

# 4A | SERVICE QUALITY ANALYSIS: AT&T CALIFORNIA

## Principal observations and takeaways

- The greatest demand drop-offs for legacy POTS services generally occurred in the largest wire centers.
- Over the 2010-2017 study period, ATT's average OOS duration over 24 hours per 100 access lines has increased by roughly 12%.
- Some individual wire centers have experienced significant increases in the incidence of out-of-service conditions that had remained uncleared after 24 hours, while in other wire centers there have been improvements.
- The trend in average duration of all out-of-service conditions, excluding those cleared within one hour, for AT&T has been steadily increasing over the study period.
- 49.6% of the roughly 5-million out-of-service conditions (46.4% on an "adjusted" basis) remained uncleared after 24 hours. To satisfy the GO 133-C §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 ranged from a low of 1.9 (in the first quarter of 2012) to a high of 8.8 (in the first quarter of 2011). In 2017, the adjusted number of days to achieve 90% OOS cleared falls in the 5.8 to 6.7 range.
- AT&T appears to have adopted a "harvesting strategy" for legacy POTS services. AT&T has ceased active marketing of POTS and has degraded POTS service quality and its responses to trouble reports, relying instead upon successive price increases and customer inertia to maintain its revenue stream, albeit decreasing, for an extended period of time.
- Wire centers upgraded with fiber to support broadband services achieve better service quality performance scores in every category – lower numbers of Trouble Reports per Hundred Access Lines ("TRPH"), higher percentages of out-of-service conditions that are being resolved within 24 hours, and where out-of-service situations arise, their average durations are in all cases decidedly shorter.

- Broadband upgrades, for high-speed Internet, VoIP, and IPTV video services confer a direct benefit to legacy POTS customers as they are migrated to the new distribution architecture. But however these new plant upgrades and acquisitions are being utilized, there is a reasonable expectation that some overall improvement in POTS service quality should result.
- There appears to be a strong relationship between the number of POTS lines in a wire center and the quality of service provided. 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.
- The largest increases in service outages occurred in wire centers with the lowest POTS drop-off rates; the incidence of service outages increased more slowly or remained almost constant in wire centers with successively larger drop-off rates.
- There is 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, with only minimal losses where service quality is being maintained or improved. Instead, the greatest drop-off in demand occurred in wire centers with the best service quality records.
- Except in areas with the highest population density, AT&T's response to out-of-service conditions has generally deteriorated over the study period.
- Of the five AT&T maintenance (TFS) districts, LA/Bakersfield and San Gabriel have shown significant improvements in most OOS metrics. The poorest performing districts are the Bay/Central Valley and Northern California. Northern California, for example, has seen a 34% increase in the rate of OOS per 100 POTS lines in service over the study period. By contrast, the San Gabriel district saw a 16% improvement.
- Since the bulk of AT&T's investments in its ILEC network have been aimed at upgrades that support broadband services, the TFS Districts with the smallest percentage of such upgrades have experienced substantial degradations in service quality over the period. This result underscores the pressing need for infrastructure investment irrespective of AT&T's pursuit of the broadband market.

SERVICE QUALITY ANALYSIS:  
AT&T CALIFORNIA

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## Demand conditions affecting AT&T POTS services

In the first part of this Chapter 4, we reviewed the statewide ILEC demand over the 2008-2016 period based upon published and publicly available FCC data. This FCC industry-wide data provides a useful overview of the voice services market environment. The GO 133-C/D data routinely submitted by AT&T California to the CPUC indicates that AT&T's POTS demand drop-off rate is similar to the industry-wide results being reported by the FCC. In this Chapter, we examine how the erosion of demand for AT&T legacy POTS services has affected its service quality performance over the study period. From January 2010 through December 2017 – the period covered by this study – total AT&T California POTS access lines in service experienced a 72.1% decrease, dropping from 8,035,134 to 2,245,171. The calculated long-term trend in total out-of-service incidents dropped from 246,858 in the first quarter of 2010 to 65,722 in the fourth quarter of 2017, a similar decrease of 73.4%. Figure 4A.1 plots AT&T California access lines in service and out-of-service incidents over the full 2010-17 period. The drop-off in demand within individual wire centers was highly variable. Every AT&T California wire center saw an erosion in POTS demand. The largest drop was 85.3% in the Palmdale East wire center, which had 7,436 lines in service as of January 2010 but only 1,091 by the end of 2017. As shown in Table 4A.1, the greatest demand drop-offs generally occurred in the largest wire centers.

Wire Center Size	No. of Wire Centers	Total lines Jan 2010	Total lines Dec 2017	% change
Small (<1000 lines)	90	43,326	19,710	-54.50%
Medium (1000-3000)	109	202,041	70,494	-65.10%
Large (>3000)	413	7,789,767	2,154,967	-72.34%
<b>TOTAL</b>	<b>612</b>	<b>8,035,134</b>	<b>2,245,171</b>	<b>-72.06%</b>

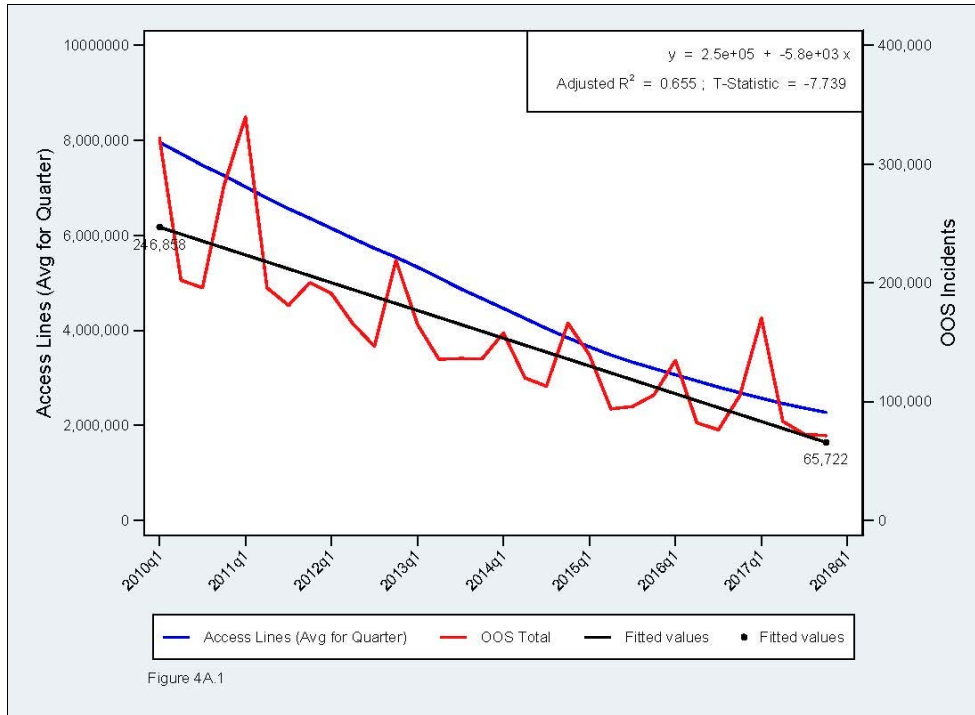
NOTE. Size categorization per GO 133-C/D size ranges are based on POTS lines in service as of January 1, 2010.

Figure 4A.1 below compares the decrease in AT&T's POTS lines in service with the fitted trend of total OOS incidents. 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 generally occurred in the largest wire centers.





**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 2010-2017 period.



From January 2010 through December 2017, total AT&T California POTS access lines in service experienced a 72.1% decrease, dropping from 8,035,134 to 2,245,171, while out-of-service incidents decreased by roughly the same proportionate amount..



Every AT&T California wire center saw an erosion in POTS demand.



The relative decrease in AT&T POTS lines in service has exceeded the relative downward trend of total OOS incidents.

**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 after 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' (2016-17) 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.

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  
2016-2017**

Wire Center Name	WireCenter	CLLI	Access Lines (avg for Quarter)	Access Lines (avg for Quarter)	OOS per 100 ALs per month	OOS>24 per 100 ALs per month	Pct	Pct	# days to	Average	Average	OOS	OOS	OOS	OOS > 1	OOS > 24	OOS > 1	CPUC	CPUC	CPUC
							Cleared w/in 24 hours (unadj)	Cleared w/in 24 hours (adj)	clear 90% OOS (unadj)	clear 90% OOS (adj)	Duration (mins)									
<b>20 POOREST PERFORMING WIRE CENTERS</b>																				
BRIDGEVILLE	707281	BGVLCA11	197	395	5.70	4.48	21.5%	23.8%	5.8	4.9	2.6	2.3	270	267	212	28	164	127	10	
SHOSHONE	760796	SHSHCA11	158	316	4.85	4.06	16.3%	19.7%	9.5	6.5	4.5	3.3	184	181	154	50	126	103	16	
WALKER BASIN	661401	WLBSCA11	523	1,046	4.68	3.49	25.5%	31.8%	7.7	5.0	3.5	2.5	588	578	438	88	310	221	23	
BANGOR	530430	BNGRCA11	394	789	4.68	3.36	28.2%	39.2%	10.6	7.0	4.1	2.7	443	435	318	105	234	140	24	
CAMPTONVILLE	530436	CMPVCA11	269	538	4.35	3.34	23.1%	29.2%	12.1	7.2	4.9	3.2	281	278	216	77	138	97	23	
NORTH SAN JUAN	530480	NSJNCA11	579	1,158	4.20	3.32	20.9%	24.4%	11.2	9.4	4.6	3.5	583	565	461	179	298	236	64	
PLEASANT GROVE	916491	PLGVCA12	213	427	4.76	3.30	30.7%	34.6%	7.8	6.1	3.5	2.7	244	241	169	58	154	100	20	
NICOLAUS	530477	NCLSCA12	129	258	4.71	3.26	30.8%	37.4%	7.7	5.6	3.3	2.4	146	142	101	31	100	65	12	
HERALD	209176	HERLCA11	364	728	4.68	3.24	30.8%	46.7%	8.9	3.6	3.1	1.5	409	396	283	63	197	117	4	
THREE RIVERS	559228	THRRCA11	753	1,505	4.54	3.21	29.4%	33.4%	5.6	4.6	3.1	2.4	820	801	579	74	360	241	29	
GEORGETOWN	530457	GRTWCA11	1,644	3,288	4.29	3.19	25.6%	33.8%	10.8	9.2	4.5	3.2	1692	1662	1259	434	810	555	133	
ANNAPOLIS	707322	ANNPCA11	79	159	3.36	3.15	6.3%	8.8%	16.7	12.4	6.5	5.6	64	61	60	27	39	37	13	
OROVILLE EAST	530485	ORVLC A12	1,901	3,802	4.50	3.05	32.2%	46.5%	10.8	6.4	3.9	2.4	2054	1995	1392	433	1046	590	116	
TAMARACK	530511	STAHCA12	174	347	3.75	2.91	22.4%	24.9%	13.7	10.7	6.3	4.5	156	142	121	61	92	78	29	
SAN GERONIMO	415069	SNGNCA11	581	1,163	3.71	2.84	23.6%	32.6%	10.6	7.8	4.5	3.2	518	507	396	165	297	209	56	
LAGRANGE/D PEDRO	209185	LGRNCA12	1,058	2,116	3.66	2.80	23.5%	31.1%	8.4	6.5	3.7	2.8	929	903	711	182	569	412	62	
BIG SUR	831101	BGSRCA11	428	855	3.35	2.73	18.6%	23.1%	11.2	8.5	5.1	4.1	344	341	280	83	226	175	28	
CHALLENGE	530437	CHLNCA11	1,245	2,490	3.62	2.72	25.0%	38.4%	9.7	5.9	3.9	2.5	1082	1052	812	236	448	283	41	
MOKELUMNE HILL	209202	MKHLCA12	233	465	3.85	2.58	33.0%	45.3%	8.8	4.8	3.5	2.1	215	209	144	39	124	72	9	
POTTER VALLEY	707316	PTVYCA11	628	1,256	3.16	2.54	19.7%	23.5%	14.2	11.2	6.0	4.5	477	474	383	157	380	294	95	
<b>10 BEST PERFORMING WIRE CENTERS</b>																				
SUISUN CITY	707324	SUISCA11	486	973	0.45	0.20	56.6%	62.1%	5.9	3.3	2.4	1.9	53	48	23	5	41	17	2	
EDWARDS	661369	EDWRCA01	86	172	0.19	0.19	0.0%	0.0%	3.0	2.0	2.0	1.6	4	4	4	0	2	2	0	
TUSTIN 70	714805	TUSTCA70	866	1,732	0.49	0.19	60.8%	62.5%	4.6	3.2	1.6	1.4	102	93	40	5	73	28	2	
BURBANK PALM AVE	818606	BRBNCA11	930	1,860	0.47	0.19	60.4%	64.5%	4.1	3.0	1.4	1.2	106	103	42	5	78	29	2	
GYPSUM CANYON	714809	YRLNCA12	830	1,659	0.41	0.18	57.3%	65.3%	3.7	2.9	1.7	1.3	82	76	35	5	54	18	1	
SPECTRUM-IRVINE	949810	IRVNCA12	2,090	4,179	0.42	0.17	61.0%	59.7%	3.9	3.2	1.5	1.4	213	196	83	9	177	75	4	
BISHOP RANCH	925082	BSRNCA70	1,921	3,841	0.34	0.14	58.3%	64.3%	3.7	3.0	1.6	1.3	156	147	65	6	114	43	3	
BEALE CAPEHART-BEAL	530431	BEALCA11	95	191	0.17	0.13	25.0%	37.5%	2.9	2.3	2.2	1.9	4	4	3	0	3	2	0	
NORTH STAR	530516	TRUCCA12	817	1,634	0.22	0.12	46.5%	45.7%	8.5	4.8	4.9	2.1	43	38	23	5	32	19	3	
HACIENDA	925083	PLTNCA13	2,068	4,136	0.27	0.09	67.2%	72.8%	2.5	1.9	1.3	0.8	134	117	44	2	87	27	0	

Table 4A.3

**AT&T CALIFORNIA  
AVERAGE OUT-OF-SERVICE DURATION  
20 POOREST PERFORMING AND 10 BEST PERFORMING WIRE CENTERS  
2016-2017**

