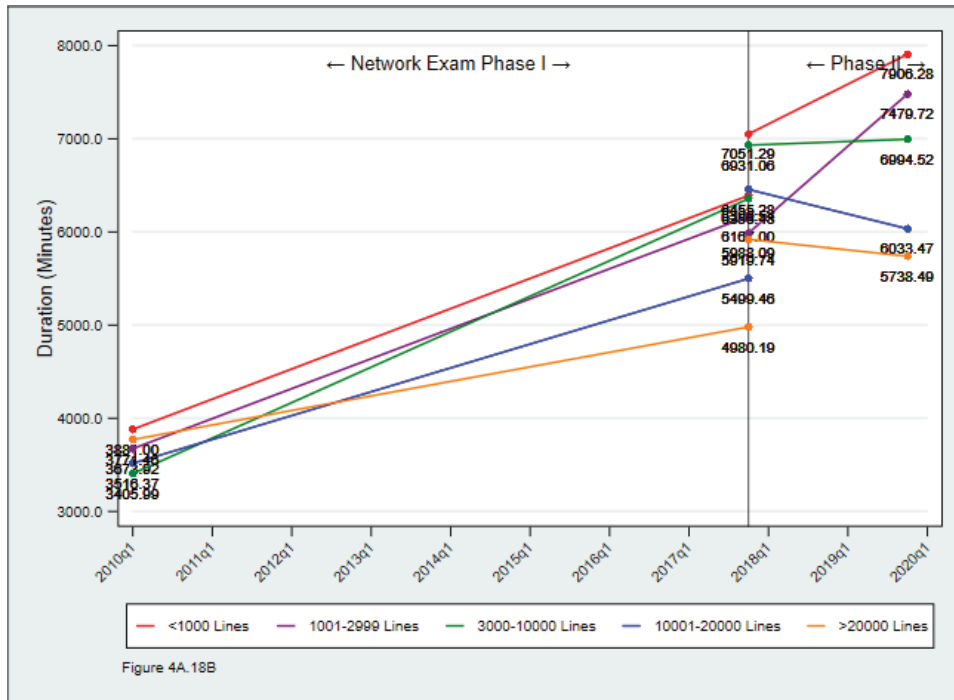
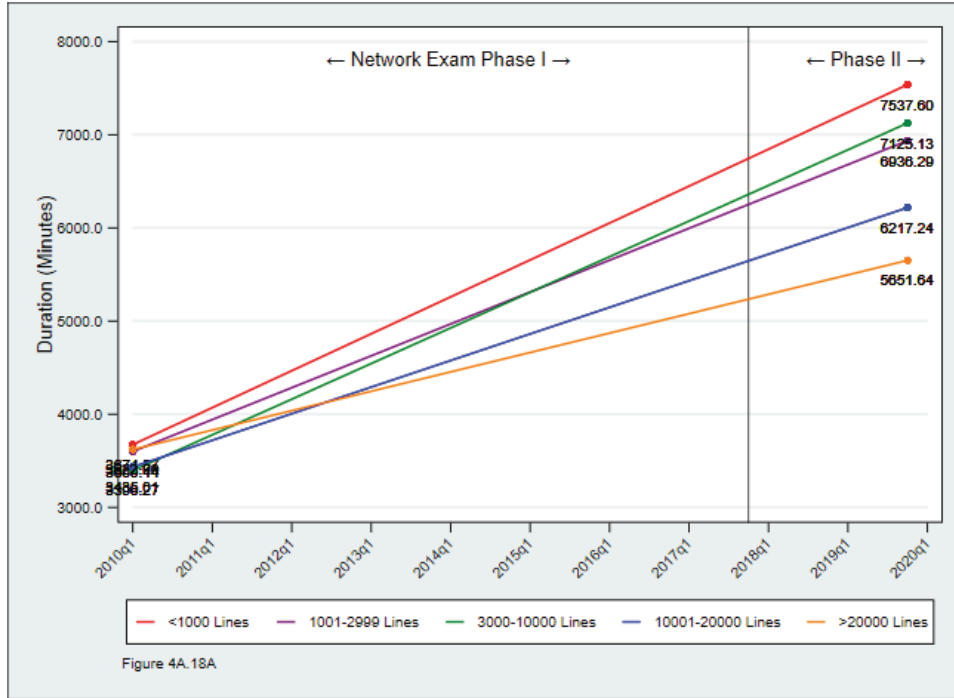


Figure 4A.18. The largest wire centers generally exhibited the shortest average duration of OOS over 24 hours (actual); the two largest size categories saw some improvement in 2018-2019, while the two smallest size categories experienced even longer durations than in the Phase 1 study period.

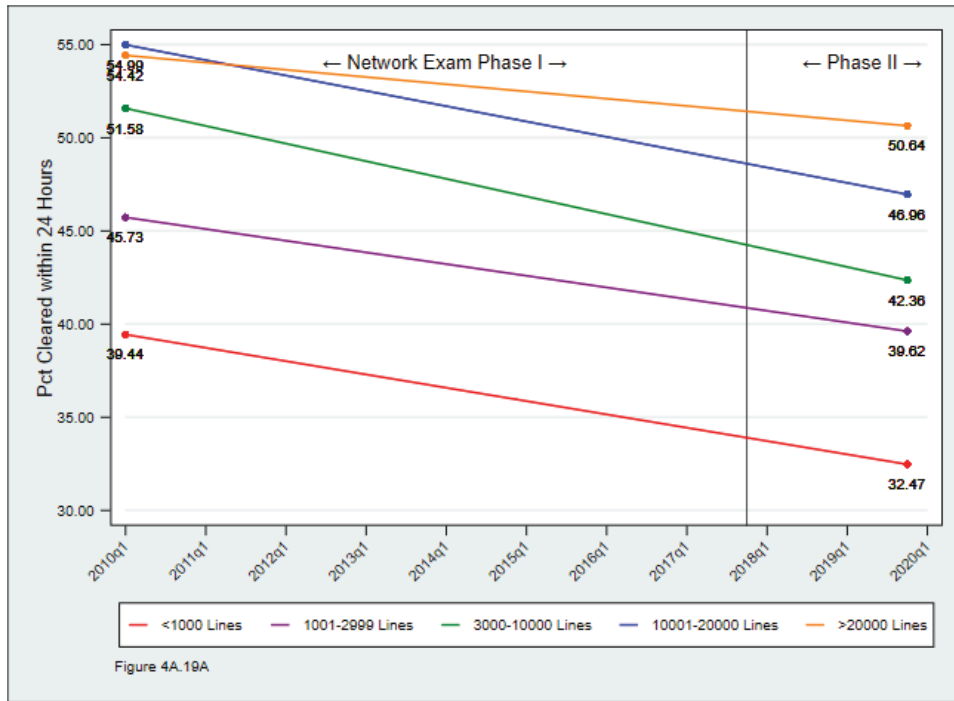


Figure 4A.19A

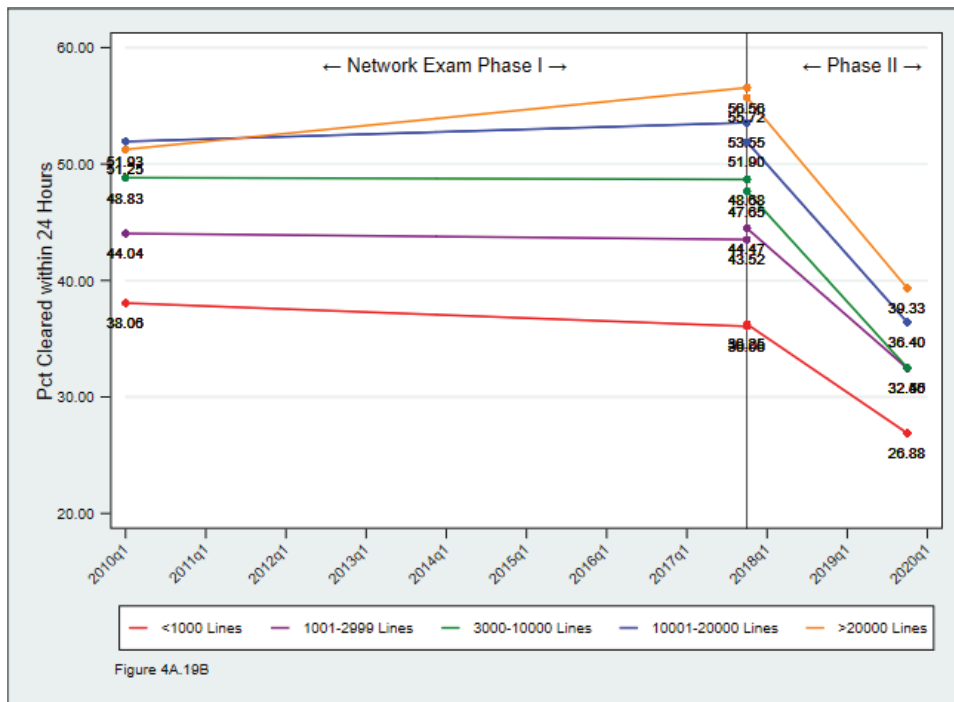


Figure 4A.19B

Figure 4A.19. The largest wire centers generally exhibited the highest percentage of all OOS cleared within 24 hours (actual), but all five size categories saw significant decreases in this metric in 2018-2019.

