Data Collection and Reporting

Availability and Illustrative Reports

Transition Progress Report

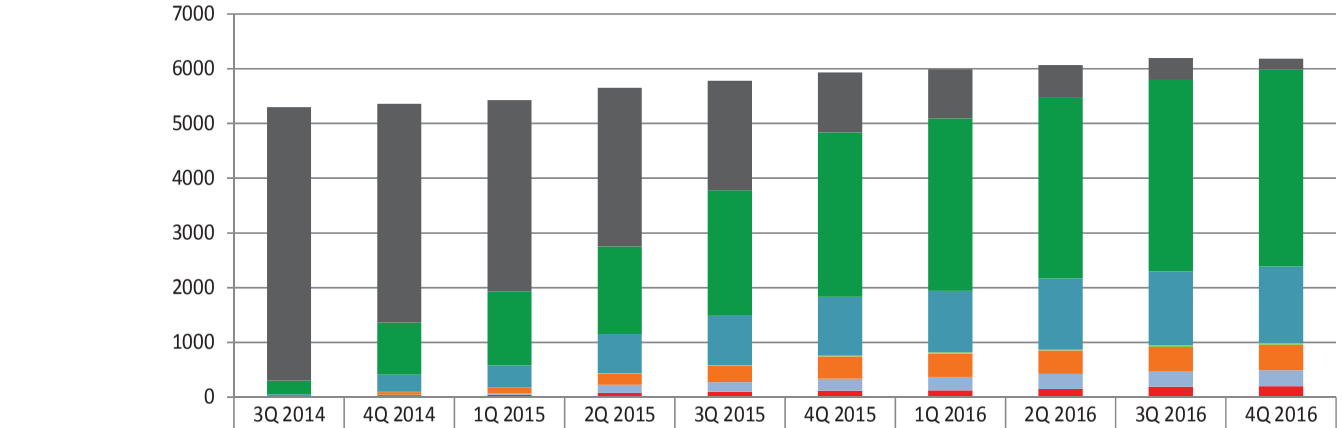
Availability

- Consumer Services
  - 4th Quarter, 2014 results will be reported January, 2015
  - Quarterly reports will be provided thereafter
- Business Services
  - 4th Quarter, 2014 results are expected to be reported January, 2015
  - Quarterly reports will be provided thereafter
- Wholesale Services
  - AT&T is evaluating its capability to report wholesale activity and will report such once it is determined

- Report Description: AT&T will track and report the number of customer migrations from TDM products to IP products by wire center. The report will classify migrations by the replacement product category (i.e., wireline or wireless) and market segment (i.e., consumer, business and wholesale). Thus, there will be six reports each quarter.

Transition Progress Report

Illustrative Report



	3Q 2014	4Q 2014	1Q 2015	2Q 2015	3Q 2015	4Q 2015	1Q 2016	2Q 2016	3Q 2016	4Q 2016
TDM	5000	4000	3500	2900	2000	1100	900	600	400	200
TDM to Uverse	250	950	1350	1600	2300	3000	3150	3300	3500	3600
TDM to WHP	45	315	405	720	900	1080	1125	1300	1350	1400
TDM to Uverse & WHP	0	2	4	6	12	16	22	17	32	37
New Uverse	0	50	100	200	300	400	425	425	450	460
New WHP	0	10	25	150	175	225	250	275	275	290
Disconnect	5	33	42	77	96	115	120	150	190	200

Data is illustrative

Section 214 Customer Notification Report

Availability

- AT&T expects to provide the initial report in the month that follows the calendar quarter–year in which Section 214 notices are first sent
  - Quarterly reports will be provided thereafter
  - AT&T will require at least 60 days from the first 214 notices to produce the first report

- Report Description:
  - The Customer Notification Report provides a summary of Section 214 grandfather and sunset customer notifications by AT&T to TDM trial customers. The report will summarize by product the date of notification and the number of customers notified
  - The Customer Notification Report is a consolidated report of consumer, business and wholesale notifications