Wire Center Name	WireCenter	CLLI	Access Lines (avg for Quarter)	Access Lines (avg for Quarter)	OOS per 100 ALs per month	OOS>24 ALs per month	Pct	Pct	# days to clear 90% OOS (unadj)	# days to clear 90% OOS (adj)	Average		OOS Total	OOS > 1 hour	OOS > 24 Hours	OOS > 1 week	CPUC	CPUC	CPUC
							Cleared w/in 24 hours (unadj)	Cleared w/in 24 hours (adj)			Duration OOS (mins)	Duration OOS (mins)					OOS > 1 hour	OOS > 24 hours	OOS > 1 Week
<b>20 POOREST PERFORMING WIRE CENTERS</b>																			
BAKER	760705	BAKRCA11	158	315	3	2	11.9%	13.5%	14.4	11.1	9.1	7.4	101	99	89	48	71	63	29
WAWONA	209238	WANACA11	297	595	2	2	9.8%	9.5%	10.6	9.4	8.4	8.5	122	120	110	43	76	71	11
FURNACE CREEK	760738	FRCKCA11	155	310	1	1	5.3%	8.7%	15.6	12.4	8.0	6.5	38	38	36	22	23	21	11
ANNAPOLIS	707322	ANNPCA11	79	159	3	3	6.3%	8.8%	16.7	12.4	6.5	5.6	64	61	60	27	39	37	13
EL PORTAL	209241	YSMTCA12	331	662	2	2	8.4%	12.0%	13.1	9.6	6.5	5.1	190	185	174	79	120	110	37
TAMARACK	530511	STAHCA12	174	347	4	3	22.4%	24.9%	13.7	10.7	6.3	4.5	156	142	121	61	92	78	29
POTTER VALLEY	707316	PTVYCA11	628	1,256	3	3	19.7%	23.5%	14.2	11.2	6.0	4.5	477	474	383	157	380	294	95
BOONVILLE	707280	BNVCA11	832	1,664	3	2	20.3%	26.6%	14.5	11.3	6.0	4.3	533	515	425	172	381	293	101
HOMEWOOD	530463	HMWDCA11	1,439	2,878	1	1	26.6%	35.3%	12.8	9.4	5.9	3.9	350	333	257	136	189	128	45
LAKE BERRYESSA	707301	LKBRCA11	233	466	3	2	19.1%	23.6%	13.8	10.6	5.8	4.0	157	157	127	50	103	79	16
BEAR VALLEY	209155	BVLYCA11	544	1,089	2	1	20.5%	27.7%	14.6	8.8	5.8	3.3	244	231	194	68	103	83	17
KYBURZ	530465	KYBRCA11	85	170	2	2	18.4%	20.5%	10.2	7.2	5.6	4.4	49	48	40	18	33	27	8
POINT ARENA	707315	PNARCA11	702	1,403	2	2	16.8%	18.6%	12.7	10.8	5.6	4.8	376	374	313	128	264	214	73
SODA SPRINGS	530508	SDSPCA11	678	1,356	2	1	29.1%	37.2%	11.3	9.1	5.5	4.2	330	317	234	111	178	116	41
TRUCKEE	530515	TRUCCA11	4,751	9,503	1	1	33.0%	40.2%	11.2	9.3	5.4	4.2	1,014	967	679	340	535	331	119
GUALALA	707295	GULLCA11	1,234	2,468	2	2	16.9%	21.5%	12.9	10.4	5.4	4.4	697	687	579	217	494	396	115
ALTA/DUTCH FLATS	530447	DTFLCA11	667	1,333	3	3	16.0%	19.6%	12.1	9.8	5.3	4.0	480	474	403	146	235	193	54
CALISTOGA	707282	CLSTCA11	1,492	2,984	2	2	25.7%	32.7%	11.8	11.3	5.3	4.4	877	843	652	233	450	322	76
CAPELLA/IVANHOE	707327	IVNHCA11	1,370	2,740	3	2	34.4%	41.8%	13.7	8.8	5.2	3.3	874	844	573	250	585	355	107
FORESTVILLE	707291	FSVLCA11	930	1,860	3	2	27.5%	37.0%	12.1	9.4	5.1	3.6	703	686	510	207	390	257	79
<b>10 BEST PERFORMING WIRE CENTERS</b>																			
CLOVIS	559159	CLVSCA11	11,978	23,957	2	1	65.2%	71.9%	2.6	1.9	1.1	0.9	4,465	4,305	1,552	47	3,259	942	16
VINA	530517	VINACA12	91	182	2	1	63.6%	66.5%	3.3	3.3	1.1	0.9	44	40	16	-	22	9	-
HYDESVILLE	707299	HYVLCA11	326	652	3	1	62.3%	65.2%	2.4	1.9	1.1	0.9	220	211	83	-	133	45	-
WEOTT	707333	WEOTCA11	68	137	2	1	62.5%	53.0%	2.9	3.0	1.1	1.3	32	31	12	-	15	7	-
PEDLEY	951765	PDLYCA11	3,545	7,090	1	0	70.7%	74.7%	2.3	1.7	1.1	0.8	1,072	1,030	314	11	728	189	3
PARLIER	559208	PRLRCA11	726	1,452	2	1	64.4%	68.4%	2.6	2.0	1.1	0.9	281	269	100	3	224	76	-
CALIPATRIA IMPERIAL /	760713	CLPTCA11	335	671	1	0	69.4%	74.3%	2.1	1.7	1.0	0.7	98	90	30	1	62	18	-
HOLTVILLE	760742	HLVLCA11	676	1,352	2	0	72.3%	80.5%	2.2	1.2	1.0	0.6	274	260	76	9	164	34	-
NILAND	760855	NILDCA12	113	225	2	0	75.5%	80.1%	1.8	1.8	0.9	0.7	49	48	12	-	33	6	-
GAZELLE	530456	GZLLCA11	56	112	1	0	66.7%	100.0%	1.6	0.1	0.8	0.1	9	8	3	-	2	-	-

Table 4A.4

**AT&T CALIFORNIA  
PERCENT OUT-OF-SERVICE CLEARED WITHIN 24 HOURS  
20 POOREST PERFORMING AND 10 BEST PERFORMING WIRE CENTERS  
2016-2017**

Wire Center Name	WireCenter	CLLI	Access Lines (avg for Quarter)	Access Lines (avg for Quarter)	OOS per 100 ALs per month	OOS>24 per 100 ALs per month	Pct	Pct	# days to clear 90% OOS (unadj)	# days to clear 90% OOS (adj)	Average CPUC		OOS Total	OOS > 1 hour	OOS > 24 Hours	OOS > 1 week	CPUC > 1 hour	CPUC > 24 hours	CPUC > 1 Week	
							Cleared w/in 24 hours (unadj)	Cleared w/in 24 hours (adj)			Duration OOS (mins)	Duration OOS (mins)								
<b>20 POOREST PERFORMING WIRE CENTERS</b>																				
EDWARDS	661369	EDWRCA01	86	172	0.19	0.19	0.0%	0.0%	3.0	2.0	2.0	1.6	4	4	4	0	2	2	0	
FURNACE CREEK	760738	FRCKCA11	155	310	1.02	0.97	5.3%	8.7%	15.6	12.4	8.0	6.5	38	38	36	22	23	21	11	
ANNAPOLIS	707322	ANNPCA11	79	159	3.36	3.15	6.3%	8.8%	16.7	12.4	6.5	5.6	64	61	60	27	39	37	13	
EL PORTAL	209241	YSMTCA12	331	662	2.39	2.19	8.4%	12.0%	13.1	9.6	6.5	5.1	190	185	174	79	120	110	37	
WAWONA	209238	WANACA11	297	595	1.71	1.54	9.8%	9.5%	10.6	9.4	8.4	8.5	122	120	110	43	76	71	11	
BAKER	760705	BAKRCA11	158	315	2.67	2.35	11.9%	13.5%	14.4	11.1	9.1	7.4	101	99	89	48	71	63	29	
YOSEMITE MAIN	209240	YSMTCA11	544	1,088	0.98	0.86	12.5%	16.1%	7.7	6.7	4.0	3.4	128	125	112	24	115	99	18	
CAMP NELSON	559156	CMNLCA11	758	1,515	2.72	2.30	15.2%	24.7%	8.1	4.4	3.7	2.3	494	479	419	83	259	214	13	
ALTA/DUTCH FLATS	530447	DTFLCA11	667	1,333	3.00	2.52	16.0%	19.6%	12.1	9.8	5.3	4.0	480	474	403	146	235	193	54	
SHOSHONE	760796	SHSHCA11	158	316	4.85	4.06	16.3%	19.7%	9.5	6.5	4.5	3.3	184	181	154	50	126	103	16	
SIERRA CITY	530505	SRCYCA11	450	899	2.02	1.69	16.5%	23.8%	9.7	6.7	5.0	3.7	218	211	182	64	127	102	22	
POINT ARENA	707315	PNARCA11	702	1,403	2.23	1.86	16.8%	18.6%	12.7	10.8	5.6	4.8	376	374	313	128	264	214	73	
GUALALA	707295	GULLCA11	1,234	2,468	2.35	1.96	16.9%	21.5%	12.9	10.4	5.4	4.4	697	687	579	217	494	396	115	
KYBURZ	530465	KYBRCA11	85	170	2.41	1.97	18.4%	20.5%	10.2	7.2	5.6	4.4	49	48	40	18	33	27	8	
BIG SUR	831101	BGSRCA11	428	855	3.35	2.73	18.6%	23.1%	11.2	8.5	5.1	4.1	344	341	280	83	226	175	28	
ELK CREEK	530448	EKCKCA11	123	245	2.51	2.04	18.9%	25.7%	7.0	6.0	3.6	2.9	74	72	60	17	47	36	3	
LAKE BERRYESSA	707301	LKBRCA11	233	466	2.81	2.27	19.1%	23.6%	13.8	10.6	5.8	4.0	157	157	127	50	103	79	16	
POTTER VALLEY	707316	PTVYCA11	628	1,256	3.16	2.54	19.7%	23.5%	14.2	11.2	6.0	4.5	477	474	383	157	380	294	95	
SEQUOIA PARK ASH MTI	559152	ASMTCA11	95	190	2.63	2.10	20.0%	19.5%	6.9	9.1	2.8	3.2	60	60	48	6	30	22	2	
MOUNTAIN PASS	760753	MTPSCA11	18	37	1.13	0.90	20.0%	40.0%	5.0	2.8	2.9	1.9	5	5	4	0	3	2	0	
<b>10 BEST PERFORMING WIRE CENTERS</b>																				
AGOURA	818600	AGORCA11	7,172	14,344	0.91	0.29	67.7%	73.1%	2.6	2.1	1.6	1.5	1568	1488	506	58	1177	335	33	
HUNTINGTON PARK	323617	HNPKCA01	9,833	19,666	1.47	0.47	67.9%	74.4%	2.8	1.9	1.2	0.8	3475	3226	1116	78	2250	630	14	
EL CENTRO	760730	ELCNCA01	5,445	10,889	1.19	0.37	68.9%	75.2%	2.4	1.7	1.2	0.7	1549	1485	482	45	996	263	3	
CALIPATRIA IMPERIAL A	760713	CLPTCA11	335	671	1.22	0.37	69.4%	74.3%	2.1	1.7	1.0	0.7	98	90	30	1	62	18	0	
PALMDALE EAST	661412	PLDLCA11	1,358	2,717	0.74	0.23	69.4%	71.7%	3.0	2.1	1.2	1.0	242	227	74	7	174	53	3	
CALEXICO	760712	CLXCCA12	2,815	5,630	1.12	0.34	69.6%	77.8%	2.5	1.5	1.5	1.2	757	711	230	29	448	111	3	
PEDLEY	951765	PDLYCA11	3,545	7,090	1.26	0.37	70.7%	74.7%	2.3	1.7	1.1	0.8	1072	1030	314	11	728	189	3	
PALMDALE	661384	PLDLCA01	6,216	12,433	0.78	0.23	70.8%	74.8%	2.6	1.8	1.3	1.1	1159	1058	338	23	808	222	9	
HOLTVILLE	760742	HLVLCA11	676	1,352	1.69	0.47	72.3%	80.5%	2.2	1.2	1.0	0.6	274	260	76	9	164	34	0	
NILAND	760855	NILDCA12	113	225	1.81	0.44	75.5%	80.1%	1.8	1.8	0.9	0.7	49	48	12	0	33	6	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  
2016-2017**

Wire Center Name	WireCenter	CLLI	Access Lines (avg for Quarter)	Access Lines (avg for Quarter)	OOS per 100 ALs per month	OOS>24 per 100 ALs per month	Pct	Pct	# days to clear 90% OOS (unadj)	# days to clear 90% OOS (adj)	Average		OOS Total	OOS > 1 hour	OOS > 24 Hours	OOS > 1 week	CPUC		
							Cleared w/in 24 hours (unadj)	Cleared w/in 24 hours (adj)			Duration OOS (mins)	Duration OOS (mins)					OOS > 1 hour	CPUC > 24 hours	CPUC > 1 Week
<b>20 POOREST PERFORMING WIRE CENTERS</b>																			
ANNAPOLIS	707322	ANNPCA11	79	159	3.36	3.15	6.3%	8.8%	16.7	12.4	6.5	5.6	64	61	60	27	39	37	13
FURNACE CREEK	760738	FRCKCA11	155	310	1.02	0.97	5.3%	8.7%	15.6	12.4	8.0	6.5	38	38	36	22	23	21	11
BEAR VALLEY	209155	BVLYCA11	544	1,089	1.87	1.48	20.5%	27.7%	14.6	8.8	5.8	3.3	244	231	194	68	103	83	17
BOONVILLE	707280	BNVLCA11	832	1,664	2.67	2.13	20.3%	26.6%	14.5	11.3	6.0	4.3	533	515	425	172	381	293	101
BAKER	760705	BAKRCA11	158	315	2.67	2.35	11.9%	13.5%	14.4	11.1	9.1	7.4	101	99	89	48	71	63	29
POTTER VALLEY	707316	PTVYCA11	628	1,256	3.16	2.54	19.7%	23.5%	14.2	11.2	6.0	4.5	477	474	383	157	380	294	95
LAKE BERRYESSA	707301	LKBRCA11	233	466	2.81	2.27	19.1%	23.6%	13.8	10.6	5.8	4.0	157	157	127	50	103	79	16
CAPELLA/IVANHOE	707327	IVNHCA11	1,370	2,740	2.66	1.74	34.4%	41.8%	13.7	8.8	5.2	3.3	874	844	573	250	585	355	107
TAMARACK	530511	STAHA12	174	347	3.75	2.91	22.4%	24.9%	13.7	10.7	6.3	4.5	156	142	121	61	92	78	29
CAMPO	619715	CAMPCA11	631	1,261	2.65	1.41	46.9%	57.9%	13.3	3.4	4.1	1.4	401	370	213	53	238	110	6
EL PORTAL	209241	YSMTCA12	331	662	2.39	2.19	8.4%	12.0%	13.1	9.6	6.5	5.1	190	185	174	79	120	110	37
GUALALA	707295	GULLCA11	1,234	2,468	2.35	1.96	16.9%	21.5%	12.9	10.4	5.4	4.4	697	687	579	217	494	396	115
HOMEWOOD	530463	HMWDCA11	1,439	2,878	1.01	0.74	26.6%	35.3%	12.8	9.4	5.9	3.9	350	333	257	136	189	128	45
NIAGARA	530490	PLVLCA12	2,918	5,836	2.68	1.97	26.4%	33.4%	12.7	10.1	5.1	3.6	1877	1822	1381	581	1083	760	223
POINT ARENA	707315	PNARCA11	702	1,403	2.23	1.86	16.8%	18.6%	12.7	10.8	5.6	4.8	376	374	313	128	264	214	73
DOWNEYVILLE PEARL	530444	DWNVCA11	270	540	1.82	1.39	23.7%	25.7%	12.5	6.9	5.0	3.0	118	111	90	33	60	48	7
GROVELAND	209173	GVLDCA11	2,424	4,848	2.28	1.64	27.9%	38.3%	12.4	9.3	5.0	3.1	1327	1271	957	400	720	477	130
NEWCASTLE	916476	NWCSCA11	1,272	2,545	2.88	2.07	28.1%	35.4%	12.3	8.4	4.5	3.1	879	857	632	235	566	386	95
AUBURN	530428	AUBNCA01	7,820	15,640	1.52	1.04	31.5%	38.7%	12.3	7.6	4.5	3.1	2853	2744	1955	753	1795	1173	291
TAHOE CITY	530514	THCYCA01	3,412	6,823	0.81	0.54	33.6%	38.7%	12.2	9.9	5.1	3.9	664	620	441	201	367	241	86
<b>10 BEST PERFORMING WIRE CENTERS</b>																			
HACIENDA	925083	PLTNCA13	2,068	4,136	0.27	0.09	67.2%	72.8%	2.5	1.9	1.3	0.8	134	117	44	2	87	27	0
HYDESVILLE	707299	HYVLCA11	326	652	2.81	1.06	62.3%	65.2%	2.4	1.9	1.1	0.9	220	211	83	0	133	45	0
EL CENTRO	760730	ELCNCA01	5,445	10,889	1.19	0.37	68.9%	75.2%	2.4	1.7	1.2	0.7	1549	1485	482	45	996	263	3
FIREBAUGH P ST	559166	FRBHCA11	778	1,557	1.57	0.55	65.3%	69.3%	2.4	1.9	1.1	1.0	294	281	102	4	206	64	3
LOLETA	707303	LOLTCA11	162	324	1.90	0.98	48.6%	64.1%	2.3	1.9	1.2	0.9	74	69	38	0	43	17	0
PEDLEY	951765	PDLYCA11	3,545	7,090	1.26	0.37	70.7%	74.7%	2.3	1.7	1.1	0.8	1072	1030	314	11	728	189	3
HOLTVILLE	760742	HLVLCA11	676	1,352	1.69	0.47	72.3%	80.5%	2.2	1.2	1.0	0.6	274	260	76	9	164	34	0
CALIPATRIA IMPERIAL A	760713	CLPTCA11	335	671	1.22	0.37	69.4%	74.3%	2.1	1.7	1.0	0.7	98	90	30	1	62	18	0
NILAND	760855	NILDCA12	113	225	1.81	0.44	75.5%	80.1%	1.8	1.8	0.9	0.7	49	48	12	0	33	6	0
GAZELLE	530456	GZLLCA11	56	112	0.67	0.22	66.7%	100.0%	1.6	0.1	0.8	0.1	9	8	3	0	2	0	0