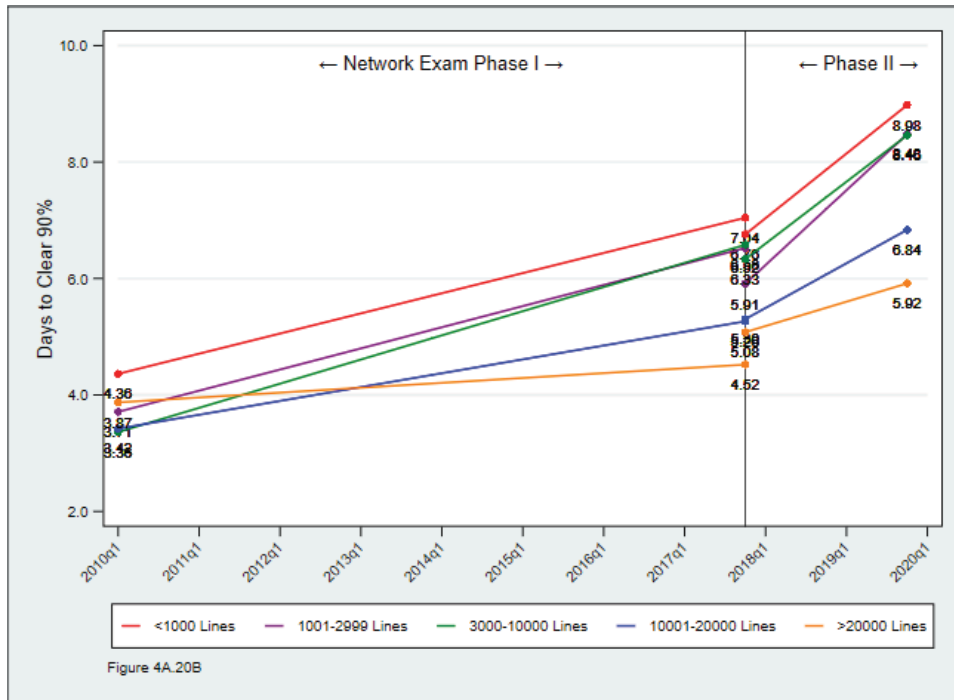
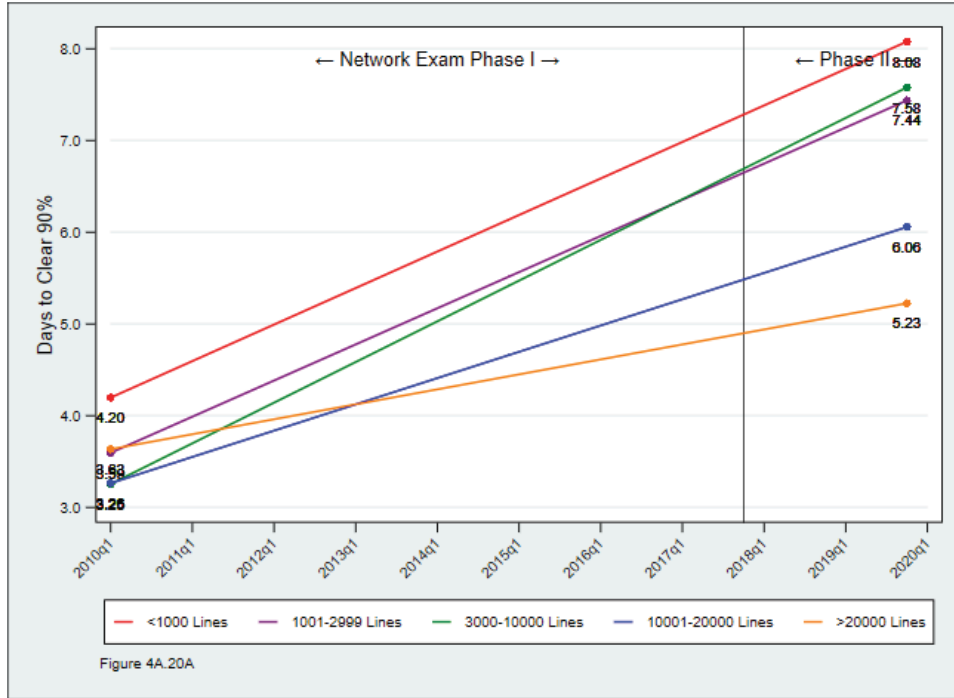


Figure 4A.20. The largest wire centers generally required the fewest number of days to clear 90% of all out-of-service incidents (actual), but the days-to-clear metric increased across all size categories in 2018-2019.

Access Line Loss.

Figure 4A.21 highlights the precipitous drop in AT&T California POTS lines in service over the full 2010-2019 study period. Companywide, AT&T California experienced a net loss of 79.1% of its POTS access lines, going from 8,035,134 in January 2010 to only 1,679,543 as of December 2019. These POTS losses were offset to some extent by the growth in interconnected VoIP access lines, as shown in Figure 4.4 above for all wireline carriers statewide and in Table 14.1 (in Chapter 14) for AT&T California specifically. We don't have carrier-specific residential and business losses, but FCC state-level data covering all wireline carriers (summarized on Figures 4.2 and 4.3 above) confirms that, as a general matter, residential wireline (POTS) losses were far greater than business losses as increasing numbers of households migrated to non-ILEC providers (primarily to cable MSOs offering interconnected VoIP-based telephone services) and to wireless.²⁰

However, the actual extent of AT&T POTS line losses varied widely among individual wire centers, from a *gain* of 18.75% in the Modesto 13th Street wire center to a loss of 96.56% in Paradise Main. In light of these large variations, we wanted to examine the potential impact that POTS line losses might have upon the overall service quality in each wire center. Large POTS line losses would likely result in a reduction of maintenance personnel, which could in turn have an adverse impact upon the Company's ability to respond to OOS situations. Alternatively, a large drop in the number of working lines could have the effect of making additional spare capacity available for rapid deployment as replacements for defective loops, switch ports or other service components. On the other hand, persistent and increasing service quality problems could work to stimulate even more demand shifts away from the ILEC and over to an alternative service provider. We have grouped the AT&T wire centers into five (5) POTS Line Loss categories, as shown on Table 4A.15 below:

20. See, generally, Figures 4.1 through 4.4 above. These were based upon data obtained from FCC Industry Analysis Division Office of Economics and Analytics, *Voice Telephone Services: Status as of December 31, 2018*, re. March 2020, Supplemental Table 1. Voice Subscriptions (in Thousands) - California, available at <https://www.fcc.gov/voice-telephone-services-report> (accessed 6/9/21).

Table 4A.15	
AT&T CALIFORNIA	
CLASSIFICATIONS OF WIRE CENTERS BY POTS LINE LOSS PERCENTAGE JANUARY 2010 THROUGH DECEMBER 2019	
POTS Lines Loss range	No. of WCs
Less than 50%	25
50% - 60%	32
60% - 70%	67
70% - 80%	248
80% and above	240
TOTAL	612

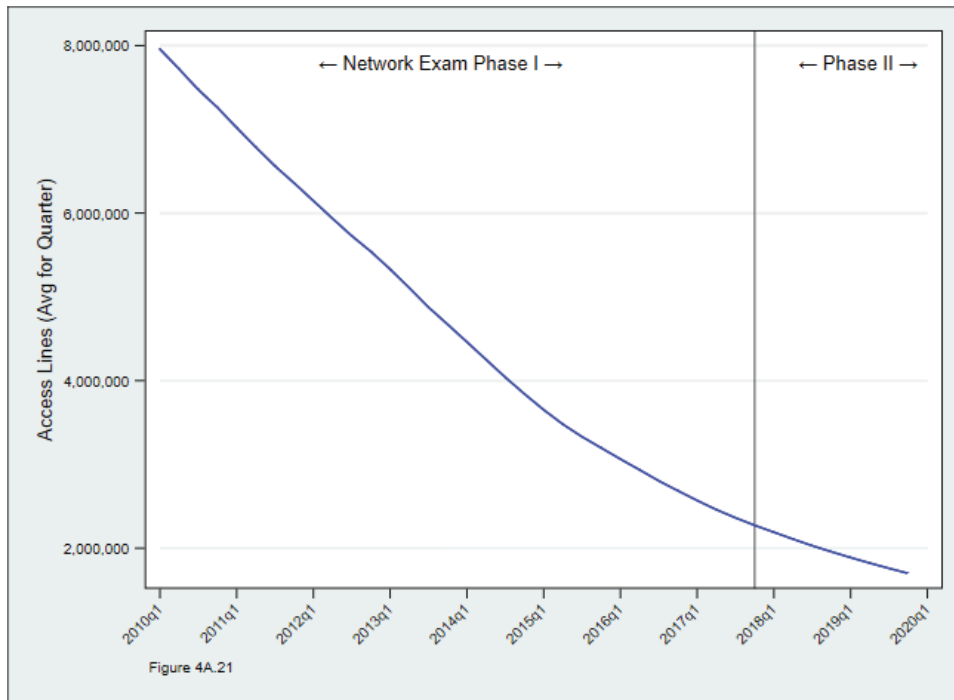


Figure 4A.21. Companywide, AT&T California experienced a net loss of 78.6% of its POTS access lines in service over the 2010-2019 period.

In Phase 1, we observed that those wire centers that had experienced the lowest rate of POTS line losses – less than 50% over the study period – experienced the largest increases in the rate of outages per 100 POTS lines; for wire centers with successively larger line loss percentages, increases in OOS per 100 POTS lines were much smaller – as too were the numbers of outages per 100 POTS lines – with the group exhibiting the second largest POTS line losses – 70% to 80% – remaining almost constant over the study period (Figure 4A.22). For average duration of OOS over 24 hours, the outcome was directly inverse to line loss percentage. Here, the wire centers experiencing POTS line losses in excess of 80% show virtually no change in average duration – going from 3,604 minutes (2.50 days) in 1Q2010 to 5,297 minutes (3.67 days) in 4Q2019. For wire centers experiencing the smallest rate of line loss (less than 50%), durations of outages over 24 hours jumped by 89%, from 3,672 minutes (2.55 days) in 1Q2010 to 7,810 minutes (5.42 days) in 4Q2019 (Figure 4A.23). Similar patterns were found for the percentage of outages restored within 24 hours and for the number of days required to reach the 90% cleared objective. The wire centers experiencing the highest loss of POTS lines performed best on both of these metrics, whereas those with the smallest losses suffered the greatest degradation in service quality (Figure 4A.24 and 4A.25).

For the most part, these relationships persisted into 2018-2019, although service quality performance was poorer on most of the metrics that we examined. One notable exception was a particularly large spike in out-of-service durations in the very largest wire centers over the 2018-2019 period relative to the earlier trend (Figure 4A.23).