Section 214 Customer Notification Report

Illustrative Report

Wire Center	TDM Product	Application Type	Description	Customers	Notification Date
Carbon Hill	Flat Rate Main Station Line Service, individual line, Residence	Grandfather Notice	Letter	2000	xx/xx/xxxx
	Flat Rate Main Station Line Service, individual line, Residence	Grandfather Notice	Letter	500	xx/xx/xxxx
	Area Plus Service, Individual line service, Residence	Grandfather Notice	Letter	50	xx/xx/xxxx
	Area Calling Service, Access Line, Residence	Grandfather Notice	Letter	150	xx/xx/xxxx
	Complete Choice Basic Service	Grandfather Notice	Bill Page Insert	1500	xx/xx/xxxx
	Complete Choice Basic Service	Grandfather Notice	Letter	400	xx/xx/xxxx
	2 Pack Plan	Grandfather Notice	Letter	50	xx/xx/xxxx
	Long Distance Message Telecommunications Service	Grandfather Notice	Bill Page Insert	1000	xx/xx/xxxx
	PreferredPack Plan	Grandfather Notice	Letter	50	xx/xx/xxxx
	Custom Rate Plan	Grandfather Notice	Letter	0	xx/xx/xxxx
	Easy Calling Plans, Plan No.1	Grandfather Notice	Letter	50	xx/xx/xxxx
	Complete Choice Service	Grandfather Notice	Letter	100	xx/xx/xxxx
	Complete Choice Service	Grandfather Notice	Letter	50	xx/xx/xxxx
	Foreign Exchange Service	Grandfather Notice	Letter	0	xx/xx/xxxx
	Foreign Central Office Service	Grandfather Notice	Letter	0	xx/xx/xxxx

Data is illustrative

Customer Issues Report

Availability

- AT&T expects that it will provide an initial report of customer issues submitted to AT&T in the 4th quarter, 2014 in January, 2015 and quarterly thereafter

- Report Description:
  - AT&T will provide a summary of trial-specific customer issues
  - Reports will be based on customer perception, not actual AT&T performance
  - Customer issues will be sorted by trial location and customer segment (i.e., consumer and business)
  - Data elements will include the number of issues by location, category and sub-category

- The report will categorize issues into the following categories and subcategories
  - Public Safety
    - 911, Emergency Response
    - Network Reliability, Accessibility
  - Accessibility
    - Customer Service Support for Disabled Customers
    - Product Functionality for Disabled Customers
    - Accessibility CPE Compatibility
  - Universal Service
    - Service Coverage/Availability
    - Product Functionality/Quality – General Use
    - Lifeline
    - Wholesale Issues
  - Consumer Protection
    - Number Portability
    - Billing Issues/Pricing
    - CPNI, Do Not Call
    - Information Accuracy
    - Information/Education Requests

Network Performance Reports

Availability

- AT&T will provide the initial report for 4th quarter, 2014 in January, 2015
  - Quarterly reports will be provided thereafter

- Report Description:
  - AT&T will track and report data concerning the performance of the wireline IP-based voice services, and the TDM voice services they replace. AT&T will provide performance data for the two trial wire centers, and the same data for the two control wire centers. AT&T will provide a metric based on the number of blocked or dropped calls.
  - For wireless services AT&T will track and report measurements of Accessibility and Retainability
    - Accessibility = percent of attempted calls that are successfully established and allow voice communication to begin
    - Retainability = percent of voice calls that are successfully carried for the duration of the conversation

Defects Per Million Report for TDM

Illustrative Report

Defects Per Million for TDM

(total blocked calls/total attempts) x 1M

	Location	2014					2015					2016				
		1Q	2Q	3Q	4Q	YTD	1Q	2Q	3Q	4Q	YTD	1Q	2Q	3Q	4Q	YTD
Trial	Carbon Hill, AL	20	30	20	30	25										
	West Delray Beach, FL	25	35	25	35	30										
	Combined	23	33	23	33	28										
Control	Ohatchee, AL	30	40	30	40	35										
	Boca Raton Sandal Foot, FL	35	45	35	45	40										
	Combined	33	43	33	43	38										