Table 4A.6

AT&T CALIFORNIA  
TROUBLE REPORT AND OUT-OF-SERVICE DATA FOR 2016-2017

Wire Center Name	WireCenter	CLLI	Access Lines (avg for Quarter)	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 Total	OOS > 1 hour	OOS > 24 Hours	OOS > 1 week	CPUC OOS > 1 hour	CPUC OOS > 24 hours	CPUC OOS > 1 Week
											Duration OOS (mins)	Duration OOS (mins)							
ACTON	661410	ACTNCA11	986	1,973	1.06	0.39	63	68	3	3	2855	2615	252	235	93	11	184	61	7
ADAMS	323635	LSANCA14	5,906	11,811	1.63	0.71	57	65	4	3	2381	1583	2309	2139	1001	112	1297	497	22
AGOURA	818600	AGORCA11	7,172	14,344	0.91	0.29	68	73	3	2	2324	2119	1568	1488	506	58	1177	335	33
AGUA DULCE	661351	AGDLCA11	607	1,214	2.17	0.99	54	63	4	3	2533	2106	316	306	144	15	192	74	7
AIRPORT	310628	LSANCA07	9,828	19,657	0.71	0.35	51	59	5	3	2771	1903	1676	1544	827	105	955	427	26
ALAMEDA	510002	ALMDCA11	8,467	16,935	0.82	0.47	43	47	6	5	3287	2719	1673	1557	947	176	1232	697	63
ALBANY	510001	ALBYCA11	8,769	17,538	1.26	0.69	45	51	7	5	3780	3124	2644	2450	1460	386	1871	994	210
ALHAMBRA	626601	ALHBCA01	12,428	24,856	0.98	0.58	41	48	6	5	3754	2734	2911	2766	1716	333	1921	1025	111
ALLEGHANNEY	530425	ALGHCA11	51	102	3.28	2.21	33	24	9	9	5406	4508	40	38	27	11	17	14	3
ALMADEN	408134	SNJSCA18	3,929	7,857	1.60	1.03	36	40	5	4	3541	2710	1512	1458	972	120	970	606	31
ALPINE	619700	ALPICA12	2,056	4,112	2.19	1.20	45	52	5	4	2836	2296	1079	1043	590	67	667	331	26
ALTA/DUTCH FLATS	530447	DTFLCA11	667	1,333	3.00	2.52	16	20	12	10	7655	5752	480	474	403	146	235	193	54
ANAHEIM COLUMBUS D	714811	ANHMCA17	1,151	2,302	0.62	0.25	59	65	4	3	2300	1919	170	153	70	6	100	40	4
ANDERSON	530427	ARSNCA11	2,478	4,956	2.26	1.12	50	58	5	4	2592	2174	1342	1299	665	72	954	431	28
ANGELES	323641	LSANCA34	13,829	27,658	1.29	0.72	44	50	5	4	3189	2374	4278	4032	2377	314	2959	1552	98
ANGELS CAMP	209150	ANCMCA01	1,145	2,291	3.16	2.18	31	37	9	6	5155	3519	869	845	600	172	510	332	48
ANGWIN	707275	ANGWCA11	743	1,487	2.29	1.68	27	31	10	8	5964	4110	409	392	300	96	237	172	28
ANNAPOLIS	707322	ANNPCA11	79	159	3.36	3.15	6	9	17	12	9313	8013	64	61	60	27	39	37	13
ANTIOCH	925003	ANTCCA11	6,939	13,879	0.98	0.37	62	65	3	3	1899	1599	1631	1528	614	58	1192	451	31
APTOS	831100	APTSCA12	3,828	7,655	1.32	0.66	50	54	6	4	3108	2411	1215	1167	605	109	765	373	29
ARCADIA	626602	ARCDCA11	6,991	13,983	0.98	0.54	44	50	5	4	3263	2548	1637	1523	911	142	1131	600	46
ARCATA	707276	ARCTCA11	2,404	4,808	1.05	0.49	53	62	3	2	2151	1751	605	557	284	8	397	164	4
ARLINGTON	951704	ARTNCA11	8,796	17,592	0.99	0.44	56	59	4	3	2294	2004	2098	1994	927	105	1608	685	54
ARNOLD	209151	ARNLCA11	2,766	5,533	2.53	1.78	29	35	10	7	5708	4174	1679	1633	1184	388	954	634	132
AROMAS	831144	ARMSCA11	585	1,171	1.78	0.74	58	67	3	3	1923	1551	250	240	104	5	167	61	2
ARROYO GRANDE	805352	ARGRCA12	5,486	10,972	1.57	0.73	54	64	6	3	3041	1842	2072	1985	962	217	1156	412	33
ARVIN	661353	ARVNCA11	1,140	2,280	1.81	0.93	49	55	5	3	3151	2481	496	479	255	27	367	171	7
ASHLEY	209222	SKTNCA12	1,624	3,248	3.47	2.12	39	45	6	4	3465	2670	1353	1315	825	129	921	527	37
ATASCADERO	805354	ATSCCA11	3,324	6,649	0.92	0.43	54	59	4	3	2209	1607	737	700	342	26	445	189	4
ATWATER	209153	ATWRCA12	2,685	5,370	1.87	0.73	61	67	3	2	1952	1649	1203	1150	472	17	881	308	7
AUBURN	530428	AUBNCA01	7,820	15,640	1.52	1.04	31	39	12	8	6426	4511	2853	2744	1955	753	1795	1173	291
AVALON	310603	AVLNCA11	1,393	2,785	0.57	0.36	37	43	9	7	5362	4642	191	177	120	37	102	63	17
AVENAL	559154	AVNLCA12	633	1,266	2.48	1.36	45	50	4	3	2488	1898	377	363	206	13	255	131	3
AVILA BEACH	805355	AVBHCA11	407	815	1.09	0.47	57	71	7	3	3308	1765	107	101	46	11	64	20	2
AXMINSTER	323636	LSANCA15	11,119	22,238	1.92	0.80	58	68	4	3	2312	1466	5115	4660	2133	207	3019	1087	39
BAILEY	408142	SNJSCA22	176	352	1.09	0.62	43	55	6	6	3170	2482	46	45	26	4	26	12	2
BAKER	760705	BAKRCA11	158	315	2.67	2.35	12	13	14	11	13077	10689	101	99	89	48	71	63	29
BAKERSFIELD WEEDPA	661356	BKFDCA11	1,709	3,417	2.02	1.00	50	56	4	3	2322	1759	829	790	412	33	609	288	6
BALBOA	949706	BALBCA01	3,739	7,478	1.02	0.50	51	56	4	3	2282	1930	915	877	447	30	648	298	14
BALDWIN	559169	FRSNCA11	8,144	16,288	1.68	0.73	57	63	4	3	2225	1609	3276	3055	1419	116	2246	906	22
BANGOR	530430	BNGRCA11	394	789	4.68	3.36	28	39	11	7	5919	3920	443	435	318	105	234	140	24
BAYWOOD PARK	805362	BYPKCA11	1,379	2,758	1.24	0.54	56	65	3	2	1893	1449	411	389	180	9	243	91	2
BEALE CAPEHART-BEAL	530431	BEALCA11	95	191	0.17	0.13	25	38	3	2	3206	2730	4	4	3	0	3	2	0
BEAR VALLEY	209155	BVLYCA11	544	1,089	1.87	1.48	20	28	15	9	8345	4790	244	231	194	68	103	83	17



Table 4A.6 (page 2 of 13)

Wire Center Name	WireCenter	CLLI	Access Lines (avg for Quarter)	Access Lines (avg for Quarter)	OOS per 100 ALs per month	OOS>24 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 CPUC OOS Duration (mins)	OOS Total	OOS > 1 hour	OOS > 24 Hours	CPUC OOS > 1 hour	CPUC OOS > 24 hours	CPUC OOS > 1 Week	
BEAR VLLY SPRING	661403	BVSPCA11	666	1,333	3.49	2.28	35	45	7	5	4243	2863	558	541	365	84	305	185	27
BELL	323604	BELLCA11	3,958	7,916	1.51	0.56	63	70	3	2	1723	1233	1433	1327	529	26	905	295	7
BEN LOMOND	831103	BNLMCA11	781	1,562	2.12	1.30	39	46	7	4	3748	2703	397	389	243	46	200	115	11
BENICIA	707277	BNCICA11	2,708	5,417	0.91	0.50	44	51	6	4	3131	2147	590	560	328	40	431	226	8
BERKELEY	510004	BKLYCA01	11,293	22,586	0.93	0.47	49	54	6	5	3234	2598	2509	2325	1287	287	1674	826	122
BETHEL ISLAND	925008	BTISCA11	375	750	2.59	1.20	54	57	4	3	2305	1845	233	221	108	6	185	86	1
BEVERLY HILLS	310607	BVHLCA01	21,057	42,115	1.36	0.74	46	53	7	5	3559	2584	6890	6379	3722	862	3936	2016	270
BIG SUR	831101	BGSRCA11	428	855	3.35	2.73	19	23	11	8	7368	5964	344	341	280	83	226	175	28
BIGGS	530432	BGGSCA11	324	648	2.10	1.30	38	48	9	8	4755	3281	163	158	101	33	104	56	10
BISHOP RANCH	925082	BSRNCA70	1,921	3,841	0.34	0.14	58	64	4	3	2285	1801	156	147	65	6	114	43	3
BLAIRSDEN	530433	BLRSCA12	1,115	2,231	1.08	0.68	36	46	7	8	4044	3768	288	270	183	27	193	109	21
BLUE LAKE	707278	BLLKCA11	301	603	2.63	2.06	22	30	6	5	4311	3244	190	187	149	26	93	67	9
BODEGA BAY	707279	BDBACA11	480	960	1.28	0.86	33	44	9	6	5036	3411	148	140	99	29	102	64	13
BOMBAY BEACH	760856	BMLDCA11	137	274	2.49	1.12	55	60	4	1	2203	1207	82	79	37	4	44	18	0
BOONVILLE	707280	BNVLCA11	832	1,664	2.67	2.13	20	27	15	11	8591	6180	533	515	425	172	381	293	101
BORREGO SPRINGS	760707	BRSPCA11	913	1,827	2.80	1.00	64	58	3	3	1779	1876	613	573	219	17	192	90	8
BOULDER CREEK	831102	BLCKCA11	1,364	2,727	2.56	1.43	44	50	6	4	3496	2522	837	816	468	80	439	232	21
BRADLEY	805363	BRDLCA90	575	1,151	1.28	0.86	33	37	6	5	3678	2697	177	175	119	12	98	65	2
BRAWLEY	760708	BRWLCA11	2,494	4,987	1.17	0.38	67	74	3	2	1808	1217	700	668	228	29	437	119	9
BREA	714709	BREACA12	4,347	8,694	0.89	0.41	54	61	4	3	2254	1795	925	861	426	34	602	252	14
BRENTWOOD	925007	BRWDCA12	5,200	10,400	1.15	0.47	59	64	3	3	2140	1786	1433	1361	589	44	1081	415	21
BRIDGEVILLE	707281	BGVLCA11	197	395	5.70	4.48	21	24	6	5	3784	3353	270	267	212	28	164	127	10
BRISTOL	714789	SNANCA11	13,998	27,997	1.00	0.40	61	64	3	3	2031	1742	3373	3172	1332	151	2464	911	68
BROCKWAY	530434	BCWYCA11	1,249	2,499	0.73	0.49	33	35	11	10	6633	4890	218	208	147	59	143	95	25
BUENA PARK	714710	BNPKCA11	6,206	12,413	1.40	0.69	51	57	5	4	3135	2738	2081	1993	1024	160	1429	620	67
BURBANK	818605	BRBNCA11	13,606	27,212	0.84	0.34	59	69	3	2	1983	1329	2745	2557	1121	72	1765	599	20
BURBANK PALM AVE	818606	BRBNCA11	930	1,860	0.47	0.19	60	64	4	3	2024	1671	106	103	42	5	78	29	2
BURLINGAME	650006	BRLNCA01	10,337	20,673	0.83	0.41	50	56	4	3	2585	2022	2058	1916	1019	109	1261	598	28
BURRELL	559242	BURLCA11	109	218	4.21	2.45	42	47	3	3	2705	2272	110	108	64	4	77	41	2
BUSH	714788	SNANCA01	11,993	23,986	1.03	0.42	60	64	4	3	2155	1738	2962	2781	1196	146	2056	749	49
BUSH-PINE	415058	SNFCCA01	19,248	38,496	0.54	0.32	41	47	6	5	3551	2811	2510	2376	1477	295	1667	932	103
BUTTE CITY	530435	BTCYCA11	127	255	3.79	2.19	42	47	4	4	3328	2313	116	113	67	7	61	33	2
C STREET	619777	SNDGCA01	7,687	15,374	0.59	0.33	44	48	8	7	4494	3495	1085	1029	609	192	760	414	101
CALABASAS LAS VIRGENES	818665	CLBSCA50	1,394	2,788	0.79	0.33	58	63	6	6	3325	3052	263	255	110	28	198	75	22
CALEXICO	760712	CLXCCA12	2,815	5,630	1.12	0.34	70	78	3	2	2205	1743	757	711	230	29	448	111	3
CALIPATRIA IMPERIAL AVE	760713	CLPTCA11	335	671	1.22	0.37	69	74	2	2	1510	980	98	90	30	1	62	18	0
CALISTOGA	707282	CLSTCA11	1,492	2,984	2.45	1.82	26	33	12	11	7615	6403	877	843	652	233	450	322	76
CAMBRIA	805364	CLBSCA11	1,893	3,785	1.62	0.83	48	60	4	3	2840	1877	735	701	379	29	338	144	8
CAMP NELSON	559156	CMNLCA11	758	1,515	2.72	2.30	15	25	8	4	5372	3340	494	479	419	83	259	214	13
CAMP PENDLETON	760714	CMPDCA01	130	261	0.38	0.26	33	25	7	5	3960	3314	12	11	8	2	9	7	0
CAMPO	619715	CAMPCA11	631	1,261	2.65	1.41	47	58	13	3	5975	1971	401	370	213	53	238	110	6
CAMPTONVILLE	530436	CMPVCA11	269	538	4.35	3.34	23	29	12	7	7008	4569	281	278	216	77	138	97	23
CANOGA PARK	818610	CNPKCA01	18,772	37,544	1.12	0.42	62	70	3	2	2170	1639	5035	4783	1904	206	3440	1073	97
CAPELLA/IVANHOE	707327	IVNHCA11	1,370	2,740	2.66	1.74	34	42	14	9	7531	4783	874	844	573	250	585	355	107
CAPITOL	323638	LSANCA23	9,986	19,973	1.28	0.79	38	44	6	4	3712	2932	3058	2926	1905	266	1992	1162	90
CARLSBAD CAMINO VIEW	760717	CRLSCA12	5,385	10,771	0.55	0.27	52	55	6	5	3188	2793	712	668	344	79	536	257	47
CARMEL JUNIPERO	831105	CRMLCA11	5,958	11,915	1.19	0.59	50	58	5	3	3592	1922	1696	1575	846	135	1009	468	25





Table 4A.6 (page3 of 13)