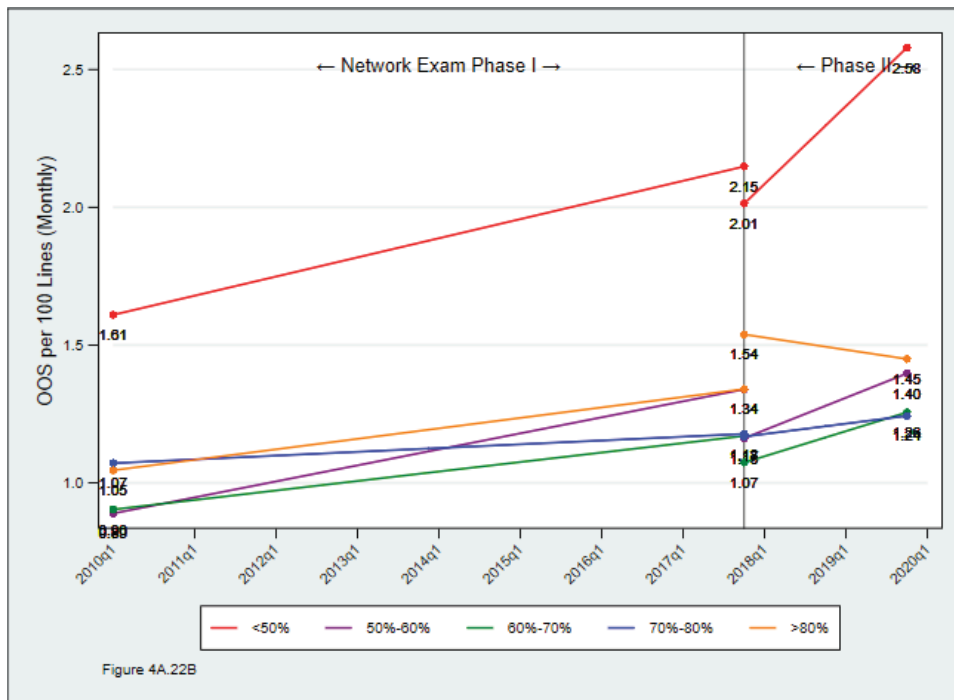
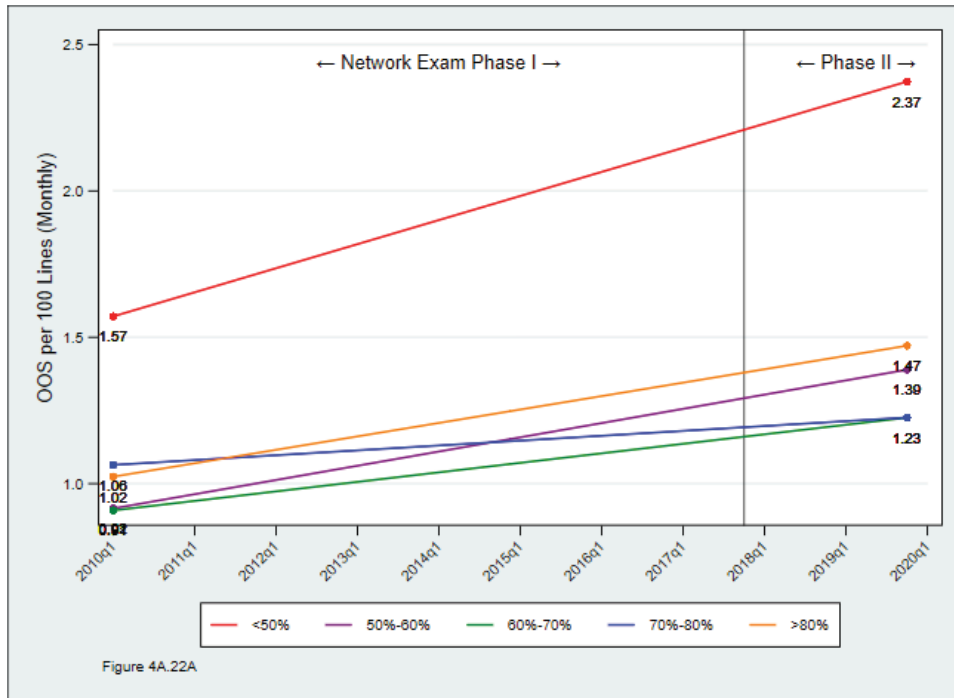


Figure 4A.22. AT&T California wire centers with the fewest POTS line losses have experienced the greatest increase in OOS per 100 lines in service (actual), a disparity that became even greater in 2018-2019.

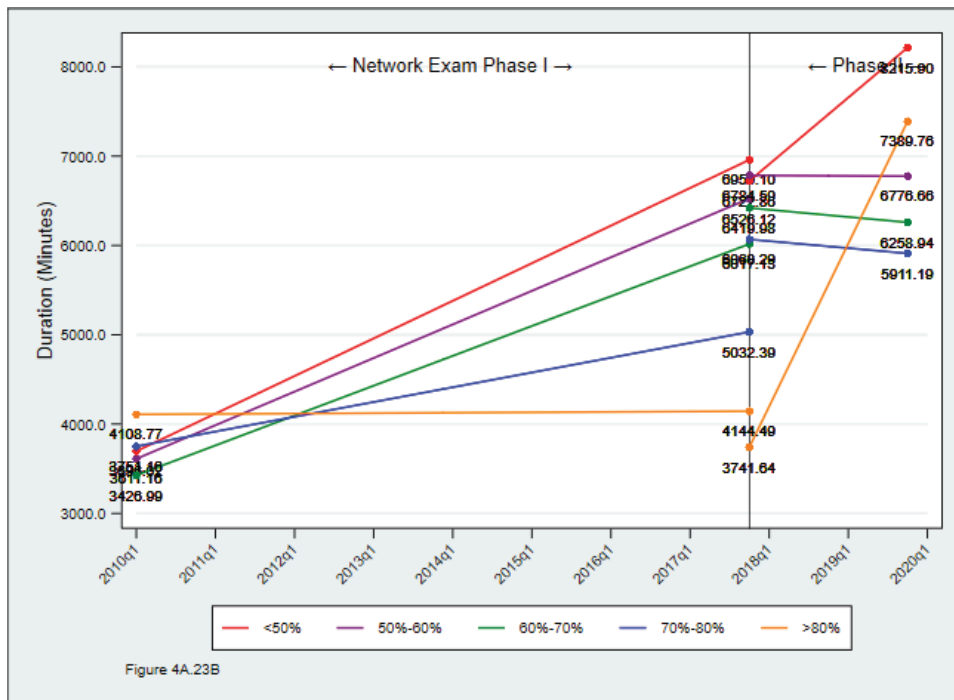
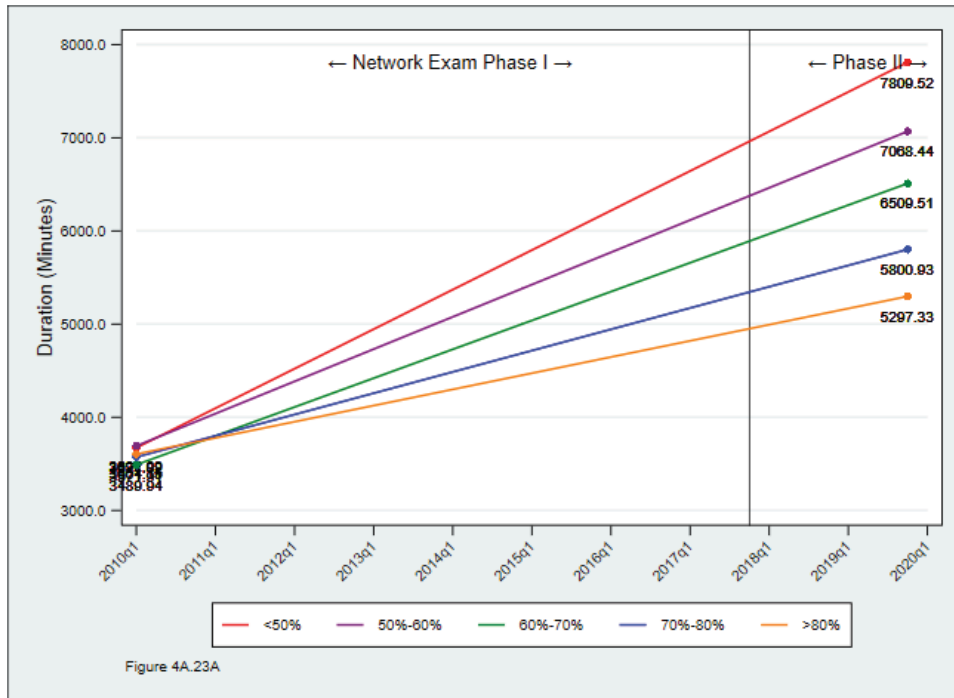


Figure 4A.23. AT&T California wire centers with the largest POTS line losses had been experiencing the shortest average durations of OOS over 24 hours (actual) in the Phase 1 study period, but durations in this category saw a huge spike in the 2018-2019 period.