Data is illustrative

Defects Per Million Report for Consumer VoIP

Illustrative Report

Defects Per Million for Consumer-VoIP

(total blocked + dropped calls/total attempts) x 1M

	Location	2014					2015					2016				
		1Q	2Q	3Q	4Q	YTD	1Q	2Q	3Q	4Q	YTD	1Q	2Q	3Q	4Q	YTD
Trial	Carbon Hill, AL	20	30	20	30	25										
	West Delray Beach, FL	25	35	25	35	30										
	Combined	23	33	23	33	28										
Control	Ohatchee, AL	30	40	30	40	35										
	Boca Raton Sandal Foot, FL	35	45	35	45	40										
	Combined	33	43	33	43	38										

Data is illustrative

Defects Per Million Report for Business VoIP

Illustrative Report

Defects Per Million for Business-VoIP

(total blocked + dropped calls)/total attempts)) x 1M

	Location	2014					2015					2016				
		1Q	2Q	3Q	4Q	YTD	1Q	2Q	3Q	4Q	YTD	1Q	2Q	3Q	4Q	YTD
Trial	Carbon Hill, AL	20	30	20	30	25										
	West Delray Beach, FL	25	35	25	35	30										
	Combined	23	33	23	33	28										
Control	Ohatchee, AL	30	40	30	40	35										
	Boca Raton Sandal Foot, FL	35	45	35	45	40										
	Combined	33	43	33	43	38										

Data is illustrative

Wireless Accessibility & Retainability

Illustrative Report

Accessibility	1Q14	2Q14	3Q14	4Q14
Carbon Hill, AL-Trial	99.45%			
W. Delray Beach, FL-Trial	99.71%			
Trial Total	99.65%			
Ohatchee, AL-Control	99.60%			
Boca Raton Sandal Foot, FL-Control	99.68%			
Control Total	99.67%			

Retainability	1Q14	2Q14	3Q14	4Q14
Carbon Hill, AL-Trial	99.49%			
W. Delray Beach, FL-Trial	99.77%			
Trial Total	99.70%			
Ohatchee, AL-Control	99.38%			
Boca Raton Sandal Foot, FL-Control	99.74%			
Control Total	99.72%			

Data is illustrative

Access by Persons with Disabilities Report

Availability

- AT&T will provide the initial report for 3th quarter, 2014 in November, 2014
  - Quarterly reports will be provided thereafter

- Report Description:
- AT&T has reached an agreement with the American Association of People with Disabilities (AAPD) to conduct outreach and education of customers with disabilities. In this capacity, AAPD will record and report to AT&T any feedback that it receives in connection with its outreach and AT&T will supply this to the Commission.