Wire Center Name	WireCenter	CLLI	Access	Access	OOS per	OOS>24	Pct	Pct	# days	# days	Average		OOS	OOS > 1	OOS > 24	OOS > 1	OOS > 1	OOS > 1	OOS > 1
			Lines (avg for Quarter)	Lines (avg for Quarter)	100 ALs per month	per 100 ALs per month	Cleared w/in 24 hours (unadj)	Cleared w/in 24 hours (adj)	to clear 90% OOS (unadj)	to clear 90% OOS (adj)	Duration OOS (mins)	Duration OOS (mins)							
CARMEL VALLEY	831106	CRVYCA11	1,297	2,594	1.83	1.07	42	47	5	4	3308	2591	571	560	333	42	324	184	11
CARROLL STREET	408138	SNVACA01	10,615	21,231	0.97	0.58	40	44	7	6	4013	3365	2459	2330	1469	372	1466	854	160
CARUTHERS	559157	CRTHCA11	505	1,009	2.97	1.57	47	51	3	2	2070	1698	360	349	190	7	275	136	1
CASTAIC	661408	CSTCCA11	4,710	9,419	0.85	0.33	62	67	3	2	1958	1425	963	895	369	39	553	192	9
CASTROVILLE	831107	CSVLCA11	1,482	2,964	1.63	0.58	65	66	3	2	1953	1683	580	551	205	11	410	153	4
CAYUCOS	805366	CYCSCA11	709	1,419	1.66	0.84	49	59	4	3	2274	1497	283	272	143	9	149	63	0
CENTRAL VALLEY	530528	CNVYCA11	2,064	4,129	2.88	1.50	48	57	4	4	2627	2065	1429	1375	742	62	929	426	21
CENTURY CITY	310663	WLANCA01	7,460	14,921	1.12	0.55	51	59	6	5	3185	2266	2009	1845	980	220	1249	570	68
CHALLENGE	530437	CHLNCA11	1,245	2,490	3.62	2.72	25	38	10	6	5659	3629	1082	1052	812	236	448	283	41
CHAPMAN	714759	ORNGCA11	9,921	19,842	1.01	0.45	56	62	4	3	2158	1793	2397	2265	1066	90	1558	612	37
CHICO MAIN	530438	CHICCA01	14,199	28,399	1.20	0.59	51	58	4	3	2620	2111	4100	3917	2000	241	2722	1226	119
CHOWCHILLA	559158	CHWCCA11	1,376	2,751	2.04	0.87	57	62	3	2	2238	1907	673	657	288	16	501	196	6
CHUALAR	831104	CHLRCA11	199	397	2.22	1.01	55	55	4	3	2054	1745	106	103	48	1	84	39	0
CHULA VISTA-EAST	619719	CHVSCA12	3,099	6,199	0.71	0.42	41	42	8	7	4368	3802	527	499	311	95	397	240	59
CLAYTON	925081	CYTNCA11	1,984	3,969	1.55	0.89	43	47	4	3	2574	2381	738	709	424	28	478	262	5
CLEAR LAKE OAKS	707283	CLOKCA11	12,780	25,560	0.75	0.33	56	60	5	4	2706	2157	2287	2128	1003	175	1615	676	87
CLINTON	323644	LSANCA56	9,218	18,436	1.07	0.55	48	57	6	4	3395	2452	2369	2192	1226	189	1457	689	49
CLOVERDALE	707284	CODLCA11	1,163	2,326	2.48	1.78	28	34	9	7	5497	4124	691	661	497	163	497	344	73
CLOVIS	559159	CLVSCA11	11,978	23,957	1.55	0.54	65	72	3	2	1611	1259	4465	4305	1552	47	3259	942	16
COALINGA	559160	CLNGCA01	1,131	2,261	2.51	1.24	51	57	5	4	3483	2962	682	656	337	54	464	208	33
COBB MOUNTAIN	707285	CBMTCA11	429	858	3.25	2.23	31	36	12	9	6627	5059	335	315	230	101	225	155	47
COLLEGE	619782	SNDCGA11	3,553	7,105	1.29	0.72	44	48	8	5	4543	2922	1096	1050	615	165	679	356	43
COLMA	650010	COLACA01	7,873	15,745	0.93	0.39	58	64	4	3	2032	1644	1754	1607	730	56	1167	461	15
COLTON	909720	COTNCA11	4,506	9,011	1.78	0.90	50	55	5	5	3084	2814	1929	1841	972	170	1235	555	85
COLUMBUS	661358	BKFDCA13	3,327	6,654	1.47	0.70	52	55	4	3	2413	1933	1172	1106	562	40	825	390	12
COMPTON	310609	CMTNCA01	13,871	27,742	1.75	0.70	60	70	4	2	2217	1440	5840	5573	2344	282	3926	1275	36
CONCORD	925009	CNCRCA01	12,273	24,546	1.10	0.41	63	70	3	2	1807	1369	3247	3043	1217	67	2262	736	17
CORDELIA	707286	CORCA12	1,770	3,539	0.90	0.56	38	48	5	3	3214	2278	382	357	237	30	264	149	9
CORNING	530440	CRNGCA12	1,651	3,302	2.40	1.13	53	59	4	3	2226	1831	949	898	448	17	528	238	4
CORONA	951721	CORNCA11	15,887	31,775	1.06	0.45	57	59	5	4	2628	2389	4029	3797	1728	311	2893	1218	188
CORONA DEL MAR	949722	CRDMCA11	8,346	16,693	0.73	0.34	54	57	5	4	2909	2574	1463	1379	672	117	1083	485	61
CORONADO	619723	CRNDCA11	2,337	4,674	0.49	0.26	47	53	8	6	4312	3646	277	263	148	46	201	99	28
COSTA MESA	949725	CSMSCA11	8,504	17,008	1.01	0.36	64	69	4	3	2036	1690	2055	1930	741	96	1519	488	39
COTATI	707287	CTTICA12	2,685	5,371	1.06	0.70	34	38	10	8	5868	4830	680	647	452	187	477	313	98
COTTONWOOD	530441	CTWDCA11	2,682	5,365	3.21	1.87	42	51	6	4	3568	2539	2066	1990	1201	176	1419	734	59
COULTERVILLE	209161	CTVLCA11	759	1,518	3.12	2.21	29	37	11	9	6237	4275	569	560	403	147	324	209	54
COYOTE WELLS	760726	CYWLCA11	60	120	2.15	0.83	61	74	6	2	2434	1118	31	30	12	3	21	6	1
CROCKETT	510011	CRCTCA02	374	748	0.96	0.67	30	33	7	6	4785	4564	86	83	60	23	59	40	11
CROWS LANDING	209162	CWLDCA12	112	224	2.67	2.08	22	25	6	4	4627	3376	72	71	56	7	48	36	2
CULVER CITY	310608	CLCYCA11	10,929	21,857	1.09	0.46	58	67	4	3	2338	1509	2851	2603	1201	120	1631	605	24
CYPRESS	714702	ANHMCA11	11,280	22,559	1.19	0.58	51	55	5	4	2774	2350	3229	3039	1572	252	2237	1030	115
DANVILLE	925012	DAVLCA12	7,103	14,207	1.07	0.51	52	58	4	3	2406	1926	1823	1701	866	68	1268	563	26
DAVIS	530442	DAVSCA11	5,754	11,509	0.96	0.62	35	43	11	7	6083	4167	1331	1258	862	285	901	550	97
DEL MAR	858727	DLMRCA12	7,535	15,071	0.72	0.40	45	48	5	5	3500	2989	1299	1227	717	158	908	498	81
DEL REY	559163	DLRYCA11	188	376	2.66	1.02	62	74	3	2	1860	1335	120	114	46	3	89	25	1
DELANO	661367	DELNCA11	2,953	5,906	2.02	1.07	47	51	5	3	2592	2051	1429	1365	757	74	1055	545	22
DINUBA	559164	DINBCA01	1,923	3,846	2.38	0.91	62	68	3	2	2286	1852	1100	1056	420	35	856	293	9



Table 4A.6 (page 4 of 13)

Wire Center Name	WireCenter	CLLI	Access Lines (avg for Quarter)	Access Lines (avg for Quarter)	OOS per 100 ALs per month	OOS>24 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 CPUC OOS Duration (mins)	OOS Total	OOS > 1 hour	OOS > 24 Hours	CPUC OOS > 1 hour	CPUC OOS > 24 hours	CPUC OOS > 1 Week	
DIXON	707443	DIXNCA11	1,875	3,750	1.66	1.22	27	31	10	8	6147	5052	747	718	549	160	573	411	78
DOUGLAS	310613	ELSGCA12	5,265	10,531	1.08	0.39	64	69	4	3	1915	1405	1371	1193	495	36	916	331	12
DOWNEYVILLE PEARL	530444	DWNVCA11	270	540	1.82	1.39	24	26	13	7	7210	4350	118	111	90	33	60	48	7
DULZURA	619728	DLZRCA11	568	1,135	1.84	1.09	41	50	5	3	3106	2352	251	240	149	16	165	88	4
DUNNIGAN	530445	DNGNCA12	160	320	2.57	2.05	20	25	9	7	6694	5611	99	95	79	19	73	57	8
DUNSMUIR	530446	DNSMCA11	536	1,073	1.37	0.66	52	60	3	3	2111	1901	176	164	85	4	87	36	1
EARLIMART	661368	ERLMCA11	512	1,024	2.58	1.51	42	46	5	3	2917	2241	317	310	185	15	233	131	4
EDGEWOOD/N HIGHL	916478	NHLDCA11	5,901	11,803	1.57	0.97	38	44	6	5	4223	3305	2219	2124	1375	319	1509	883	115
EDWARDS	661369	EDWRCA01	86	172	0.19	0.19	0	0	3	2	2951	2258	4	4	4	0	2	2	0
EL CAJON	619729	ELCJCA11	5,587	11,175	1.47	0.79	46	48	6	5	3493	3087	1968	1886	1061	209	1275	678	70
EL CENTRO	760730	ELCNCA01	5,445	10,889	1.19	0.37	69	75	2	2	1658	1068	1549	1485	482	45	996	263	3
EL DORADO HILLS	916454	FLSMCA13	3,684	7,368	0.97	0.63	35	39	7	6	4627	3632	858	817	561	167	635	414	66
EL PORTAL	209241	YSMTCA12	331	662	2.39	2.19	8	12	13	10	9307	7308	190	185	174	79	120	110	37
EL SOBRANTE	510013	ELSBCA11	4,417	8,834	1.39	0.86	38	42	7	5	4302	3429	1470	1407	916	258	1078	647	115
EL TORO	949731	ELTRCA11	15,447	30,894	0.97	0.40	58	63	5	4	2570	2226	3587	3344	1497	274	2455	942	148
ELK	707288	ELK CA11	241	482	3.11	2.32	26	29	11	8	6427	5333	180	178	134	41	134	92	21
ELK CREEK	530448	EKCKCA11	123	245	2.51	2.04	19	26	7	6	5256	4125	74	72	60	17	47	36	3
ELMONTE	626611	ELMNCA01	13,916	27,832	1.09	0.64	41	47	6	5	3655	2729	3634	3418	2127	365	2293	1280	120
EMPIRE	916501	SCRMCA12	5,809	11,618	1.20	0.75	38	42	6	5	4421	3814	1678	1601	1044	249	1145	688	105
ENCINITAS	760732	ENCTCA12	6,538	13,077	0.83	0.41	51	55	6	5	3410	2917	1307	1224	641	140	966	457	75
ESCALON	209192	ESCLCA11	1,282	2,564	1.96	1.29	34	41	5	4	3568	2947	604	583	396	46	402	247	15
ESCONDIDO	760733	ESCNCA01	10,797	21,594	1.00	0.47	54	55	5	4	2937	2624	2595	2458	1205	198	1878	857	82
ESPARTO	530450	ESPRCA11	348	696	2.41	1.87	22	27	8	5	5467	3934	201	199	156	37	156	115	13
EUCLID	714739	GRGVCA01	10,134	20,268	0.95	0.40	58	62	4	3	2114	1702	2315	2169	982	90	1580	627	33
EUREKA	707289	EURKCA01	6,378	12,756	0.88	0.37	58	65	3	2	1918	1577	1351	1278	570	18	861	317	10
EXPORT/OILDALE	661383	OLDLCA11	4,129	8,257	1.59	0.77	52	56	4	3	2598	2067	1576	1514	762	83	1148	519	32
FAIR OAKS	916451	FROKCA11	10,562	21,124	1.17	0.73	38	43	7	6	4352	3460	2957	2813	1845	513	2199	1321	221
FAIRFIELD	707290	FRFDCA01	7,154	14,308	1.02	0.58	43	52	6	4	3886	2735	1751	1644	997	195	1167	600	51
FAIRVIEW	661357	BKFDCA12	8,874	17,748	1.25	0.56	55	59	4	3	2202	1721	2666	2491	1200	101	1840	819	18
FALLBROOK	760735	FLBKCA12	4,985	9,971	2.37	1.60	32	36	7	5	4186	3386	2831	2748	1917	338	2024	1333	144
FARMERSVILLE	559165	FRVLCA11	594	1,188	1.78	0.73	59	67	3	2	1769	1398	253	232	104	4	176	64	1
FELTON	831108	FETNCA11	1,334	2,667	1.96	1.24	37	42	8	5	4388	3004	626	616	396	89	332	203	21
FILLMORE	805370	FLMRCA11	1,093	2,185	1.07	0.52	52	55	5	3	2418	1914	281	265	136	13	200	98	4
FIREBAUGH P ST	559166	FRBHCA11	778	1,557	1.57	0.55	65	69	2	2	1615	1394	294	281	102	4	206	64	3
FIVE POINTS	559167	FVPNCA11	183	366	2.74	1.14	58	62	3	2	1743	1337	120	114	50	2	87	35	0
FOLSOM	415068	SNFCCA21	9,665	19,330	0.52	0.24	54	60	5	4	2502	1945	1213	1050	557	82	800	380	30
FOLSOM MONTROSE W	916536	FLSMCA14	2,526	5,051	0.64	0.38	40	48	6	5	3709	2791	385	361	232	59	289	163	19
FOLSOM NIMBUS	916453	FLSMCA12	2,525	5,051	0.51	0.31	39	41	7	5	3798	3141	307	289	187	44	237	148	24
FONTANA	909736	FNTACA11	8,652	17,304	1.97	0.91	54	58	4	4	2522	2258	4083	3875	1881	252	2759	1208	149
FORESTVILLE	707291	FSVLCA11	930	1,860	3.15	2.29	27	37	12	9	7407	5112	703	686	510	207	390	257	79
FORT BRAGG	707292	FTBRCA02	3,988	7,976	1.92	1.21	37	43	11	9	5904	4683	1833	1801	1157	463	1270	740	237
FORTUNA	707293	FTUNCA11	1,442	2,883	0.71	0.27	62	69	4	2	1960	1545	245	219	93	5	147	53	2
FOXWORTHY	408132	SNJSCA14	13,075	26,149	1.16	0.70	40	44	7	5	4123	3417	3633	3458	2197	612	2332	1365	276
FRANKLIN	510036	OKLDCA03	16,638	33,275	0.75	0.43	43	48	7	5	4088	3221	2985	2735	1704	477	1933	1097	177
FRAZER PARK	661404	LEBCCA12	980	1,960	1.28	0.73	43	50	5	3	3250	2440	300	280	172	19	189	103	4
FRAZIER PARK	661371	FZPKCA11	975	1,949	1.93	0.94	51	58	4	3	2404	1828	451	426	221	24	319	141	6
FREMONT ADAMS	510015	FRMTCA12	9,339	18,678	0.86	0.39	54	57	5	4	2856	2463	1933	1827	883	120	1412	642	71



Table 4A.6 (page 5 of 13)