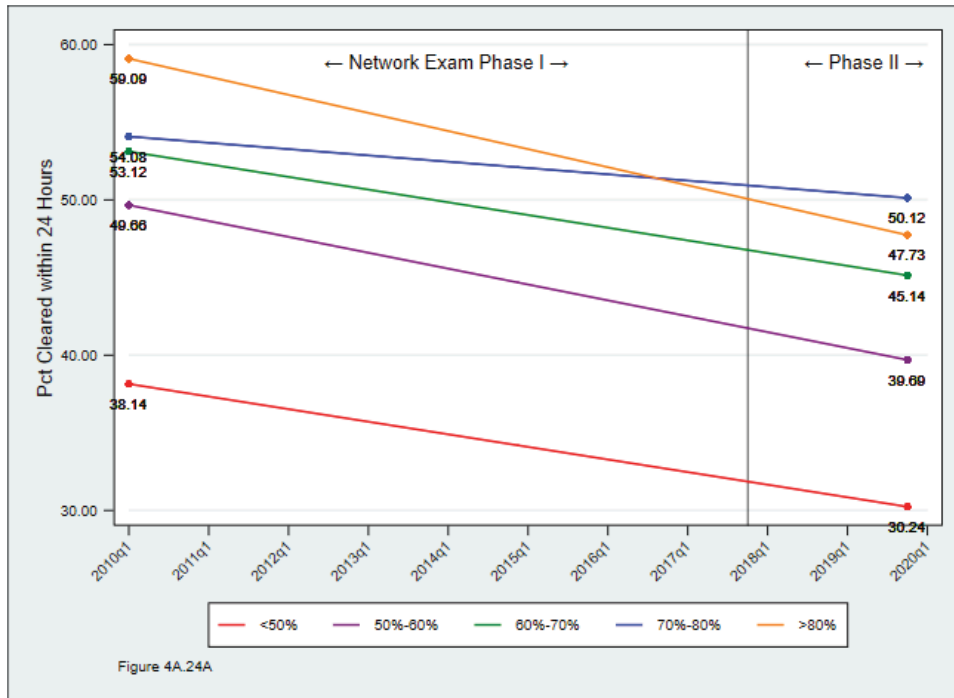


Figure 4A.24A

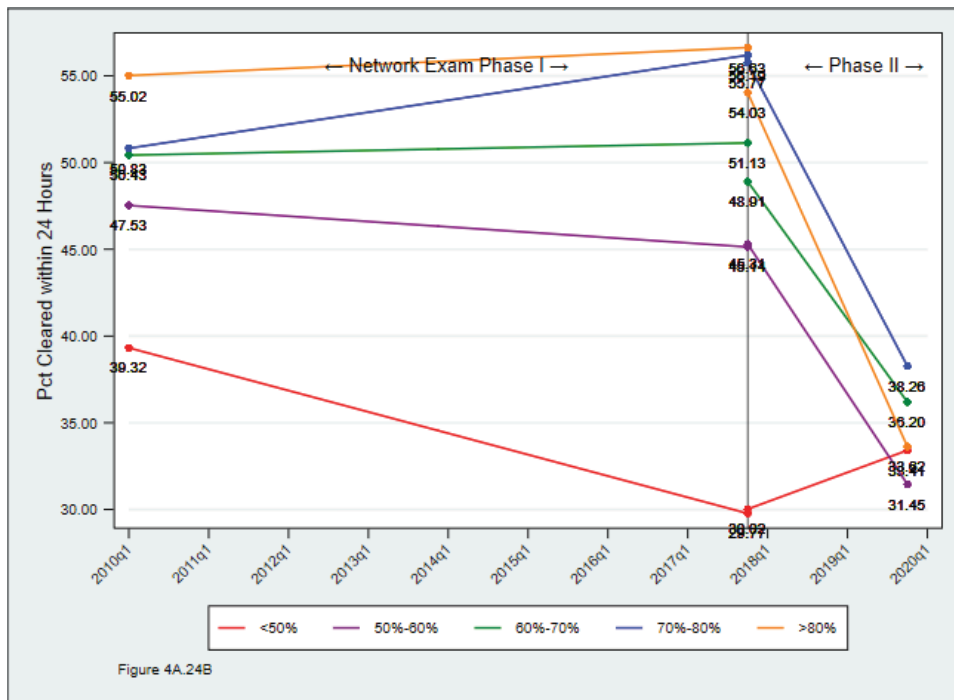


Figure 4A.24B

Figure 4A.24. AT&T California wire centers with the largest POTS line losses are experiencing the highest percentages of all OOS cleared within 24 hours (actual), but this metric worsened for all except the smallest line loss category in 2018-2019.

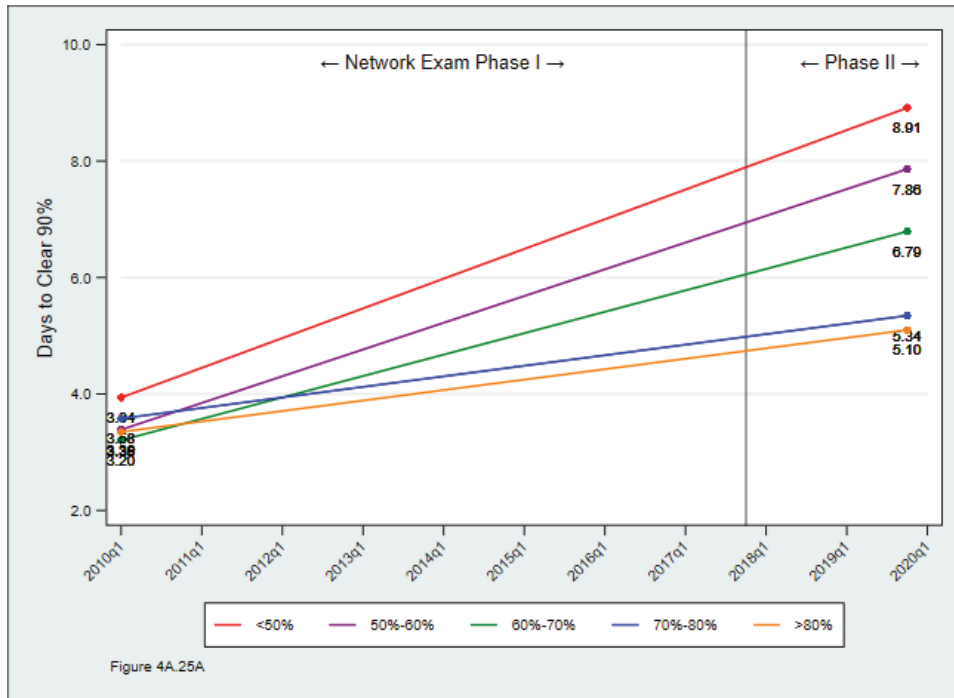


Figure 4A.25A

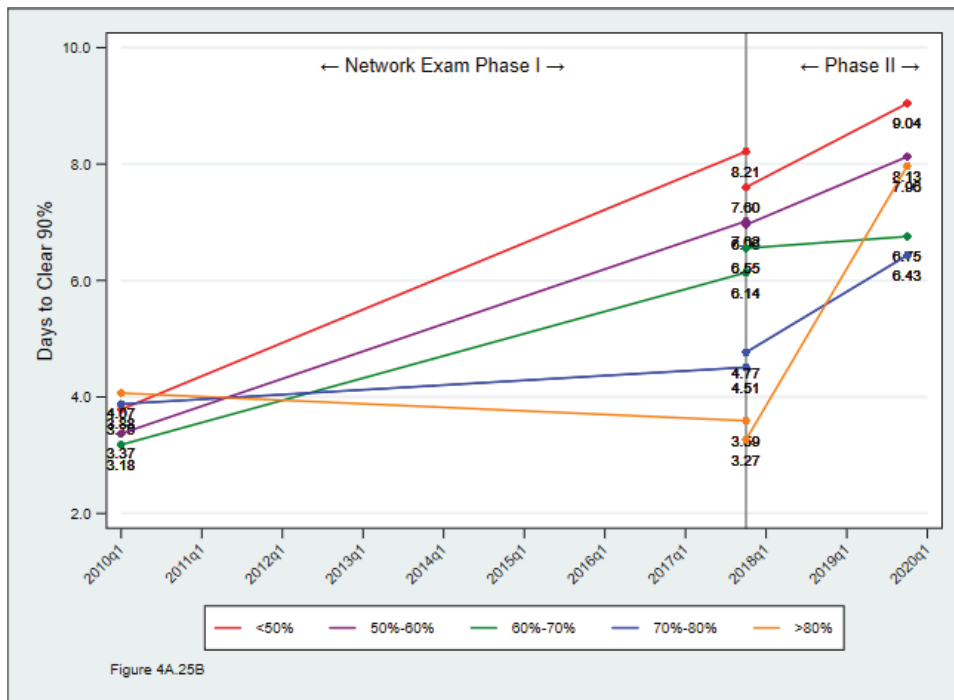


Figure 4A.25B

Figure 4A.25. AT&T California wire centers with the largest POTS lines losses requires the fewest number of days to clear 90% of all OOS (actual), but days-to-clear-90% increased for all line loss categories in 2018-2019.



Wire centers that had experienced the lowest rate of POTS line losses – less than 50% over the study period – saw the largest increase in service outages; for those with successively larger line loss percentages, the incidence of service outages increased more slowly or remained almost constant over the study period. But performance in nearly all of the service quality metrics we studied deteriorated after 2017.

Urban/Suburban/Rural

In support of our work on Phase 1, CD/GIS had provided us with a mapping of the roughly 500,000 Census Blocks in AT&T California’s operating areas to the AT&T wire center serving that Census Block. Included in this dataset were the 2017 population, number of households, and median household income for each Census Block. The Census Bureau does not provide Census Block-level area data, but does provide land area in square miles for each Census Tract. Census Tracts are small, relatively permanent statistical subdivisions of a county, with populations that range between 1,200 and 8,000, with an average of about 4,000.²¹ We aggregated the individual Census Block data to the Census Tract level within each AT&T wire center serving area. Where a Census Tract was served by more than a single wire center, we assigned it to the wire center that served the majority of the Census Tract. Finally, we aggregated all Census Tracts within each wire center serving area to obtain land area and population for that wire center.

We were then able to calculate the population density for each wire center serving area by dividing its total land area by the number of households. Because wireline telephone service is typically furnished to a *household* rather than to an individual, we used total households rather than total population for this purpose. Wire centers were then assigned to one of five quintiles in terms of their density – the lowest 20% were assigned to Density Group 1, the next 20% to Density Group 2, and so on.

Over the Phase 1 study period, AT&T’s responses to out-of-service conditions had generally deteriorated, except in areas with the highest population density (in terms of households per square mile). The incidence of out-of-service per 100 lines in service (actual) has been increasing except in the highest density wire centers. The average duration of those out-of-service conditions that remain uncleared for more than 24 hours (actual) has increased in all areas, but with the largest increases occurring in areas with the lowest population densities. The percentage of all out-of-service conditions that are being cleared within 24 hours, for which GO 133-C/D has established a 90% objective, remains lowest in areas with the lowest population densities, and does not appear to have improved, except in the highest density wire centers, where the trend line values improved from about 50% in 2010 to 58% in 2017. Finally, the

21. United States Census Bureau, <https://www2.census.gov/geo/pdfs/education/CensusTracts.pdf>, accessed 9/6/18).

number of days required for AT&T California to achieve the 90% OOS cleared objective has gotten longer, except in the highest density areas.

For the 2018-2019 period, we observed little change in the relationships among the five density categories. However, overall performance was considerably poorer in all five categories and for all four of the metrics we studied. These results are plotted on Figures 4A.26, 4A.27, 4A.28 and 4A.29 below:



Except in areas with the highest population density, AT&T's response to out-of-service conditions has generally deteriorated over the study period. That deterioration appears to have accelerated for all population density categories in the 2018-2019 period.