Access by Persons with Disabilities Report

Illustrative Report

Outreach Tracking Report - June-August, 2014

Wire Center Location	Community-Based Contact	Date	Purpose	Discussion Notes	Follow-up / Action Items
Carbon Hill	Carbon Hill Senior Center	xx/xx/2014	Identification	General inquiry to the director about members with disabilities. Asked about social groups for disabled citizens to understand if this would be a good outlet to drop educational pamphlets or perhaps schedule a visit for the local team	Conduct follow-up call with director in one week regarding the possibility of a regular group meeting to attend and provide educational information
Carbon Hill	Alabama Institute for the Deaf and Blind	xx/xx/2014	Outreach	Contacted the director after the local team visited and introduced the concept of the trials. Would like to learn about regular meetings held at this venue and other activity this group engages in with the community	Follow up in two weeks to make sure pamphlets sent have arrived. Ask local team to stop by and see if pamphlets are prominently displayed
Carbon Hill	First Methodist Church (Main St.)	xx/xx/2014	Identification	Made a general inquiry to the Pastor regarding church members with disabilities. If so, would he be open to reaching out to them on the IP issue?	Conduct follow-up call with the Pastor in two weeks for report on how many church members he was able to speak with. Ask the Pastor to follow-up with pamphlets to these members to provide more information
Kings Point	West Delray Beach Condo Associaion	xx/xx/2014	Outreach	Made a general inquiry to the Director regarding members of the community with disabilities. Could he set up an association "Town Hall" for the local AT&T team?	Ship 200 educational pamphets to the director's attention for display in the condo office entry area
Carbon Hill	Walker County Agency on Aging	xx/xx/2014	Identification	In working with the aging population, does that agency staff have knowledge of community members with disabilities? Could the agency act as a conduit for educational information?	Follow up in one week to schedule on-site meeting for local AT&T team
Kings Point	Palm Beach County Agency on Aging	xx/xx/2014	Identification	In working with the aging population, does that agency staff have knowledge of community members with disabilities? Could the agency act as a conduit for educational information?	Follow up in one week to schedule on-site meeting for local AT&T team

Data is illustrative

Network Outage Report

Availability

- AT&T will provide the initial report for 4th quarter, 2014 in January, 2015
  - Quarterly reports will be provided thereafter

- Report Description:
  - AT&T will submit a quarterly report summarizing network outages that affected voice services in trial wire center and control wire center areas that were reported to the FCC via NORS, pursuant 47CFR Part 4.

Network Outage Report

Illustrative Report

Network Outage Report
Third Quarter, 2014

General
During the third quarter of 2014, there were two (2) FCC Reportable outages (Part 4 of the Commission's Rules Concerning Disruptions to Communications, ET Docket No. 04-35) for the central offices involved in the FCC IP Trials.

Involved Central Offices:
Trial Central Offices
FCC Outage ID: 14-24681234 - Del Ray Beach, FL (DLBHFLKP)
FCC Outage ID: 14-12342468 - Carbon Hill, AL (CRHLALNM)

Control Central Offices
No Outages - Ohatchee, AL (OHTCALMA)
No Outages - Boca Raton, FL (BCRTFLSA)

Outage Summary(s):
FCC Outage ID : 14-24681234 Del Ray Beach, FL (DLBHFLKP)
Duration: 310 Minutes (5 Hours, 10 Minutes)

On 7/29/14 at 0443 ET, a transport failure between the Del Ray Beach Central Office and the Boynton Beach Central Office occurred. Technicians were engaged and determined the service interruption was caused by a broken mechanical splice connection in a manhole. Appears the splice (fiber locks) failed due to deterioration over time. The affected interoffice circuits travel collapsed paths by design and the failures occurred when both the working and protect fiber strands broke and the traffic did not have an alternate path to travel.

ATN = 454
DS3 = 10
Blocked Calls = 91,000

FCC Outage ID: 14-12342468 Carbon Hill, AL (CRHLALNM)
Duration: 290 Minutes (4 Hours, 50 Minutes)

On 7/29/14 at 0142 ET, Network Monitoring and Analysis (NMA) generated a ticket indicating the Carbon Hill Central Office Nortel DMS Switch was isolated. With support from Advanced Technical Support (ATS) and vendor support, Genband, the service interruption was determined to be caused by a failed Nortel DMS Data Control Card (DCC) on the active side. When the primary DCC failed and the secondary DCC was going through a Routine Exercise (REX).

ATN = 987
DS3 = 13
Blocked Calls = 101,000

Further Information:
Full details of the outage(s), including prevent Direct Cause, Root Cause, Contributing Factors, Steps Taken to Prevent Reoccurrence and Best Practices can be accessed in the FCC Network Outage Reporting System (NORS) Website managed and operated by the FCC Cybersecurity & Communications Reliability Public Safety and Homeland Security Bureau.

Data is illustrative