Wire Center Name	WireCenter	CLLI	Access Lines (avg for Quarter)	Access Lines (avg for Quarter)	OOS per 100 ALs per month	OOS>24 ALs per month	Pct Cleared w/in 24 hours (unadj)	Pct Cleared w/in 24 hours (adj)	# days to clear OOS (unadj)	# days to clear OOS (adj)	Average OOS Duration (mins)	Average CPUC 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
FREMONT MAIN	510014	FRMTCA11	11,013	22,027	0.96	0.44	54	59	5	4	2870	2383	2534	2384	1155	169	1758	753	77
FRENCH GULCH	530455	FRGLCA11	115	230	1.96	1.52	22	24	7	5	4407	4039	54	53	42	7	34	26	4
FRESNO E TULARE ST	559172	FRSNCA12	5,915	11,829	1.78	0.78	56	63	4	3	2160	1677	2531	2434	1113	51	1846	719	9
FRESNO MAIN	559168	FRSNCA01	10,914	21,827	2.20	1.02	54	61	4	3	2297	1697	5768	5541	2670	170	4185	1735	37
FRESNO POLK AVE	559245	FRSNCA14	4,674	9,347	1.68	0.74	56	60	4	3	2197	1793	1880	1810	833	42	1464	618	12
FRESNO SIERRA AVE	559170	FRSNCA13	9,142	18,283	1.28	0.46	64	70	3	2	1732	1374	2801	2678	1012	38	2174	683	13
FRESNO WOODWARD	559247	FRSNCA15	1,538	3,076	0.85	0.33	61	68	4	3	1925	1494	313	286	121	11	234	84	4
FRONTIER	916519	WSCRA11	4,834	9,667	1.09	0.66	39	45	7	5	4011	3255	1260	1154	764	195	809	493	89
FRUITRIDGE	916502	SCRMCA13	4,310	8,621	1.69	1.16	31	40	7	5	4393	3542	1748	1683	1205	286	1162	729	113
FRUITVALE/KELLOG	510037	OKLDCA04	6,843	13,685	1.27	0.67	47	53	5	4	3113	2498	2086	1949	1101	184	1555	782	73
FULLERTON	714737	FUTNCA01	11,174	22,348	1.23	0.62	49	55	5	4	2983	2478	3301	3128	1676	269	2238	1030	116
FURNACE CREEK	760738	FRCKCA11	155	310	1.02	0.97	5	9	16	12	11512	9291	38	38	36	22	23	21	11
GALT	209171	GALTCA11	2,079	4,158	1.57	0.97	39	48	6	4	3465	2374	785	751	482	72	481	270	11
GARDEN	916499	SCRMCA03	12,399	24,798	1.36	0.85	38	43	7	6	4500	3564	4038	3764	2520	784	2712	1673	356
GARDENA	310615	GRDNCA01	16,803	33,607	1.60	0.63	60	66	4	3	2097	1587	6455	6025	2551	226	4282	1581	63
GARNET	858762	PCBHCA01	6,006	12,013	1.25	0.73	41	44	6	5	3740	3091	1795	1703	1057	243	1281	741	94
GAZELLE	530456	GZLLCA11	56	112	0.67	0.22	67	100	2	0	1144	82	9	8	3	0	2	0	0
GEORGETOWN	530457	GRTWCA11	1,644	3,288	4.29	3.19	26	34	11	9	6435	4608	1692	1662	1259	434	810	555	133
GERBER	530458	GRBRCA11	264	527	2.28	0.92	60	67	3	2	1776	1297	144	137	58	1	95	34	0
GEYSERVILLE	707294	GYVLCA11	371	743	2.05	1.43	31	37	10	7	5591	3751	183	178	127	47	122	80	15
GLADSTON	916500	SCRMCA11	8,263	16,526	1.29	0.83	36	42	7	6	4477	3606	2552	2413	1642	496	1607	991	180
GLENDALE	818614	GLDLCA11	20,309	40,617	0.82	0.33	59	68	4	2	2104	1509	3982	3770	1621	111	2669	915	29
GLENVIEW	831121	SLNSCA12	728	1,455	0.82	0.36	57	63	4	3	2287	1932	143	138	62	4	98	38	1
GONZALES	831110	GNZLCA11	795	1,589	1.45	0.58	60	63	3	2	1816	1640	276	264	110	5	194	78	2
GOSHEN	559246	GSHNCA11	936	1,873	1.96	0.97	50	49	4	3	2329	2071	440	425	218	16	281	145	3
GRANITE	209221	SKTNCA11	11,009	22,017	1.32	0.73	44	51	6	4	3480	2671	3475	3269	1933	326	2495	1314	86
GRASS VALLEY	530459	GRVYCA01	12,503	25,006	2.07	1.37	34	41	11	7	5796	4174	6201	5972	4113	1458	3947	2444	593
GREEN/PASADENA	626650	PSDNCA11	16,586	33,173	0.67	0.31	54	60	5	4	2635	1811	2654	2439	1230	151	1820	802	30
GREENFIELD	831109	GNFDCA11	1,276	2,552	1.89	0.91	52	63	3	2	2092	1522	578	544	279	18	396	164	2
GRENADA	530460	GRNDCA13	110	221	1.96	0.72	63	75	4	2	1952	1295	52	47	19	0	28	8	0
GRIDLEY	530461	GRDLCA11	1,140	2,281	1.70	1.15	32	40	9	7	5330	4328	465	450	314	86	327	206	40
GROVELAND	209173	GVLDCA11	2,424	4,848	2.28	1.64	28	38	12	9	7217	4417	1327	1271	957	400	720	477	130
GUALALA	707295	GULLCA11	1,234	2,468	2.35	1.96	17	21	13	10	7780	6299	697	687	579	217	494	396	115
GUERNEVILLE	707296	GUVLCA11	900	1,800	1.73	1.21	30	37	12	10	7347	5450	374	356	262	123	252	170	59
GUSTINE	209174	GUSTCA11	830	1,660	2.12	0.95	55	62	4	3	2280	1772	422	412	189	11	304	118	3
GYPSUM CANYON	714809	YRLNCA12	830	1,659	0.41	0.18	57	65	4	3	2458	1885	82	76	35	5	54	18	1
HACIENDA	925083	PLTNCA13	2,068	4,136	0.27	0.09	67	73	2	2	1803	1156	134	117	44	2	87	27	0
HALF MOON BAY	650016	HMBACA12	3,043	6,085	1.19	0.70	41	44	6	5	3170	2706	870	825	513	57	573	340	26
HAMILTON CITY	530462	HMCYCA11	203	405	1.71	0.82	52	57	4	3	2365	1997	83	77	40	4	64	30	3
HANFORD	559175	HNFRCA01	5,285	10,570	1.72	0.72	58	63	3	2	1941	1575	2186	2098	910	53	1531	592	22
HARDING	760716	CRLSCA11	3,262	6,524	0.83	0.40	52	55	6	5	3267	2903	653	607	313	70	490	239	41
HAWTHORNE	310618	HWTHCA01	7,294	14,588	1.53	0.73	52	57	4	3	2576	1905	2678	2472	1279	150	1636	761	37
HAYWARD DEPOT RD	510018	HYWRCA11	7,373	14,747	0.84	0.38	55	60	4	3	2616	2051	1483	1377	667	109	1123	475	42
HAYWARD MAIN	510017	HYWRCA01	10,809	21,617	1.15	0.59	49	54	5	5	3040	2624	2992	2807	1519	298	2023	971	138
HEALDSBURG	707297	HLBGCA11	3,401	6,803	1.97	1.38	30	37	9	7	5478	3884	1605	1546	1124	388	1094	730	162
HERALD	209176	HERLCA11	364	728	4.68	3.24	31	47	9	4	4488	2190	409	396	283	63	197	117	4
HERCULES	510080	HRCLCA11	3,779	7,558	1.13	0.69	39	49	7	5	4104	2996	1023	955	629	169	636	356	68



Table 4A.6 (page 6 of 13)

Wire Center Name	WireCenter	CLLI	Access	Access	OOS per	OOS>24	Pct	Pct	# days	# days	Average		OOS	OOS > 1	OOS > 24	OOS > 1	OOS > 1	OOS > 1	OOS > 1
			Lines (avg for Quarter)	Lines (avg for Quarter)	100 ALs per month	per 100 ALs per month	Cleared w/in 24 hours (unadj)	Cleared w/in 24 hours (adj)	to clear 90% OOS (unadj)	to clear 90% OOS (adj)	Duration (mins)	CPUC OOS (mins)							
HICKORY/SALINAS	831120	SLNSCA11	3,120	6,240	1.16	0.41	65	70	3	2	1910	1421	870	818	308	21	635	210	6
HIGHLAND	909741	HGLDCA11	3,074	6,149	1.65	0.69	58	58	3	3	2018	1838	1216	1168	510	22	860	353	9
HOLLISTER	831111	HLSTCA11	3,962	7,924	1.00	0.40	60	65	3	2	1868	1538	953	905	377	23	696	264	10
HOLLY STREET	510039	OKLDCA12	10,725	21,450	1.30	0.64	51	55	5	4	2878	2359	3348	3054	1653	270	2268	1095	90
HOLLYWOOD	323616	HLWDCA01	13,237	26,474	1.03	0.57	44	51	5	4	2818	2140	3285	3005	1825	162	2144	1165	32
HOLTVILLE	760742	HLVLCA11	676	1,352	1.69	0.47	72	80	2	1	1508	887	274	260	76	9	164	34	0
HOMEWOOD	530463	HMWDCA11	1,439	2,878	1.01	0.74	27	35	13	9	8462	5677	350	333	257	136	189	128	45
HOPLAND	707298	HPLDCA12	248	497	2.55	1.83	28	30	11	8	5536	4470	152	142	109	29	110	82	17
HORNBLEND	858763	PCBHCA11	795	1,589	1.83	1.11	39	43	7	5	3791	3034	348	325	212	49	263	162	22
HORN BROOK	530464	HRBKCA11	306	613	3.21	1.58	51	54	3	3	2085	1813	236	231	116	5	148	71	3
HUGHSON	209177	HGSNCA11	774	1,549	2.04	1.33	35	39	5	4	3291	2729	379	367	247	22	266	170	6
HUNTER	831122	SLNSCA13	907	1,813	2.20	1.00	54	65	4	3	2360	1927	478	461	218	23	332	123	6
HUNTINGTON PARK	323617	HNPKCA01	9,833	19,666	1.47	0.47	68	74	3	2	1692	1112	3475	3226	1116	78	2250	630	14
HURON	559178	HURNCA11	435	870	2.21	1.00	55	61	3	2	1956	1455	231	218	104	4	155	66	1
HYDESVILLE	707299	HYVLCA11	326	652	2.81	1.06	62	65	2	2	1554	1287	220	211	83	0	133	45	0
IGNACIO	415019	IGNCCA12	2,172	4,344	0.85	0.53	38	44	9	8	4762	3765	442	411	276	95	317	194	51
IMPERIAL	760743	IMPRCA11	787	1,573	0.97	0.35	64	77	5	2	2254	1195	184	171	67	11	116	30	3
IMPERIAL BEACH	619744	IMBHCA11	2,790	5,580	1.20	0.66	45	48	8	7	4372	3577	805	760	443	126	590	326	81
INGLEWOOD	310619	IGWDCA01	7,301	14,602	1.58	0.75	53	59	4	3	2663	1853	2764	2517	1306	156	1641	738	32
INVERNESS	415020	INVRCA11	511	1,021	1.98	1.34	33	34	11	7	6667	4786	243	235	164	53	175	121	22
IONE	209179	IONECA11	1,094	2,187	2.60	1.60	39	48	9	5	4901	3034	682	661	419	110	410	223	27
IRVINE	949745	IRVNCA01	6,371	12,743	0.89	0.43	52	58	5	4	2837	2333	1368	1319	657	102	1013	426	45
IVANHOE	916498	SCRMCA02	10,599	21,198	1.44	0.87	39	46	6	5	4056	3250	3659	3478	2222	562	2500	1396	222
IVANHOE ELM ST	559180	IVNHCA11	605	1,210	2.60	1.24	52	54	4	3	2247	1840	377	365	180	7	274	128	2
JACKSON	209181	JCSNCA01	1,887	3,773	1.78	0.95	47	57	7	4	3728	2396	807	770	431	112	501	228	29
JACUMBA	619746	JCMBCA11	439	879	2.53	1.48	42	54	5	3	3036	1865	267	260	156	20	158	75	5
JAMESTOWN	209182	JMTWCA11	1,038	2,076	2.65	1.64	38	54	8	5	4425	2622	659	620	408	111	355	182	27
JAMUL	619851	JAMLCA60	433	867	1.85	1.16	37	39	7	5	3817	3127	192	184	121	22	123	78	9
JULIAN	760748	JULNCA12	1,175	2,351	2.77	1.68	39	49	5	3	3386	2502	781	762	474	53	470	249	10
JUNCTION AVE.	408145	SNJSCA21	7,948	15,897	0.44	0.23	48	50	5	3	3116	2540	841	792	439	52	555	299	19
JUNIPER	415061	CRMLCA11	15,339	30,679	1.02	0.53	48	55	5	4	2885	2198	3760	3501	1958	280	2543	1231	76
KELSEYVILLE	707300	KLVLCA12	1,438	2,877	2.12	1.38	35	41	11	9	5783	4505	732	710	477	191	544	336	120
KING CITY	831112	KGCYCA11	1,777	3,554	1.19	0.59	50	57	4	3	2242	1708	508	488	253	19	337	155	4
KINGSBURG	559183	KGBGCA11	1,513	3,026	2.29	0.82	64	71	3	2	1805	1350	832	792	296	20	613	188	4
KNIGHTS FERRY	209184	KNFYCA11	174	349	2.61	1.39	47	55	3	3	2378	1874	109	103	58	5	73	32	1
KYBURZ	530465	KYBRCA11	85	170	2.41	1.97	18	21	10	7	8098	6350	49	48	40	18	33	27	8
LA CRESCENTA	818621	LACRCA11	8,800	17,601	1.07	0.50	53	64	4	3	2228	1600	2257	2122	1053	71	1428	553	26
LA HONDA	650021	LAHNCA11	468	936	2.65	1.71	36	50	5	4	3233	2476	298	286	192	22	110	60	5
LA JOLLA	858750	LAJLCA11	5,002	10,005	0.97	0.51	48	50	6	5	3281	2729	1160	1080	607	130	825	439	71
LA MESA	619752	LAMSCA01	8,026	16,051	1.25	0.67	46	52	6	5	3454	2689	2399	2263	1295	291	1491	749	96
LA PALMA	714703	ANHMCA12	2,528	5,056	0.89	0.35	60	65	4	3	1971	1578	541	504	214	14	395	146	9
LAFAYETTE	925022	LFYTCA11	3,055	6,110	1.14	0.51	55	64	3	3	2065	1525	834	795	374	19	524	206	5
LAGRANGE/D PEDRO	209185	LGRNCA12	1,058	2,116	3.66	2.80	23	31	8	6	5259	3969	929	903	711	182	569	412	62
LAGUNA NIGUEL	949749	LGNGCA12	4,722	9,445	0.77	0.32	58	63	5	4	2888	2509	869	816	362	80	648	245	50
LAKE BERRYESSA	707301	LKBRCA11	233	466	2.81	2.27	19	24	14	11	8374	5792	157	157	127	50	103	79	16
LAKE LOS ANGELES	661405	LKLACA11	649	1,297	1.36	0.62	55	66	3	3	2192	1605	212	203	96	7	160	55	3
LAKE WILDWOOD	530535	DLRYCA11	1,945	3,890	2.31	1.47	36	46	11	7	5722	3818	1078	1042	688	258	718	409	98



Table 4A.6 (page 7 of 13)

Wire Center Name	WireCenter	CLLI	Access	Access	OOS per	OOS>24	Pct	Pct	# days	# days	Average		OOS	OOS > 1	OOS > 24	OOS > 1	OOS > 1	OOS > 1	OOS > 1
			Lines (avg for Quarter)	Lines (avg for Quarter)	100 ALs per month	per 100 ALs per month	Cleared w/in 24 hours (unadj)	Cleared w/in 24 hours (adj)	to clear 90% OOS (unadj)	to clear 90% OOS (adj)	Duration (mins)	CPUC OOS (mins)							
LAKE/PASADENA	626651	PSDNCA12	8,153	16,306	1.00	0.51	49	57	5	4	2871	2051	1966	1822	1005	123	1303	620	38
LAKEPORT	707302	LKPTCA02	2,607	5,215	1.59	0.99	38	42	9	8	5084	4236	993	948	619	221	750	462	129
LAKESIDE	619751	LKSDCA12	2,341	4,683	1.43	0.82	43	46	6	6	3556	3043	803	770	458	99	531	294	38
LAMONT	661372	LAMTCA11	1,132	2,264	2.16	1.14	47	52	5	3	2943	2341	587	558	311	25	399	204	6
LANKERSHIM	818646	NHWDCOA01	8,854	17,708	1.27	0.50	61	70	4	2	2189	1449	2704	2544	1067	131	1609	522	23
LARKSPUR	415023	LRKSCA11	4,039	8,078	1.19	0.73	39	48	7	6	4058	3142	1152	1097	703	169	672	385	67
LATON	559186	LATNCA11	263	526	4.60	2.50	46	54	4	3	2596	2107	290	287	158	15	198	92	2
LE GRAND	209187	LGRDCA11	256	512	2.38	1.11	53	62	4	2	2075	1472	146	140	68	6	94	38	1
LEBEC	661373	LEBCCA11	444	887	2.56	1.45	44	48	4	3	2685	2260	273	265	154	19	194	104	5
LEMON	714701	ANHMCA01	11,520	23,041	0.95	0.40	58	63	4	3	2236	1889	2639	2456	1113	108	1770	680	41
LEMORE MAIN	559188	LEMRCA11	1,768	3,537	1.98	0.81	59	63	3	2	1825	1416	842	802	342	22	562	214	3
LEMORE WYMAN	559189	LEMRCA12	104	208	0.56	0.32	43	63	7	2	3765	1814	14	14	8	3	8	3	0
LEONA VALLEY	661374	LNVYCA11	429	859	1.98	0.86	56	62	3	2	2391	1756	204	198	89	8	120	46	3
LEWISTON	530466	LSTNCA11	565	1,130	2.16	1.66	23	32	8	6	4791	3374	293	281	225	49	181	131	16
LINCOLN	916467	LNCLCA11	1,148	2,297	1.27	0.71	44	53	5	4	3225	2257	350	335	195	44	239	119	9
LINDA VISTA	858779	SNDGCA03	11,239	22,477	0.94	0.49	48	51	6	5	3326	2939	2538	2379	1319	278	1780	925	144
LITTLE ROCK	661375	LTRKCA11	1,297	2,593	2.72	1.48	46	60	4	3	2608	1725	846	820	461	29	434	178	7
LIVE OAK	530468	LVOKCA11	887	1,774	1.54	1.09	30	34	8	6	4672	3930	328	318	231	58	257	175	34
LIVERMORE	925055	LVMRCA11	8,388	16,775	1.03	0.49	52	57	4	3	2474	2066	2066	1968	984	76	1506	671	32
LOCKEFORD	209190	LCFRCA11	393	787	2.75	1.73	37	47	7	4	3682	2284	260	243	163	27	158	99	2
LODI	209191	LODICA01	7,780	15,560	2.55	1.44	44	53	6	4	3151	2187	4757	4581	2683	347	3249	1662	74
LOLETA	707303	LOLTCA11	162	324	1.90	0.98	49	64	2	2	1790	1268	74	69	38	0	43	17	0
LOMITA	310622	LOMTCA11	8,028	16,056	1.25	0.54	57	63	4	3	2174	1632	2414	2278	1033	79	1591	619	21
LOOMIS	916470	LOMSCA11	1,895	3,789	1.29	0.72	44	52	5	4	2970	2258	586	561	329	55	413	206	20
LOS ALAMOS	707319	SNRSCA11	3,719	7,438	1.25	0.77	38	46	8	6	5374	3306	1119	1063	689	205	770	435	67
LOS ALTOS	650024	LSATCA11	5,823	11,645	1.99	1.34	33	37	8	7	4833	3829	2775	2677	1870	551	1637	1071	174
LOS ANGELES MADISON	213625	LSANCA02	7,216	14,433	0.56	0.29	49	55	4	3	2620	1971	978	882	497	52	668	337	13
LOS ANGELES MADISON	213624	LSANCA02	11,734	23,468	0.85	0.41	51	57	4	3	2714	2135	2395	2113	1167	127	1603	770	29
LOS ANGELES UNION	213627	LSANCA06	6,414	12,829	0.91	0.52	43	50	5	4	2968	2249	1403	1301	803	76	922	497	17
LOS BANOS	209193	LSBNCA12	2,809	5,617	1.29	0.60	54	56	4	3	2402	2112	870	830	403	24	627	293	11
LOS MOLINOS	530469	LWMLCA11	475	951	2.19	0.98	55	63	3	2	1834	1466	250	240	112	3	155	63	0
LOWER LAKE	707304	LWLKCA11	2,720	5,440	2.88	1.79	38	46	12	8	6359	4350	1881	1806	1166	487	1210	695	241
LOYALTON	530471	LLTNCA11	627	1,254	1.03	0.72	30	34	8	6	5544	3877	155	150	109	40	103	71	15
MADERA	559194	MADRCA11	5,546	11,092	2.01	0.68	66	72	3	2	1629	1324	2670	2574	904	28	1988	569	13
MADERA BONADELLE	559243	MADRCA12	542	1,084	3.17	1.35	58	65	3	2	1795	1416	413	397	175	2	274	102	0
MAGNOLIA/N.HLWD.	818647	NHWDCOA02	17,483	34,966	1.20	0.50	58	68	4	2	2187	1500	5056	4728	2100	241	2988	1007	52
MARINA	831113	MARNCA11	1,789	3,579	1.02	0.47	54	62	4	3	2264	1637	438	402	200	10	307	130	4
MARKET STREET	619783	SNDGCA12	3,014	6,028	1.65	0.95	43	46	8	7	4409	3893	1196	1144	684	213	812	455	134
MARTINEZ	925030	MRTZCA11	4,680	9,360	1.10	0.48	57	63	4	3	2102	1606	1241	1157	539	36	816	324	13
MARYSVILLE	530472	MYVICA01	4,813	9,627	2.20	1.37	38	48	7	6	4261	3076	2538	2439	1583	419	1663	916	139
MCKINLEYVILLE	707307	MKVLCA11	1,443	2,885	1.01	0.45	55	65	3	2	2032	1513	350	328	156	6	213	81	3
MELROSE	323629	LSANCA08	15,932	31,863	1.48	0.81	45	52	6	5	3600	2642	5656	5238	3105	710	3482	1804	228
MENDOCINO	707305	MNDCCA11	1,863	3,725	2.38	1.62	32	36	11	9	5940	4941	1064	1047	725	275	723	469	146
MENDOTA	559195	MNDTCA11	622	1,244	1.67	0.57	66	71	2	2	1867	1773	249	242	85	3	180	53	2
MENLO PARK	650028	MNPKCA11	5,014	10,028	2.00	1.36	32	37	8	7	4829	3929	2411	2329	1635	430	1515	996	159
MERCED	209196	MRCDCOA01	7,509	15,019	1.43	0.56	61	68	3	2	1919	1469	2575	2444	1003	47	1801	623	17
MERIDAN	530473	MRDNCA11	188	377	3.07	2.14	30	32	10	9	5471	4678	139	137	97	29	107	74	16