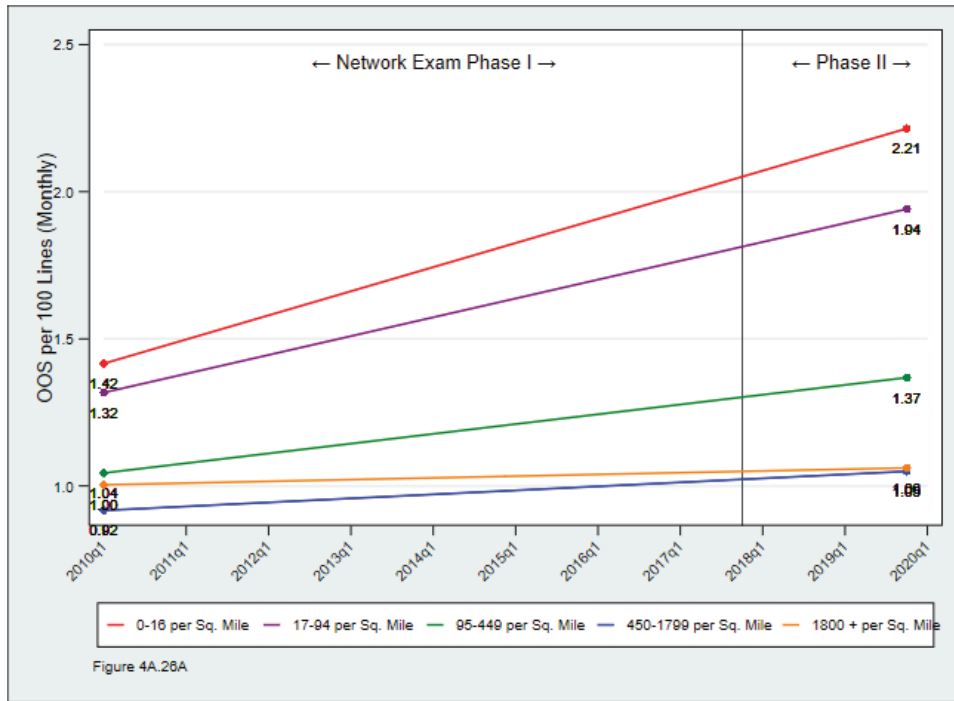


Figure 4A.26A

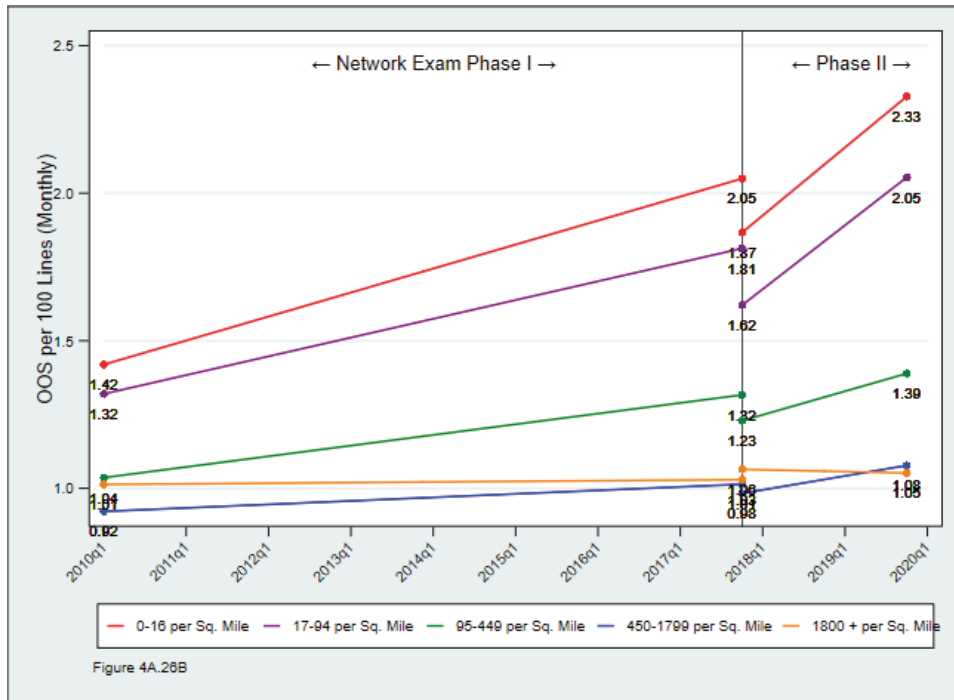


Figure 4A.26B

Figure 4A.26. AT&T California OOS per 100 lines in service (actual) had been increasing except in the highest density categories, and escalated further in all but one density category in 2018-2019.

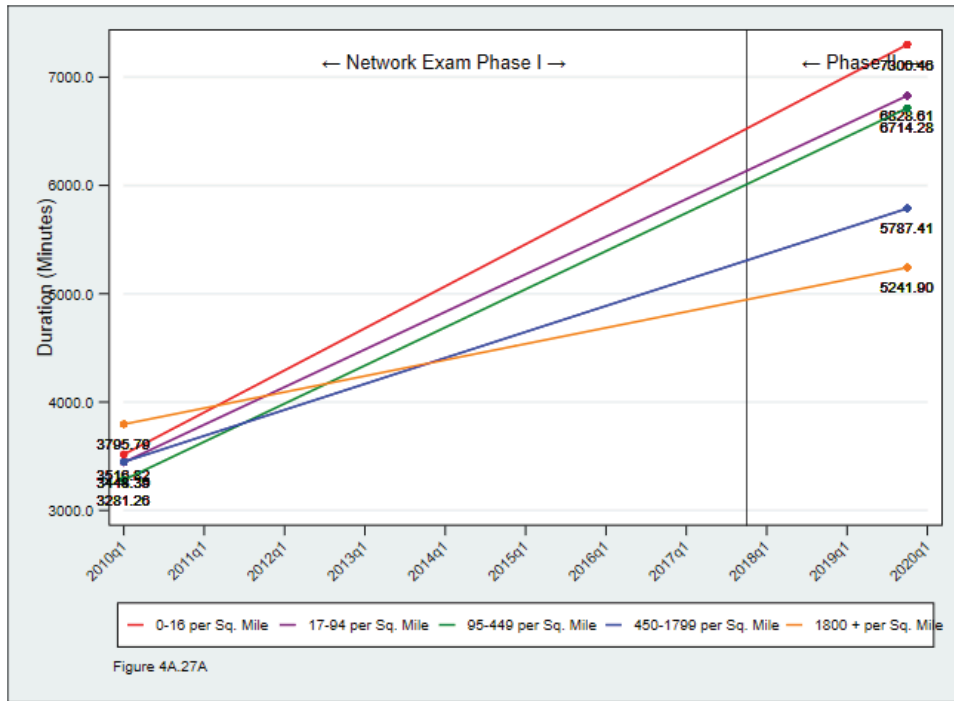


Figure 4A.27A

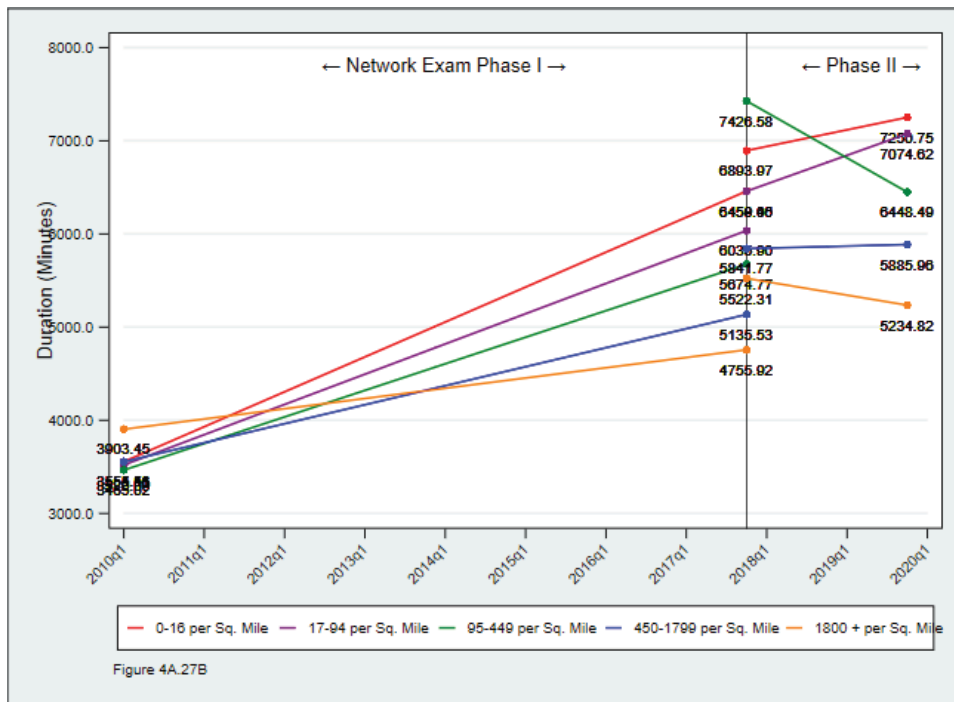


Figure 4A.27B

Figure 4A.27. AT&T California average duration of OOS over 24 hours (actual) had increased the most in areas with the lowest population density, and saw further increases in 2018-2019 across all density categories.