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Wire Center Name	WireCenter	CLLI	Access	Access	OOS per	OOS>24	Pct	Pct	# days	# days	Average		OOS	OOS > 1	OOS > 24	OOS > 1	CPUC	CPUC	CPUC
			Lines (avg for Quarter)	Lines (avg for Quarter)	100 ALs per month	per 100 ALs per month	Cleared w/in 24 hours (unadj)	Cleared w/in 24 hours (adj)	to clear 90% OOS (unadj)	to clear 90% OOS (adj)	Average OOS Duration (mins)	Average CPUC OOS Duration (mins)							
METTLER	661360	BKFDCA15	366	733	1.96	1.13	42	49	6	4	2959	2456	172	167	99	12	128	67	6
MEYERS/APACHE	530512	STAHCA13	1,082	2,164	1.01	0.66	34	46	10	7	6447	4306	261	247	172	82	162	93	28
MIDDLETOWN	707306	MDTWCA11	1,206	2,412	2.03	1.26	38	43	11	9	5749	4504	589	569	364	157	449	262	86
MILL VALLEY	415027	MLVYCA01	5,019	10,038	1.12	0.72	36	42	8	7	4803	3793	1352	1266	870	286	922	583	125
MILLBRAE	650026	MLBRCA11	3,530	7,059	0.94	0.44	53	61	4	3	2344	1822	799	742	373	25	459	191	7
MILPITAS	408114	MLPSCA11	7,643	15,286	1.00	0.56	44	48	5	4	3122	2643	1838	1751	1029	123	1288	708	39
MIRA MESA	858786	SNDGCA16	7,585	15,170	0.77	0.43	45	48	6	5	3693	3119	1402	1324	776	185	978	543	78
MIRANDA	707308	MRNDCA11	364	727	1.84	1.24	33	43	6	5	3485	2704	161	151	108	12	77	49	3
MISSION VIEJO	949806	MSVJCAAT	2,682	5,363	0.72	0.32	56	58	5	4	2806	2398	466	438	203	39	327	143	20
MISSION/SO. PAS.	626660	SPSDCA11	3,914	7,827	0.90	0.45	50	58	5	4	2995	2237	842	788	422	65	543	252	19
MODESTO KELLOGG	209200	MDSTCA03	3,706	7,412	1.46	0.87	40	46	5	4	3031	2433	1298	1239	777	76	923	529	25
MODESTO MAIN	209199	MDSTCA02	15,878	31,756	1.24	0.71	42	49	5	4	3108	2431	4712	4504	2723	285	3439	1850	83
MODESTO-KINGSWOOD	209201	MDSTCA04	1,618	3,237	1.00	0.55	45	51	5	3	2758	2086	390	365	213	22	272	143	3
MOJAVE	661376	MOJVCA01	767	1,534	1.83	0.85	53	69	4	2	2811	1937	337	319	157	20	210	74	3
MOKELUMNE HILL	209202	MKHLCA12	233	465	3.85	2.58	33	45	9	5	5029	2988	215	209	144	39	124	72	9
MONTAGUE	530529	MTAGCA11	669	1,338	1.23	0.50	59	66	4	4	2287	2036	197	185	81	10	97	37	4
MONTE RIO	707309	MNRICA11	633	1,265	1.73	1.24	28	36	11	9	6000	4434	263	251	189	67	172	117	32
MONTEBELLO	323642	LSANCA35	10,533	21,066	1.16	0.68	42	48	5	4	3318	2459	2942	2806	1708	242	2095	1138	84
MONTEREY	831115	MTRYCA01	7,791	15,582	0.94	0.40	57	62	3	2	2097	1603	1760	1654	756	51	1191	495	13
MONTEROSE	415065	FLSMCA14	16,013	32,026	0.88	0.49	44	52	5	4	3137	2386	3386	3183	1884	294	2391	1247	105
MOORPARK	805377	MRPKCA12	3,393	6,786	0.81	0.36	56	64	3	2	2111	1707	662	624	290	13	490	187	8
MORAGA	925029	MORGCA12	2,287	4,574	1.45	0.75	48	60	4	3	2798	2606	795	769	412	21	472	202	5
MORO	831123	SLNSCA14	1,637	3,274	1.99	0.83	58	64	4	3	2272	1786	782	751	328	32	527	208	7
MORRO BAY	805378	MRBACA11	1,525	3,050	1.17	0.52	55	66	4	3	1996	1419	428	403	191	15	230	82	2
MOSS BEACH	650031	MSBHCA11	1,102	2,204	1.02	0.61	41	45	5	4	2980	2432	269	254	160	17	163	97	6
MOUNT SHASTA	530474	MTSHCA12	1,663	3,326	0.91	0.36	60	70	3	3	1868	1409	365	339	145	4	219	72	2
MOUNTAIN	510040	OKLDCA13	6,078	12,155	0.85	0.50	42	47	7	5	3805	3091	1247	1150	725	179	828	476	84
MOUNTAIN PASS	760753	MTPSCA11	18	37	1.13	0.90	20	40	5	3	4175	2753	5	5	4	0	3	2	0
MOUNTAIN VIEW	650032	MTVVCA11	10,408	20,816	0.86	0.48	45	50	6	6	3534	2894	2150	2041	1188	243	1416	746	99
MURPHYS	209203	MRPHCA11	1,134	2,268	2.88	1.97	32	40	9	6	5185	3984	783	763	535	149	455	282	34
NAPA	707310	NAPACA01	10,764	21,529	1.50	0.97	35	44	10	6	6521	4127	3871	3704	2501	761	2407	1429	240
NATIONAL CITY	619754	NTCYCA11	2,037	4,073	1.10	0.53	52	56	6	5	3236	2660	540	513	259	65	406	182	35
NEVADA CITY	530475	NVCYCA11	4,134	8,267	2.35	1.52	35	40	11	8	5731	4281	2333	2242	1510	575	1450	915	259
NEWCASTLE	916476	NWCSCA11	1,272	2,545	2.88	2.07	28	35	12	8	6492	4519	879	857	632	235	566	386	95
NEWHALL	661379	NHLLCA01	7,763	15,527	0.83	0.33	60	65	4	2	2298	1745	1542	1429	615	65	960	359	21
NEWMAN	209204	NWMNCA12	758	1,516	1.38	0.67	52	58	4	3	2465	2022	251	236	121	9	181	82	6
NIAGARA	530490	PLVLCA12	2,918	5,836	2.68	1.97	26	33	13	10	7325	5188	1877	1822	1381	581	1083	760	223
NICASIO	415033	NICSCA11	296	592	2.05	1.58	23	31	11	9	6917	5267	146	145	112	53	92	64	22
NICE	707311	NICECA11	675	1,351	2.59	1.52	41	44	10	8	5106	4377	419	393	247	93	310	186	63
NICOLAUS	530477	NCLSCA12	129	258	4.71	3.26	31	37	8	6	4791	3431	146	142	101	31	100	65	12
NILAND	760855	NILDCA12	113	225	1.81	0.44	76	80	2	2	1269	1067	49	48	12	0	33	6	0
NIPOMO	805380	NIPMCA11	1,470	2,941	1.03	0.49	53	60	5	2	2901	1652	365	346	173	39	204	74	3
NOMAD	661409	BKFDCA19	2,744	5,488	0.91	0.42	54	56	4	3	2506	1936	600	565	275	24	429	196	6
NORMANDY	323633	LSANCA12	13,257	26,514	1.20	0.65	46	51	5	4	2956	2264	3829	3476	2063	238	2481	1341	58
NORTH MATHILDA	408139	SNVACA11	2,160	4,321	1.03	0.57	45	51	6	5	3943	3017	536	503	297	101	347	179	38
NORTH NATOMAS	916537	NSCRCA12	2,894	5,788	0.59	0.34	43	51	5	4	3428	2704	409	381	234	48	303	160	13
NORTH SAN JUAN	530480	NSJNCA11	579	1,158	4.20	3.32	21	24	11	9	6678	5091	583	565	461	179	298	236	64



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Wire Center Name	WireCenter	CLLI	Access	Access	OOS per	OOS>24	Pct	Pct	# days	# days	Average		OOS	OOS > 1	OOS > 24	OOS > 1	OOS > 1	OOS > 1	OOS > 1
			Lines (avg for Quarter)	Lines (avg for Quarter)	100 ALs per month	per 100 ALs per month	Cleared w/in 24 hours (unadj)	Cleared w/in 24 hours (adj)	to clear 90% OOS (unadj)	to clear 90% OOS (adj)	Duration (mins)	CPUC OOS (mins)							
NORTH STAR	530516	TRUCCA12	817	1,634	0.22	0.12	47	46	8	5	7058	3055	43	38	23	5	32	19	3
NORTH YUBA	530481	NYUBCA11	619	1,237	2.40	1.57	35	45	8	5	4436	3027	356	344	233	55	226	133	17
NORTHBRIDGE	818648	NORGCA11	15,120	30,240	1.13	0.46	59	68	4	2	2295	1710	4089	3876	1667	184	2728	914	75
OAKDALE	209205	OKDLCA11	2,853	5,706	1.93	1.15	40	46	5	4	3061	2375	1324	1271	790	87	886	498	25
OAKLAND	510038	OKLDCA11	11,954	23,908	0.96	0.54	43	48	7	5	3797	3050	2752	2526	1556	381	1722	965	162
OAKLEY	925041	OKLYCA11	1,592	3,185	1.10	0.44	60	63	3	2	1895	1596	421	396	169	7	301	121	2
OAKVIEW	805381	OKVWCA11	883	1,767	1.78	0.95	47	51	5	3	2624	2005	378	358	201	26	261	138	10
OCCIDENTAL	707312	OKDNCA11	843	1,686	2.48	1.67	33	39	9	6	5188	3258	501	487	337	113	286	183	28
OCEANSIDE	760758	OCSDCA11	6,026	12,052	0.90	0.44	51	54	6	5	3366	2909	1302	1233	643	141	992	482	88
OJAI	805382	OJAICA11	2,441	4,882	1.25	0.70	44	53	5	3	3040	2212	730	690	412	45	424	209	12
OLIVE	714760	ORNGCA13	7,251	14,502	0.95	0.38	60	67	4	3	2193	1636	1657	1551	664	61	1120	384	18
ORANGE COVE	559206	ORCVCA11	571	1,142	2.99	1.23	59	65	4	2	2265	1814	410	402	169	16	338	124	4
ORANGE WEST	714761	ORNGCA14	4,373	8,746	0.62	0.26	58	63	4	3	2213	1783	648	611	274	25	470	182	10
ORANGEVALE	916482	ORVACA11	3,292	6,583	1.70	1.04	39	45	7	6	4348	3355	1342	1271	820	248	968	566	111
ORINDA	925042	ORNDCA11	2,546	5,091	2.06	1.00	52	57	4	3	2288	1791	1260	1214	609	26	838	375	4
ORLAND	530483	ORLDCA11	1,882	3,765	2.24	1.14	49	57	5	4	2832	2293	1014	978	517	62	731	330	33
OROSI	559207	ORSICA11	1,122	2,243	3.05	1.35	56	62	4	2	2311	1631	822	793	363	26	643	259	6
OROVILLE EAST	530485	ORVLCA12	1,901	3,802	4.50	3.05	32	46	11	6	5561	3467	2054	1995	1392	433	1046	590	116
OROVILLE MAIN	530484	ORVLCA11	4,922	9,845	2.71	1.70	37	44	10	8	5147	3941	3196	3077	2014	682	1900	1109	253
OTAY MESA	619853	OTMSCA11	1,313	2,626	0.71	0.41	43	44	7	6	4157	3741	225	212	128	43	178	105	27
PACIFICA	650043	PCFCCA11	4,183	8,366	1.12	0.54	52	58	4	3	2382	1865	1129	1067	543	49	731	318	20
PALMDALE	661384	PLDLCA01	6,216	12,433	0.78	0.23	71	75	3	2	1939	1544	1159	1058	338	23	808	222	9
PALMDALE EAST	661412	PLDLCA11	1,358	2,717	0.74	0.23	69	72	3	2	1727	1384	242	227	74	7	174	53	3
PALO ALTO MAIN	650045	PLALCA02	13,314	26,629	0.86	0.48	44	49	7	6	3619	2951	2748	2560	1533	325	1771	973	134
PALO ALTO SOUTH	650046	PLALCA12	5,210	10,421	0.98	0.57	42	47	7	6	4065	3266	1220	1151	713	174	760	432	73
PARADISE MAIN	530486	PRDSCA11	4,583	9,166	2.30	1.12	52	64	6	5	3258	2426	2530	2413	1227	215	1307	503	57
PARADISE PINES	530487	PRDSCA12	1,630	3,260	3.33	1.98	41	62	5	3	3017	1824	1301	1264	773	87	527	226	9
PARAMOUNT	562649	PRMTCA01	6,576	13,152	1.46	0.59	60	68	3	2	2040	1413	2301	2171	929	77	1475	505	16
PARKWAY	415073	SNRFCA11	4,019	8,039	0.86	0.50	41	48	7	6	4408	3211	829	780	485	151	569	312	62
PARLIER	559208	PRLRCA11	726	1,452	1.61	0.57	64	68	3	2	1522	1271	281	269	100	3	224	76	0
PASKENTA	530488	PSKNCA11	108	215	2.75	1.93	30	38	5	3	3378	2164	71	69	50	4	24	18	0
PASO ROBLES	805385	PSRBCA01	6,970	13,940	1.18	0.48	59	68	3	2	1989	1540	1982	1881	803	42	1253	419	13
PAUMA VALLEY	760764	PALACA11	1,008	2,017	1.99	1.16	42	47	5	4	2823	2378	481	465	281	29	346	190	15
PEDLEY	951765	PDLYCA11	3,545	7,090	1.26	0.37	71	75	2	2	1532	1189	1072	1030	314	11	728	189	3
PEPPERWOOD	707313	PPWDCA11	85	170	2.35	1.67	29	39	6	3	3331	2197	48	48	34	3	31	19	0
PESCADERO	650051	PSCDCA11	635	1,270	2.36	1.45	38	43	6	5	3441	3011	359	343	221	41	202	123	17
PETALUMA	707314	PTLMCA01	6,783	13,566	1.02	0.67	34	38	10	8	5976	4790	1656	1575	1098	431	1255	821	232
PINE VALLEY	619766	PNVYCA11	343	686	1.91	1.04	45	55	5	4	2770	1930	157	153	86	9	96	45	2
PINECREST	209209	PNCRCA11	1,073	2,146	0.96	0.66	32	41	10	6	5657	3236	248	238	169	62	126	81	13
PIRU	805386	PIRUCA11	191	382	1.09	0.55	50	60	5	2	2723	1542	50	49	25	3	32	13	0
PISMO BEACH	805387	PSBHCA11	1,104	2,208	1.03	0.42	59	73	5	2	2477	1480	274	257	112	22	161	47	4
PITTSBURG MAIN	925049	PSBGCA01	3,323	6,647	1.16	0.49	58	61	4	3	2174	1579	927	872	392	24	653	271	3
PIXLEY	559210	PXLYCA11	392	783	3.31	2.08	37	45	6	4	3719	2711	311	305	195	33	211	117	9
PLACENTIA	714767	PLCNCA11	7,746	15,492	0.92	0.41	56	60	4	3	2402	2074	1707	1615	756	78	1168	478	32
PLACER HILLS	530429	AUBNCA11	1,980	3,960	2.56	1.76	31	38	12	7	6281	4114	1215	1189	836	331	695	445	104
PLACERVILLE	530489	PLVLCA11	9,134	18,268	3.23	2.23	31	37	9	7	5253	3914	7083	6875	4897	1416	4388	2885	532
PLANADA	209211	PLNDCA11	377	755	2.29	0.94	59	64	3	3	3049	2943	207	201	85	7	154	58	5



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Wire Center Name	WireCenter	CLLI	Access	Access	OOS per	OOS>24	Pct	Pct	# days	# days	Average		OOS	OOS > 1	OOS > 24	OOS > 1 week	CPUC > 1 hour	CPUC > 24 hours	CPUC > 1 Week
			Lines (avg for Quarter)	Lines (avg for Quarter)	100 ALs per month	per 100 ALs per month	Cleared w/in 24 hours (unadj)	Cleared w/in 24 hours (adj)	to clear 90% OOS (unadj)	to clear 90% OOS (adj)	Average OOS Duration (mins)	Average CPUC OOS Duration (mins)							
PLEASANT	323626	LSANCA05	10,203	20,406	2.40	1.12	53	64	5	3	2610	1618	5878	5444	2735	354	3185	1259	56
PLEASANT GROVE	916491	PLGVCA12	213	427	4.76	3.30	31	35	8	6	5067	3959	244	241	169	58	154	100	20
PLEASANTON BAY ST	925047	PLTNCA12	5,437	10,874	0.67	0.29	57	65	4	3	2243	1575	877	821	379	26	596	222	5
PLYMOUTH	323634	LSANCA13	8,031	16,061	2.32	0.94	59	66	4	3	2134	1530	4466	4018	1819	170	2803	1079	42
PLYMOUTH MAIN	209212	PLMOCA11	1,958	3,915	4.10	2.53	38	48	8	5	4382	2861	1925	1887	1189	290	1093	588	74
POINT ARENA	707315	PNARCA11	702	1,403	2.23	1.86	17	19	13	11	8030	6983	376	374	313	128	264	214	73
POINT REYES	415048	PRSNCA11	1,020	2,040	1.23	0.83	32	39	10	6	4850	3643	302	284	204	55	202	135	23
PORTERVILLE	559213	PTVLCA11	7,477	14,953	1.90	1.02	46	52	5	3	2997	2145	3406	3275	1833	254	2331	1152	53
PORTOLA	530492	PTOLCA01	1,233	2,465	0.78	0.45	42	45	7	6	4015	3207	231	218	134	40	139	80	11
POTTER VALLEY	707316	PTVYCA11	628	1,256	3.16	2.54	20	23	14	11	8653	6545	477	474	383	157	380	294	95
POWAY MIDLAND	858768	POWYCA11	3,744	7,488	0.77	0.38	51	57	6	4	3021	2465	696	663	343	60	503	226	28
QUINCY	530493	QNCYCA12	2,179	4,357	1.79	1.25	30	34	8	7	5694	4655	936	892	651	174	541	370	65
R. S. MARGARITA	949808	RSMGCA11	2,689	5,378	0.55	0.27	52	55	6	5	3505	3337	358	349	173	36	273	122	25
RAMONA	760769	RAMNCA11	2,569	5,138	1.73	0.91	47	55	5	3	2779	1984	1068	1023	563	61	703	327	16
RAMPART	213632	LSANCA11	16,384	32,767	0.88	0.47	47	53	5	4	2864	2075	3453	3117	1837	204	2113	1134	43
RAN. PENASQUITOS	858854	RNPSCA11	1,972	3,945	0.56	0.31	44	47	6	5	3610	3075	264	250	147	37	179	101	17
RANCHO BERNARDO	858770	RBRNCA11	6,021	12,042	0.69	0.31	55	58	5	4	2681	2249	992	929	447	63	724	322	26
RANCHO MURIETTA	916533	RNMRC A11	761	1,522	0.94	0.50	47	50	7	5	4207	3234	172	163	92	16	123	66	4
RANCHO SAN DIEGO	619852	RNSDCA11	1,099	2,198	0.86	0.48	44	47	7	4	3770	2782	227	214	126	31	149	81	8
RANCHO SANTA FE	858771	RSFECA12	4,167	8,335	1.17	0.71	39	43	8	7	4774	4051	1175	1126	713	208	855	504	114
RED BLUFF	530494	RDBLCA01	4,899	9,799	1.65	0.71	57	66	3	2	1877	1470	1939	1846	829	23	1215	443	4
REDDING ENTERPR.	530531	RDNGCA11	4,942	9,885	1.17	0.51	56	63	4	4	2309	1849	1393	1311	608	52	1002	398	20
REDDING MAIN	530495	RDNGCA02	7,758	15,515	1.50	0.69	54	62	4	4	2306	1833	2789	2669	1279	95	1885	759	31
REDWOOD	209223	SKTNCA14	2,017	4,034	1.37	0.80	42	48	5	4	3322	2517	662	633	386	48	502	277	12
REDWOOD CITY	650053	RDCYCA01	10,544	21,087	1.04	0.58	45	50	5	4	3054	2507	2632	2454	1460	153	1633	881	44
REGENTS	858785	SNDGCA15	8,882	17,764	0.54	0.29	47	47	6	5	3410	3052	1144	1079	609	135	832	463	78
REPUBLIC	323643	LSANCA38	8,943	17,886	1.71	0.81	52	64	4	3	2604	1647	3662	3440	1742	194	2023	800	36
RESEDA	818652	RESDCA01	14,161	28,322	1.20	0.48	60	67	4	3	2141	1677	4068	3839	1640	151	2744	975	59
RIALTO	909773	RILTCA11	5,576	11,152	1.84	0.85	54	57	5	4	2673	2496	2457	2311	1140	178	1646	736	100
RICHMOND	213630	LSANCA09	9,098	18,197	0.86	0.39	55	60	4	3	2330	1730	1881	1682	845	82	1219	553	25
RICHMOND MACDONALDI	510052	RCMDCA11	10,067	20,134	1.73	1.03	41	46	6	5	3867	3131	4188	3959	2488	633	3021	1709	271
RICHVALE	530496	RCVACA11	125	251	1.46	0.96	34	50	11	11	5827	4089	44	41	29	11	26	15	4
RIO DELL	707317	RIDECA11	310	619	1.09	0.48	56	60	3	3	1992	1650	81	75	36	0	49	20	0
RIO LINDA	916526	RILNCA12	1,637	3,274	1.98	1.38	30	36	7	6	4889	3841	776	748	544	156	501	336	59
RIVERBANK	209214	RVRBCA11	1,408	2,816	1.33	0.76	43	51	5	4	2741	2076	450	419	257	19	313	169	4
RIVERDALE	559215	RVDLCA11	463	925	3.72	1.61	57	63	3	2	1797	1340	413	397	179	10	296	115	1
RIVERSIDE ORANGE	951774	RVSDCA01	11,292	22,585	0.98	0.45	54	57	5	4	2465	2087	2659	2512	1228	160	1904	834	68
ROCKLIN	916527	RCKLCA01	1,743	3,486	0.64	0.29	54	62	5	4	2437	1725	267	241	123	18	184	77	6
ROHNERT PARK	707337	RTPKCA11	2,932	5,863	0.81	0.49	39	42	10	8	5164	4481	568	532	348	129	415	258	77
ROSAMOND	661388	RSMDC A11	1,608	3,215	1.89	0.87	54	64	4	3	2501	1663	731	689	337	44	513	199	15
ROSEDALE	661361	BKFDCA17	4,873	9,745	1.06	0.49	54	58	4	3	2449	1991	1234	1176	571	56	937	406	18
ROSEMEAD	626654	ROSMCA11	9,382	18,763	1.11	0.69	38	46	6	5	3972	2888	2508	2385	1544	292	1530	850	78
ROSEVILLE LEAD HILL B	916541	RSVLCANL	4,355	8,709	0.64	0.35	45	53	5	4	3030	2121	671	626	370	62	469	240	15
S. J. CAPISTRANO	949791	SJCPCA12	5,429	10,858	0.99	0.49	50	54	6	5	3339	2980	1284	1214	642	135	885	421	75
SACRAMENTO MAIN	916497	SCRMCALR	8,065	16,131	0.70	0.43	39	45	6	5	4074	3083	1347	1234	827	221	831	501	75
SAIPAN	619780	SNDGCA05	3,085	6,169	1.48	0.81	45	48	7	6	3964	3474	1092	1037	599	157	776	425	98
SALINAS MAIN	831119	SLNSCA01	8,200	16,400	0.90	0.32	64	68	3	2	1875	1536	1763	1667	635	43	1295	452	10





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Wire Center Name	WireCenter	CLLI	Access Lines (avg for Quarter)	Access Lines (avg for Quarter)	OOS per 100 ALs per month	OOS>24 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 CPUC 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
SAN ANDREAS	209216	SNADCA11	1,595	3,190	4.23	2.28	46	62	6	3	3238	1989	1620	1571	872	151	875	360	26
SAN ARDO	831124	SNARCA11	132	263	1.52	0.85	44	61	5	3	2659	1700	48	44	27	3	27	13	1
SAN BRUNO	650055	SNBUCA02	12,991	25,981	0.95	0.39	59	64	3	3	1955	1621	2975	2743	1228	86	1845	712	19
SAN CARLOS	650056	SNCRCA11	8,888	17,775	0.88	0.47	47	52	5	4	2996	2334	1868	1748	997	103	1121	579	22
SAN CLEMENTE	949776	SNCLCA12	3,568	7,137	0.84	0.38	55	57	5	5	2994	2576	721	680	325	75	501	223	39
SAN DIEGO 37TH ST	619781	SNDGCA06	5,535	11,071	1.16	0.73	37	37	8	7	4725	4031	1547	1520	970	282	1085	685	138
SAN FRANCISCO 35TH S	415060	SNFCCA05	13,565	27,130	0.74	0.38	49	54	5	4	2767	2186	2411	2230	1222	166	1665	834	53
SAN FRANCISCO 9TH AV	415064	SNFCCA13	12,216	24,433	0.75	0.40	47	53	5	4	3193	2374	2191	1948	1160	203	1427	764	65
SAN FRANCISCO MCCO	415059	SNFCCA04	13,963	27,926	0.63	0.35	44	50	6	4	3397	2658	2110	1980	1175	225	1477	794	75
SAN GABRIEL	626658	SNGBCA01	6,618	13,236	1.03	0.63	39	47	6	5	3918	3003	1633	1552	999	185	1069	596	55
SAN GERONIMO	415069	SNGNCA11	581	1,163	3.71	2.84	24	33	11	8	6477	4656	518	507	396	165	297	209	56
SAN JOSE CHYNOWETH	408131	SNJSCA13	10,469	20,938	1.26	0.72	43	51	5	3	3102	2247	3176	3054	1798	206	1979	1005	39
SAN JOSE DIAL WAY	408130	SNJSCA12	17,772	35,544	1.28	0.79	38	42	7	6	4453	3704	5446	5169	3385	951	3325	2020	370
SAN JOSE MAIN	408128	SNJSCA02	17,572	35,145	0.82	0.43	48	51	5	4	2906	2301	3463	3237	1798	259	2297	1195	60
SAN JOSE SAN FILIPE	408133	SNJSCA15	7,260	14,520	1.06	0.58	45	50	4	4	3376	3011	1845	1776	1006	122	1242	643	43
SAN JUAN BAUTISTA	831127	SNJNCA11	501	1,003	1.64	0.81	51	52	4	3	2392	2107	197	189	97	8	135	69	2
SAN LEANDRO	510070	SNLNCA11	11,327	22,653	1.12	0.55	51	56	5	4	2842	2348	3035	2855	1488	255	2256	1036	97
SAN LUCAS	831135	SNLCCA11	54	109	2.76	1.54	44	52	4	2	2424	1718	36	35	20	1	23	11	1
SAN LUIS OBISPO	805389	SNLOCA01	6,261	12,523	0.89	0.40	56	66	6	3	2836	1708	1341	1258	595	118	783	272	15
SAN MARCOS	760792	SNMCCA11	7,183	14,366	0.82	0.39	52	54	5	4	2932	2545	1418	1357	678	115	1103	512	68
SAN MARTIN	408136	SNMACA11	855	1,710	2.51	1.69	33	40	6	4	4082	2501	515	496	347	63	244	150	6
SAN MATEO	650071	SNMTCA11	10,303	20,605	0.95	0.45	52	57	4	3	2497	1924	2341	2194	1123	91	1581	708	19
SAN PEDRO	310659	SNPDCA01	9,931	19,863	1.31	0.58	56	63	4	3	2207	1569	3131	2916	1381	125	1824	753	25
SAN RAFAEL MAIN	415072	SNRFCA01	9,473	18,946	1.03	0.63	39	45	8	6	4578	3471	2339	2216	1426	443	1586	925	181
SAN RAMON	925074	SNRMCA11	5,596	11,193	0.66	0.29	56	63	4	3	2375	1867	881	810	385	28	590	238	11
SAN YSIDRO	619794	SNYSCA12	1,810	3,620	1.38	0.83	40	43	9	7	4957	4391	601	562	361	116	412	249	63
SANTA CLARA-BELLOMY	408137	SNTCCA11	12,515	25,030	1.07	0.67	38	45	6	5	4041	3324	3226	3018	2006	508	1958	1170	225
SANTA CRUZ	831125	SNCZCA01	8,431	16,861	1.22	0.68	44	49	6	4	3351	2548	2462	2344	1376	228	1504	821	79
SANTA CRUZ CAPITOLA	831126	SNCZCA11	6,659	13,319	1.10	0.56	49	53	6	4	3151	2551	1754	1678	903	153	1136	565	53
SANTA MARGARITA	805390	SNMICA11	680	1,360	2.53	1.47	42	49	6	4	3196	2135	413	398	240	38	254	138	6
SANTA ROSA MAIN	707320	SNRSCA01	17,233	34,467	1.13	0.64	43	50	7	5	4842	3320	4664	4396	2639	691	3229	1725	242
SANTEE	619795	SANTCA01	3,157	6,313	0.95	0.49	48	52	5	4	3122	2505	721	667	373	75	456	237	24
SATICOY	805391	SATCCA12	2,788	5,577	1.04	0.47	55	60	5	4	3170	2830	693	650	315	47	513	217	29
SAUGUS	661407	SAGSCA11	3,689	7,377	1.07	0.47	56	62	3	2	2170	1596	948	904	416	38	596	227	11
SAUSALITO	415075	SSLTCA11	2,326	4,651	0.92	0.54	41	47	7	6	4322	3404	511	471	302	90	371	211	44
SCOTTS VALLEY	831116	SCVYCA01	1,794	3,587	1.41	0.72	49	55	6	4	2856	2172	606	567	308	51	401	194	14
SEASIDE	831117	SESDCA11	2,597	5,194	0.93	0.38	60	64	4	3	2171	1751	580	547	234	16	421	165	7
SEBASTAPOL	707321	SBSTCA11	3,732	7,464	1.96	1.31	33	39	7	6	4563	3394	1758	1684	1172	325	1186	770	115
SELMA	559217	SELMCA11	2,360	4,719	2.44	0.93	62	68	3	2	2418	1982	1381	1311	528	52	1031	357	20
SEQUOIA PARK ASH M	559152	ASMTCA11	95	190	2.63	2.10	20	19	7	9	4100	4608	60	60	48	6	30	22	2
SHAFTER	661392	SHFTCA11	1,128	2,256	2.33	1.22	48	52	4	3	2599	1934	631	602	330	32	477	245	11
SHASTA LAKE	530503	SHLKCA01	407	814	3.48	2.09	40	48	6	6	4080	3631	340	333	204	34	197	108	18
SHERMAN OAKS	818656	SHOKCA01	18,320	36,640	0.98	0.39	60	71	4	2	2149	1406	4297	3947	1713	186	2568	815	42
SHERMAN OAKS VENTU	818666	SHOKCA05	5,133	10,266	0.94	0.33	65	73	3	2	1958	1501	1155	1112	403	34	812	226	13
SHINGLE SPRINGS	530504	SGSPCA11	4,798	9,596	2.42	1.61	33	41	9	6	5030	3681	2782	2699	1854	509	1810	1119	195
SHOSHONE	760796	SHSHCA11	158	316	4.85	4.06	16	20	10	7	6509	4742	184	181	154	50	126	103	16
SIERRA CITY	530505	SRCYCA11	450	899	2.02	1.69	17	24	10	7	7161	5383	218	211	182	64	127	102	22