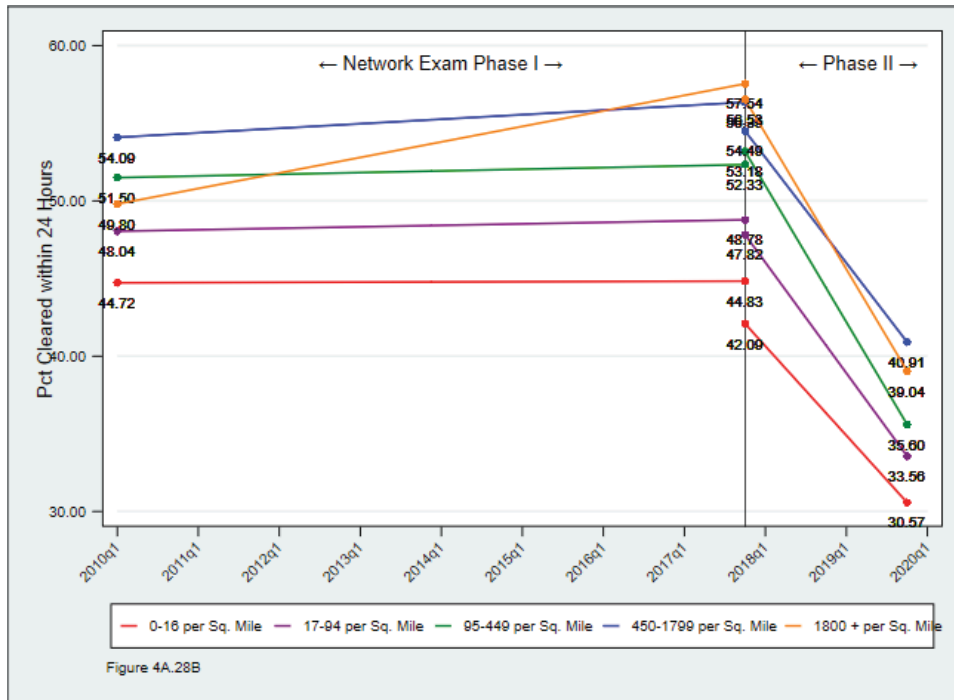
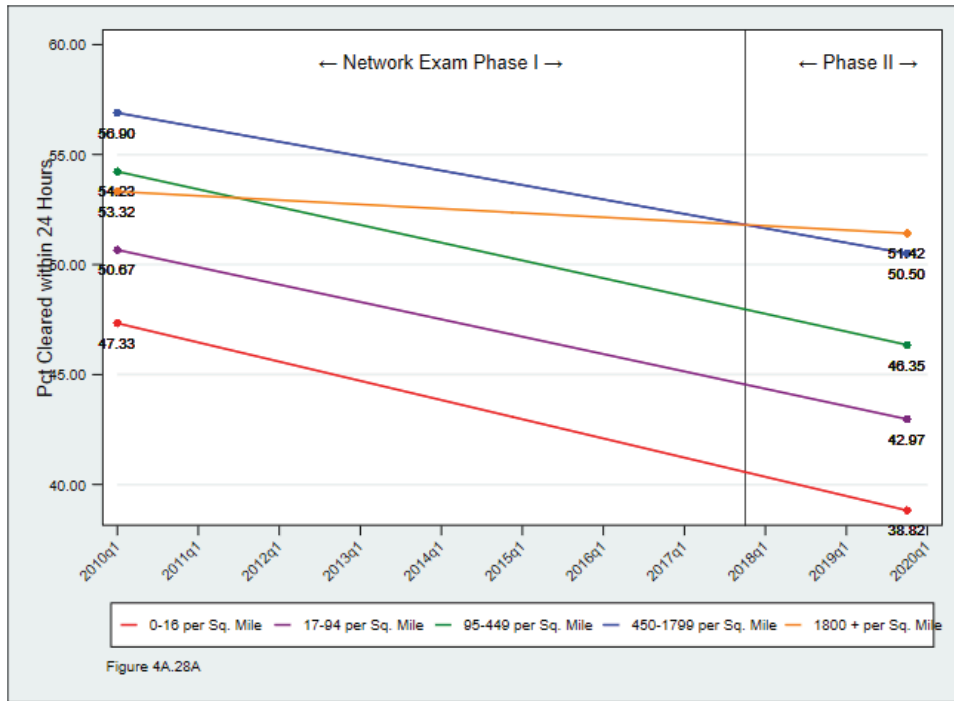


Figure 4A.28. AT&T California percent of all OOS cleared within 24 hours (actual) had remained stable except in areas with the highest population density, but saw decreases in all five density categories in 2018-2019.

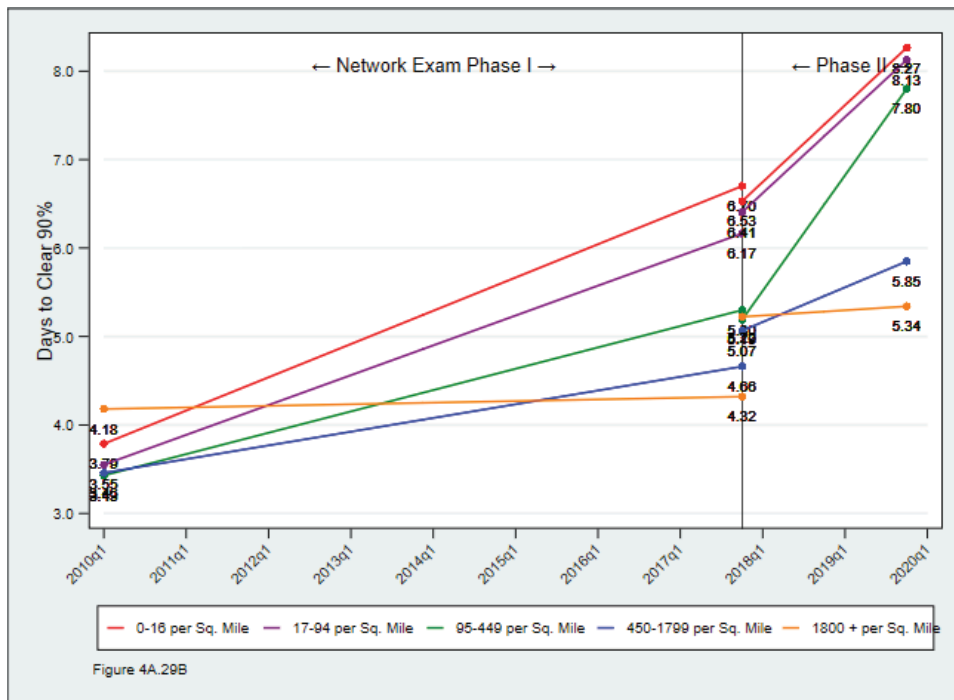
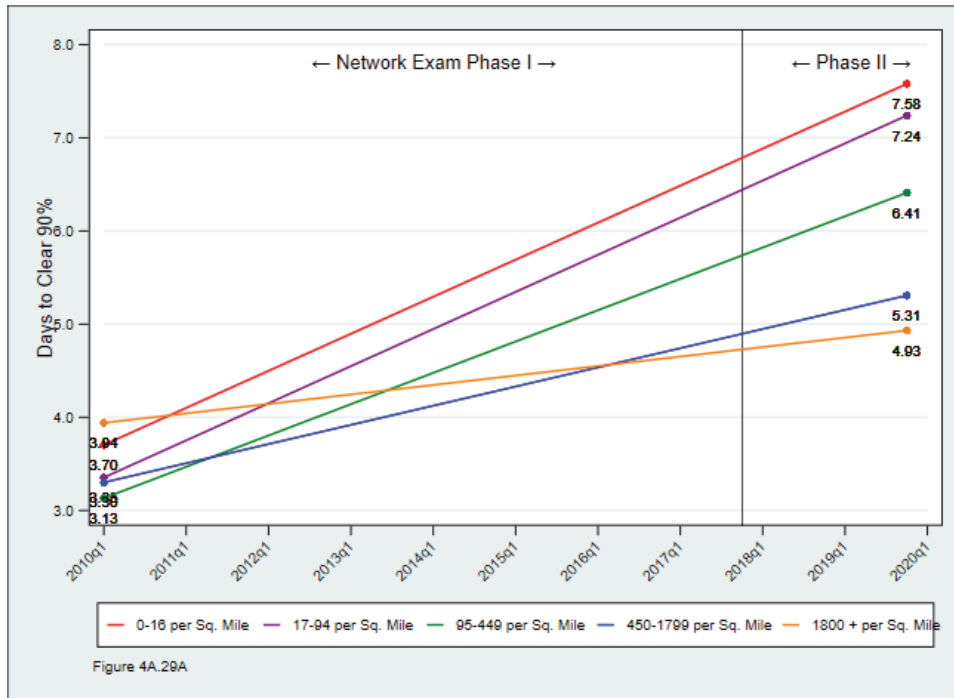


Figure 4A.29. The number of days required for AT&T California, to clear 90% of all OOS (actual) has increased in all five density categories over the entire 2010-2019 period.

ILEC Organizational Assignment

AT&T California’s principal network maintenance organization had been known as “Technical Field Services (TFS) West (Core)” although it was sometimes referred to as Technology Field Services. In its May 15, 2020 response to CD Network Exam Phase 2 Data Request 11-A-1, AT&T California advised that “[i]n October 2019 the name of the Technology Field Services West (TFS) organization was changed to AT&T Field Operations (AFO) West.”²² We shall henceforth utilize that revised designation. According to AT&T, AFO “is responsible for the installation and repair of Legacy and IP voice and broadband data services (from central offices, through outside cable plant, terminals, and to the customer premises), as well as network infrastructure support and maintenance of those same central office and outside cable plant network facilities.”²³ AT&T has established five (5) regional AFO maintenance organizations, which we refer to as AFO Districts – Greater LA/Bakersfield; San Gabriel; Bay Area/Central Coast; Northern California/Central Valley, and Southern California. Of the five AFO Districts, the Los Angeles/Bakersfield and San Gabriel districts – both of which serve wire centers in the greater Los Angeles metropolitan area – were showing significant improvements in most OOS metrics – decreasing numbers of OOS per 100 POTS lines in service, shorter out-of-service durations until cleared, higher percentages of OOS cleared within 24 hours, and fewer days required to reach the 90% cleared level – over the Phase 1 2010-2017 study period. However, even those gains were largely reversed in 2018-2019, when performance by all AFO Districts in most service quality metrics suffered. The poorest performing AFO District continue to be the one serving Northern California. These results are plotted on Figures 4A.30, 4A.31, 4A.32 and 4A.33 below:



Of the five AT&T maintenance (AFO) districts, LA/Bakersfield and San Gabriel had shown significant improvements in most OOS metrics during the Phase 1 study period. However, even those improvements appear to have largely reversed in 2018-2019.

The stark differences in performance among the five AFO Districts may well be explained by the relative amount of broadband investment that AT&T had made in each of these areas. Table 4A.16 below summarizes, for each AFO District, the total number of wire centers for which the District is responsible together with the number of those wire centers that have been upgraded for broadband services as of the end of 2017. As noted above, AT&T has confirmed that no additional wire centers have been upgraded for broadband since that date.

22. AT&T California response to DR 11-A-1 dated May 15, 2020. In that response, AT&T further advised that “This is the only update to the narrative response provided to Data Request 1, Question 1 on May 11, 2018.” On that basis, we have assumed that the specific assignments of individual wire centers to each of the five now-known-as-AFO districts is the same as it had been in Phase 1.

23. AT&T California response to DR-01A, Request 1.

Table 4A.16			
AT&T CALIFORNIA			
AT&T FIELD OPERATIONS (AFO) DISTRICTS TOTAL WIRE CENTERS AND WIRE CENTERS UPGRADED WITH FIBER TO SUPPORT BROADBAND SERVICES AS OF DECEMBER 2019			
AFO District	Total WCs	Upgraded WCs	Percent Upgraded
Bay / Central Coast	126	85	67.5%
Greater LA / Bakersfield	85	64	75.3%
Northern CA / Central Valley	286	95	33.2%
San Gabriel	13	12	92.3%
Southern California	105	81	77.1%
TOTAL	615	337	54.8%

It seems hardly surprising that the AFO District with the poorest overall performance on all of the relevant service quality metrics – Northern CA / Central Valley – also has the lowest percentage of upgraded wire centers (33.2%) and, conversely, the AFO District exhibiting the best performance and improvement overall – San Gabriel – also happens to have the highest percentage of upgraded wire centers (92.3%). However, while investment in wire center upgrades may well account for a net *gain* in service quality overall (as in the case of the Los Angeles and San Gabriel AFO Districts), it would not by itself explain why those AFO Districts with the smallest percentage of wire center upgrades have experienced so substantial a degradation in service quality over the period, except perhaps to underscore the pressing need for investment and upgrades in these other wire centers as well.

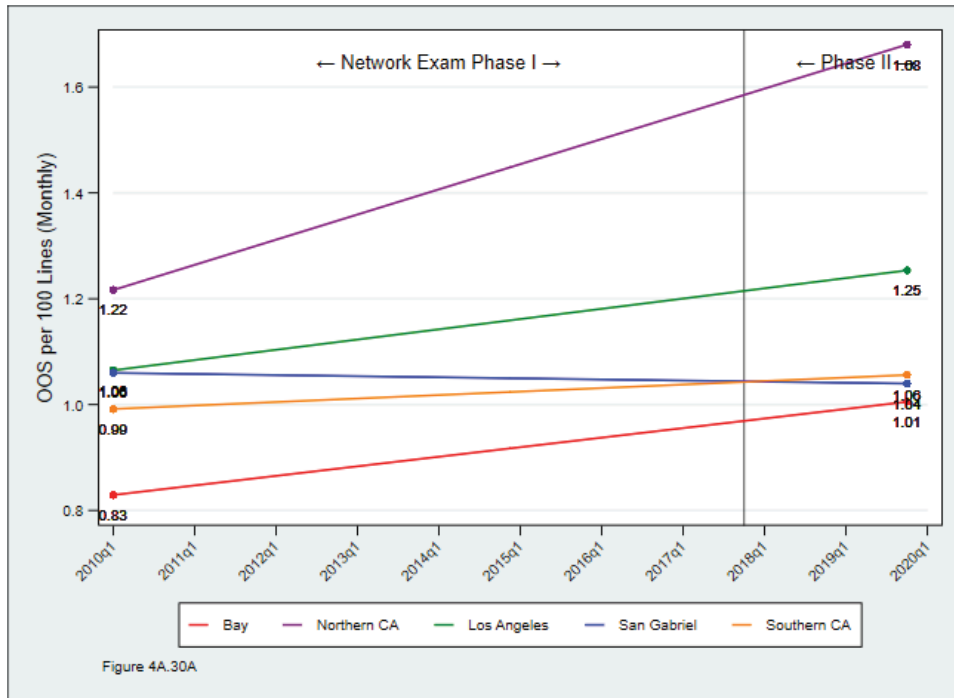


Figure 4A.30A

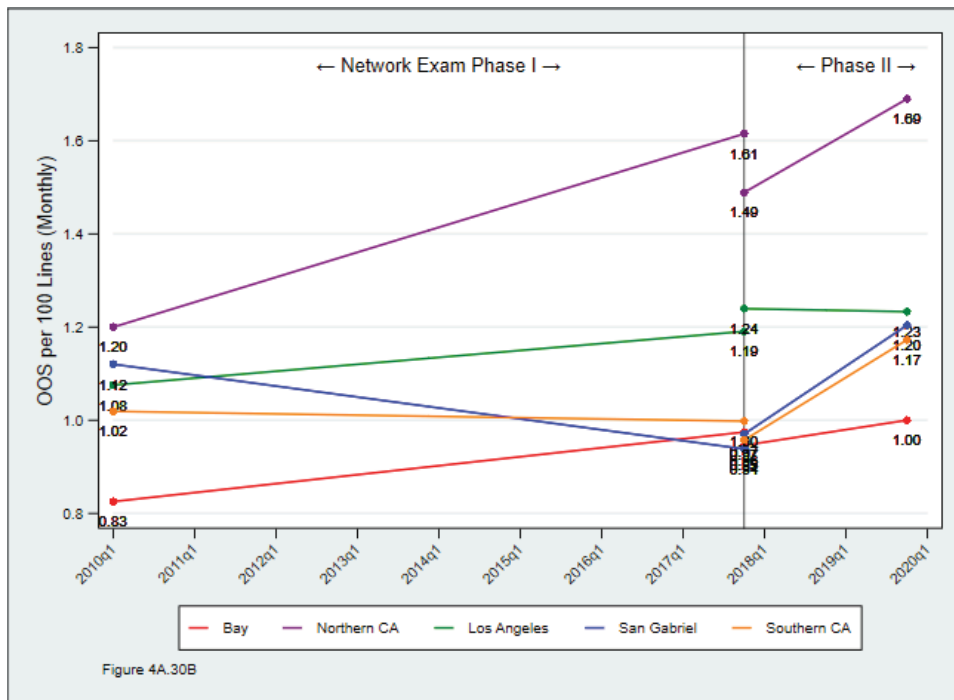


Figure 4A.30B

Figure 4A.30. AT&T California. OOS per 100 lines in service (actual) varied inversely with the type of area being supported by each AFO district – lowest in the largest metro areas, but saw large increases in the San Gabriel and Southern California districts.

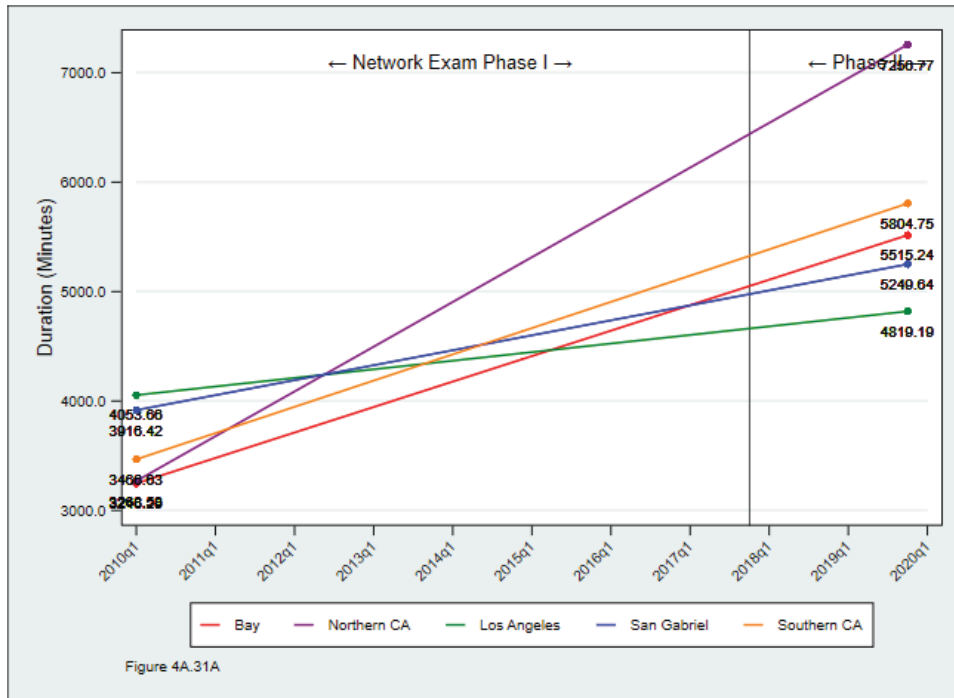


Figure 4A.31A

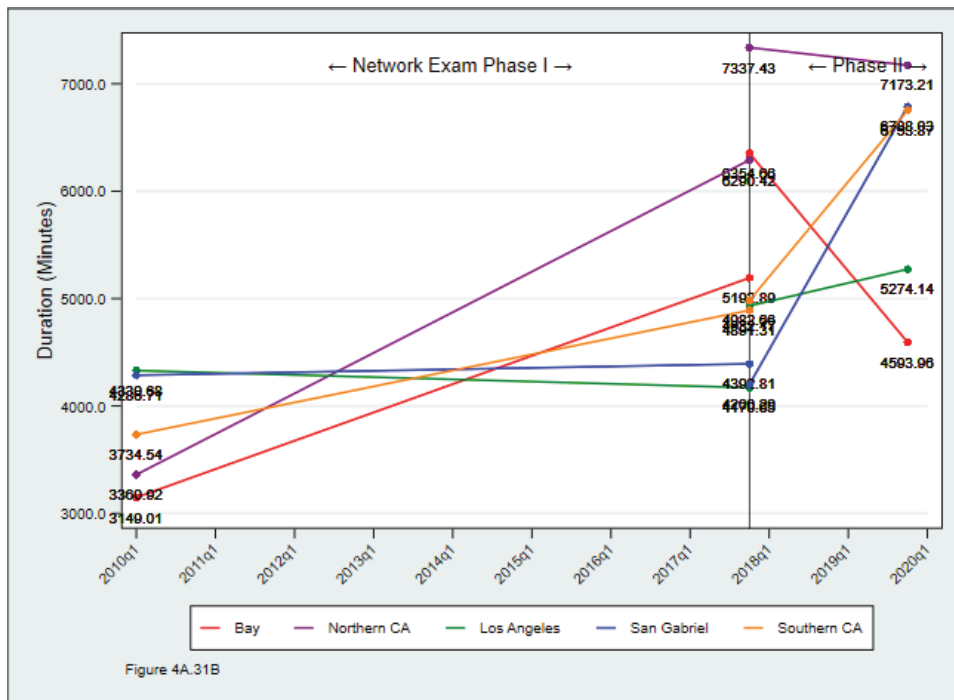


Figure 4A.31B

Figure 4A.31. The average duration of OOS over 24 hours (actual) is longest – and had been increasing – in AT&T California AFO districts covering non-metro and rural areas, and also saw large increases in the San Gabriel and Southern California districts.

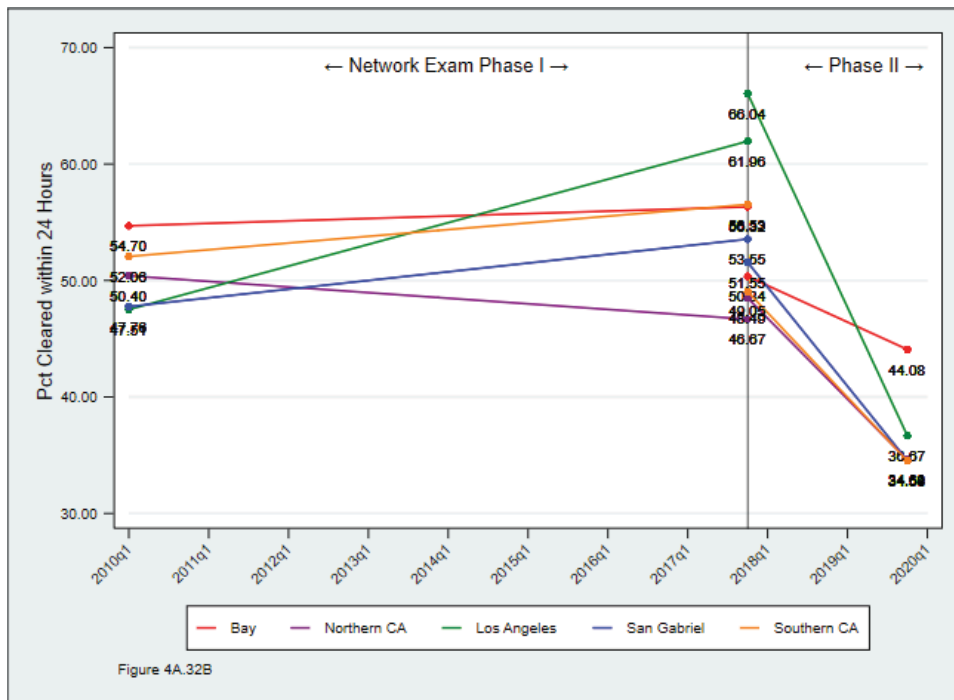
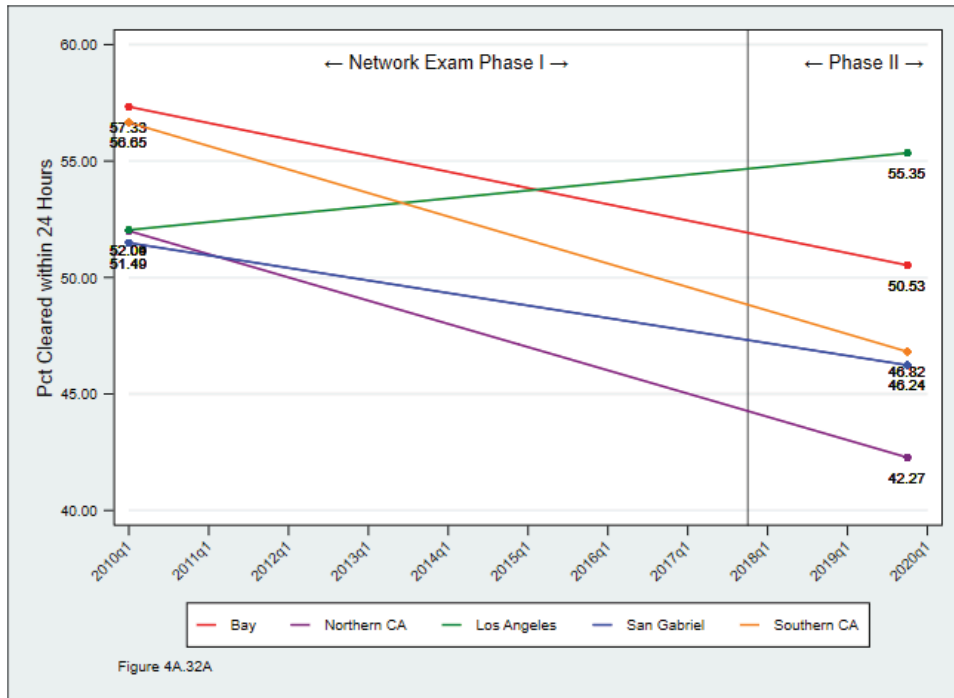


Figure 4A.32. The percentages of OOS to be cleared within 24 hours (actual) decreased in all five AFO districts in 2018-2019.

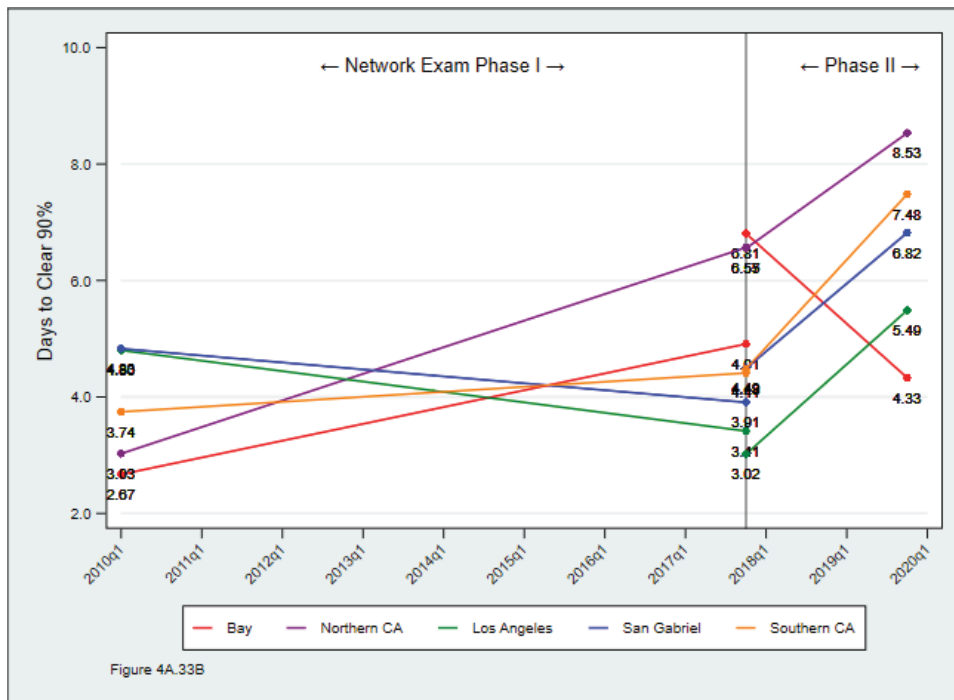
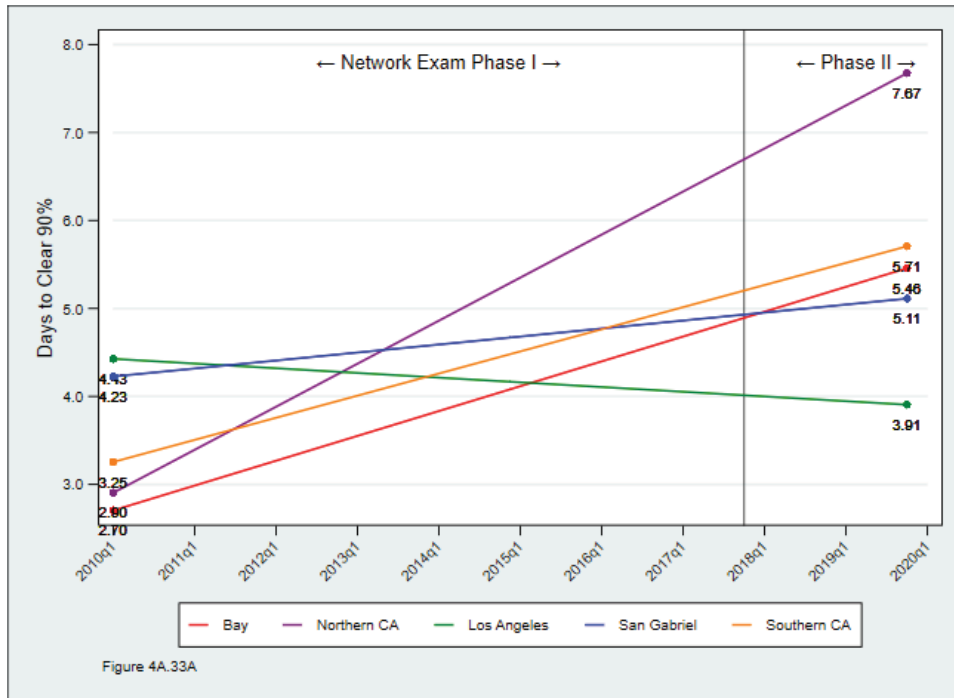


Figure 4A.33. The number of days required to clear 90% of all OOS (actual) increased in all five AFO districts in 2018-2019.



Since the bulk of AT&T's investments in its ILEC network have been aimed at upgrades that support broadband services, the AFO Districts with the smallest percentage of such upgrades have continued to experience substantial degradations in service quality into the 2018-2019 period. This result further underscores the pressing need for infrastructure investment irrespective of AT&T's pursuit of the broadband market.

Summary

Overall, ETI's analysis of the 5.6-million AT&T out-of-service Trouble Report records and other pertinent AT&T service quality data over the full 10-year 2010-2019 period indicates that the company's service quality and its response to protracted out-of-service conditions has declined, in some cases significantly, over this time frame. Of particular concern, the degradation in AT&T service quality overall appears to have accelerated in 2018-2019. There were few exceptions within the overall AT&T California network.

Wire Centers that have received broadband upgrades – and hence benefitted from an infusion of new investment – have fared a lot better than those locations where little or no such upgrades had taken place. Service quality and responses to outages in the very largest wire centers – particularly those in the Los Angeles area (the Los Angeles and San Gabriel AFO Districts) actually showed some improvements, whereas other AFO Districts exhibited deteriorating service quality conditions. In terms of absolute numbers, AT&T out-of-service incidents declined, but the decline was less than in proportion to the large decrease in the number of POTS lines in service that AT&T has experienced over the 10-year study period. The various inter-category relationships were largely maintained in the last two years, but most metrics saw significant losses in all categories in 2018-2019.