Table 4A.6 (page 12 of 13)

Wire Center Name	WireCenter	CLLI	Access	Access	OOS per	OOS>24	Pct	Pct	# days	# days	Average		OOS	OOS > 1	OOS > 24	OOS > 1	CPUC	CPUC	CPUC
			Lines (avg for Quarter)	Lines (avg for Quarter)	100 ALs per month	per 100 ALs per month	Cleared w/in 24 hours (unadj)	Cleared w/in 24 hours (adj)	to clear 90% OOS (unadj)	to clear 90% OOS (adj)	Duration OOS (mins)	Duration OOS (mins)							
SIERRAVILLE	530506	SRVLC11	178	356	1.05	0.63	40	42	6	5	4197	3308	45	36	27	10	29	21	4
SILVERADO	714797	SLVRCA11	213	426	1.66	0.96	42	47	4	4	2383	2103	85	81	49	1	41	21	0
SIMI	805393	SIMICA11	11,232	22,463	0.85	0.30	65	73	3	2	1843	1370	2302	2162	807	68	1690	492	18
SMARTVILLE	530507	SMAVCA11	402	804	2.65	1.73	35	39	8	5	4200	3253	256	252	167	37	158	98	10
SODA SPRINGS	530508	SDSPCA11	678	1,356	2.03	1.44	29	37	11	9	7946	6014	330	317	234	111	178	116	41
SOLEDAD	831118	SLDDCA11	1,306	2,612	1.31	0.55	58	64	4	3	2165	1874	412	393	173	9	294	119	4
SOLEMINT	661394	SLMNCA11	5,019	10,039	1.22	0.52	57	65	3	3	2438	1912	1471	1389	629	63	926	341	25
SONOMA	707323	SONMCA12	5,581	11,163	1.52	1.02	33	42	8	5	5982	3493	2034	1960	1370	381	1254	778	101
SONORA	209218	SNRACA13	6,540	13,080	2.15	1.43	33	42	9	6	5129	3492	3376	3267	2248	708	2033	1241	216
SOUTH GATE	323655	SGATCA01	7,045	14,090	1.83	0.65	64	72	3	2	1788	1237	3091	2931	1102	79	1899	570	16
SOUTH TAHOE SUSSEX	530509	STAACA01	3,727	7,453	1.00	0.69	31	38	10	8	6438	4477	893	843	619	248	573	379	95
SPACE PARK	408143	SNTCCA01	5,938	11,875	0.57	0.31	46	48	5	5	3467	2988	816	760	444	106	540	302	58
SPECTRUM-IRVINE	949810	IRVNCA12	2,090	4,179	0.42	0.17	61	60	4	3	2195	1956	213	196	83	9	177	75	4
SPRINGVILLE	559219	SPVLCA11	955	1,910	3.35	2.44	27	35	7	4	4992	3398	767	739	560	110	450	321	21
ST. HELENA	707318	STHNCA11	2,926	5,853	1.19	0.82	31	38	10	7	5305	3851	836	800	576	163	516	342	65
STEINER	415067	SNFCCA12	28,247	56,495	0.59	0.32	46	52	6	5	3334	2571	3996	3677	2159	422	2692	1425	155
STINSON BEACH	415076	STBHCA11	1,376	2,751	1.82	1.36	26	31	9	6	4892	3773	602	579	448	95	478	346	45
STOCKTON MAIN	209220	SKTNCA01	11,074	22,149	2.05	1.25	39	44	6	5	3636	2875	5446	5220	3329	614	3698	2168	169
STONYFORD	530513	STFRCA11	165	329	2.35	1.47	38	39	6	5	3568	2726	93	92	58	15	61	37	3
STRATFORD	559224	SRFRCA11	133	266	4.23	1.75	59	61	3	3	1866	1708	135	133	56	3	94	38	2
SUISUN CITY	707324	SUISCA11	486	973	0.45	0.20	57	62	6	3	3496	2708	53	48	23	5	41	17	2
SUNOL	925077	SUNLCA11	216	431	2.38	1.39	41	48	5	4	2778	2025	123	121	72	6	87	45	3
SUNSET	323640	LSANCA29	7,028	14,055	1.46	0.84	43	50	7	5	3967	2931	2469	2309	1412	353	1494	814	121
SUTTER CREEK	209225	STCKCA11	929	1,858	2.67	1.56	42	50	8	4	3846	2555	595	577	348	69	345	179	15
TAHOE CITY	530514	THCYCA01	3,412	6,823	0.81	0.54	34	39	12	10	7287	5644	664	620	441	201	367	241	86
TALLY	209248	MDSTCA05	912	1,825	0.79	0.42	47	55	4	3	2339	1835	173	157	91	6	122	61	1
TAMARACK	530511	STAHCA12	174	347	3.75	2.91	22	25	14	11	9079	6456	156	142	121	61	92	78	29
TASSAJARA	925085	DAVLCA13	3,202	6,403	0.66	0.31	53	58	4	3	2370	1966	510	471	241	14	363	166	7
TEHACHAPI CURRY ST	661395	THCHCA01	2,757	5,514	2.11	1.17	45	53	7	4	3618	2520	1399	1348	776	172	853	432	53
TEMPLE	661359	BKFDCA14	10,199	20,397	1.68	0.80	53	57	4	3	2441	1901	4104	3925	1946	150	2979	1332	45
TEMPLETON	805396	TMTNCA11	949	1,897	0.88	0.39	56	70	3	3	1942	1354	200	188	88	2	112	36	1
TENNYSON	619784	SNDGCA14	3,854	7,708	1.02	0.58	43	45	8	7	4108	3667	946	898	535	144	667	386	93
TERRA BELLA	559226	TRBLCA11	531	1,061	3.58	2.26	37	44	6	5	3849	3223	456	440	288	42	302	177	9
THIRD AVENUE	619718	CHVSCA11	5,609	11,219	1.42	0.79	44	46	8	6	4095	3590	1906	1803	1069	299	1359	774	174
THIRD STREET	415066	MDSTCA03	6,204	12,408	0.92	0.51	45	51	5	4	2938	2311	1372	1308	756	107	1000	503	37
THORNTON	209227	THTNCA11	145	290	2.70	1.87	31	32	5	4	3955	3650	94	93	65	5	68	47	2
THREE RIVERS	559228	THRRCA11	753	1,505	4.54	3.21	29	33	6	5	4434	3501	820	801	579	74	360	241	29
TIBURON	415005	TBRNCA11	2,201	4,401	0.85	0.56	34	37	8	7	4951	3969	449	420	295	95	329	236	52
TIPTON	559229	TPTNCA11	287	574	2.95	2.02	32	35	6	3	3697	2580	203	198	139	22	138	88	4
TOMALES	707325	TMLSCA12	362	724	1.15	0.82	29	33	8	6	5393	4627	100	96	71	23	70	49	10
TORRANCE	310661	TRNCCA11	6,089	12,177	1.03	0.45	57	64	4	3	2242	1565	1505	1389	654	55	900	363	9
TRACY	209230	TRACCA11	5,987	11,974	2.00	1.23	38	45	5	4	3429	2832	2867	2750	1764	237	1936	1120	105
TRES PINOS	831140	TRPSCA11	256	512	2.36	1.20	49	55	4	3	2287	2020	145	143	74	4	110	51	2
TRINIDAD	707326	TRNDCA11	369	738	1.92	1.03	46	60	3	2	2105	1818	170	162	91	4	102	45	3
TRUCKEE	530515	TRUCCA11	4,751	9,503	0.89	0.60	33	40	11	9	7783	6004	1014	967	679	340	535	331	119
TULARE	559231	TULRCA11	5,478	10,957	1.76	0.84	52	57	4	3	2205	1726	2312	2209	1102	51	1663	753	11
TURLOCK	209232	TRLCCA11	9,230	18,459	1.41	0.79	44	49	5	4	3006	2422	3116	2981	1749	185	2232	1188	65



Table 4A.6 (page 13 of 13)

Wire Center Name	WireCenter	CLLI	Access	Access	OOS per	OOS>24	Pct	Pct	# days	# days	Average		OOS	OOS > 1	OOS > 24	OOS > 1	CPUC	CPUC	CPUC
			Lines (avg for Quarter)	Lines (avg for Quarter)	100 ALs per month	per 100 ALs per month	Cleared w/in 24 hours (unadj)	Cleared w/in 24 hours (adj)	to clear 90% OOS (unadj)	to clear 90% OOS (adj)	Duration OOS (mins)	Duration OOS (mins)							
TUSTIN 11	714798	TUSTCA11	9,949	19,898	0.90	0.41	54	58	4	4	2728	2492	2140	2033	986	121	1443	600	56
TUSTIN 70	714805	TUSTCA70	866	1,732	0.49	0.19	61	63	5	3	2304	1954	102	93	40	5	73	28	2
TWAIN HARTE	209233	TWHRCA11	2,170	4,340	2.17	1.47	32	44	10	6	5429	3400	1129	1082	765	218	616	371	57
UKIAH MAIN	707328	UKIHCA01	5,004	10,008	1.43	0.89	38	42	10	8	5345	4160	1721	1634	1066	373	1215	753	202
UNION CITY	510078	UNCYCA11	6,489	12,977	1.11	0.53	53	58	4	4	2604	2215	1736	1627	820	96	1286	581	60
UNIVERSITY	619778	SDNGCA02	7,403	14,807	0.82	0.45	45	49	8	6	4008	3263	1451	1369	796	202	1012	544	118
UPPER LAKE VALLEY RL	707329	UPLKCA11	523	1,046	2.35	1.71	27	29	10	8	5927	4906	295	291	215	83	201	143	43
VACAVILLE	707330	VCVLCA12	7,427	14,854	1.29	0.73	43	51	5	4	3576	2584	2304	2169	1303	214	1637	861	58
VALLEJO	707331	VLLJCA01	8,519	17,037	1.21	0.65	46	52	5	4	3130	2339	2472	2327	1337	183	1835	952	42
VALLEY CENTER	760799	VLCTCA11	3,129	6,258	1.72	0.84	51	56	4	3	2246	1846	1289	1253	632	36	927	423	15
VALLEY FORD	707332	VYFRCA11	245	491	1.29	0.93	28	29	9	5	4665	3289	76	74	55	13	53	40	5
VALLEY SPRINGS	209234	VYSPCA11	1,441	2,883	3.56	2.08	41	49	9	6	4595	3277	1231	1195	721	204	691	355	58
VAN NUYS	818662	VNNYCA02	14,792	29,585	1.15	0.43	63	72	4	2	2142	1500	4065	3756	1509	178	2498	733	47
VENTURA/FIR	805400	VNTRCA02	3,447	6,894	0.98	0.48	51	57	4	3	2637	2111	814	769	395	45	591	270	23
VENTURA/MONTALVO	805399	VNTRCA11	6,920	13,840	0.71	0.31	56	64	4	3	2431	1800	1183	1076	517	66	832	339	29
VINA	530517	VINACA12	91	182	2.02	0.73	64	67	3	3	1586	1365	44	40	16	0	22	9	0
VISALIA MAIN	559235	VISLCA11	9,880	19,761	1.31	0.57	56	61	3	3	2258	1803	3100	2960	1350	77	2263	932	31
VISTA	760800	VISTCA12	8,055	16,111	1.19	0.65	45	47	7	6	3998	3434	2293	2183	1266	310	1732	947	180
WABASH	916479	NSCRCA11	9,843	19,687	1.12	0.68	39	45	6	5	3865	2958	2635	2514	1608	369	1864	1070	125
WALKER BASIN	661401	WLBSCA11	523	1,046	4.68	3.49	26	32	8	5	5032	3594	588	578	438	88	310	221	23
WALLACE	209236	WLLCCA11	479	957	2.23	1.18	47	53	7	6	3537	2672	256	244	135	30	159	82	11
WALNUT CREEK	925079	WNCKCA11	15,522	31,045	0.85	0.33	62	70	3	2	1804	1370	3169	2938	1213	60	2075	684	12
WARNER SPRINGS	760801	WNSPCA12	493	985	2.79	2.00	28	34	5	5	3730	2973	330	322	236	33	220	148	10
WASCO	661402	WASCCA01	1,181	2,361	1.90	1.00	47	53	6	3	2970	2093	538	512	284	46	381	193	10
WATERFORD	209237	WTFRCA11	1,035	2,070	2.83	1.78	37	43	5	4	3311	2688	702	684	442	49	511	299	22
WATSONVILLE	831141	WTVLCA01	10,052	20,104	1.43	0.76	47	52	5	4	2934	2357	3441	3304	1822	251	2324	1182	73
WAWONA	209238	WANACA11	297	595	1.71	1.54	10	10	11	9	12156	12305	122	120	110	43	76	71	11
WEBSTER	323631	LSANCA10	14,178	28,356	1.73	0.96	45	53	6	5	3503	2491	5873	5493	3250	686	3714	1913	221
WEED	530518	WEEDCA01	1,133	2,266	1.22	0.46	63	72	3	2	1780	1334	331	307	124	3	189	57	0
WEOTT	707333	WEOTCA11	68	137	1.95	0.73	63	53	3	3	1547	1924	32	31	12	0	15	7	0
WHEATLAND	530520	WTLDCA12	679	1,359	3.27	2.35	28	34	8	7	4970	3980	534	521	384	102	371	256	49
WHITE ROAD	408129	SNJSCA11	11,172	22,344	1.40	0.82	42	46	5	4	3554	2653	3759	3603	2198	299	2473	1396	87
WILLITS	707334	WLTSKA12	2,578	5,156	2.48	1.62	35	40	12	9	6335	4799	1534	1456	1004	414	1069	693	234
WILLOW PASS	925050	PSBGCA11	1,471	2,941	0.82	0.36	56	59	4	3	1970	1762	288	272	127	4	210	93	1
WILLOWS	530521	WLWSCA11	1,299	2,598	2.21	1.13	49	56	5	4	2896	2397	689	666	352	49	474	218	29
WILMINGTON	310664	WLMGCA01	7,527	15,055	1.70	0.75	56	62	4	3	2445	1702	3063	2867	1357	149	1892	767	27
WINDSOR	707335	WNDSKA11	2,258	4,515	0.97	0.63	35	40	8	7	5655	4444	525	514	341	102	409	251	47
WINTERS	530522	WNTRCA11	971	1,942	2.18	1.42	35	40	7	4	4369	3074	507	489	332	60	346	215	16
WOODCREST	951775	RVSDCA11	3,796	7,593	1.32	0.65	51	54	4	4	2644	2255	1204	1138	594	74	895	426	44
WOODLAKE	559239	WDLKCA11	797	1,594	3.12	1.67	46	51	5	3	2612	2165	596	579	320	20	378	192	5
WOODLAND	530523	WDLDCA11	5,843	11,686	1.43	0.93	35	40	8	7	5268	4253	2010	1923	1311	344	1471	927	157
YORBA LINDA	714802	YRLNCA11	4,786	9,572	0.79	0.33	59	64	3	3	2290	1930	913	855	376	38	658	244	18
YOSEMITE MAIN	209240	YSMTCA11	544	1,088	0.98	0.86	13	16	8	7	5767	4830	128	125	112	24	115	99	18
YOUNTVILLE	707336	YNVLCA11	1,075	2,150	1.60	1.06	34	39	7	6	5071	4185	413	401	273	55	230	147	17
YREKA	530524	YREKCA11	1,851	3,701	0.90	0.32	65	81	3	2	1694	1108	400	375	141	7	162	35	2
YUBA CITY	530525	YBCYCA01	6,448	12,897	0.98	0.50	49	57	7	5	3550	2587	1523	1430	774	174	1150	537	83



## AT&T Service Quality Performance

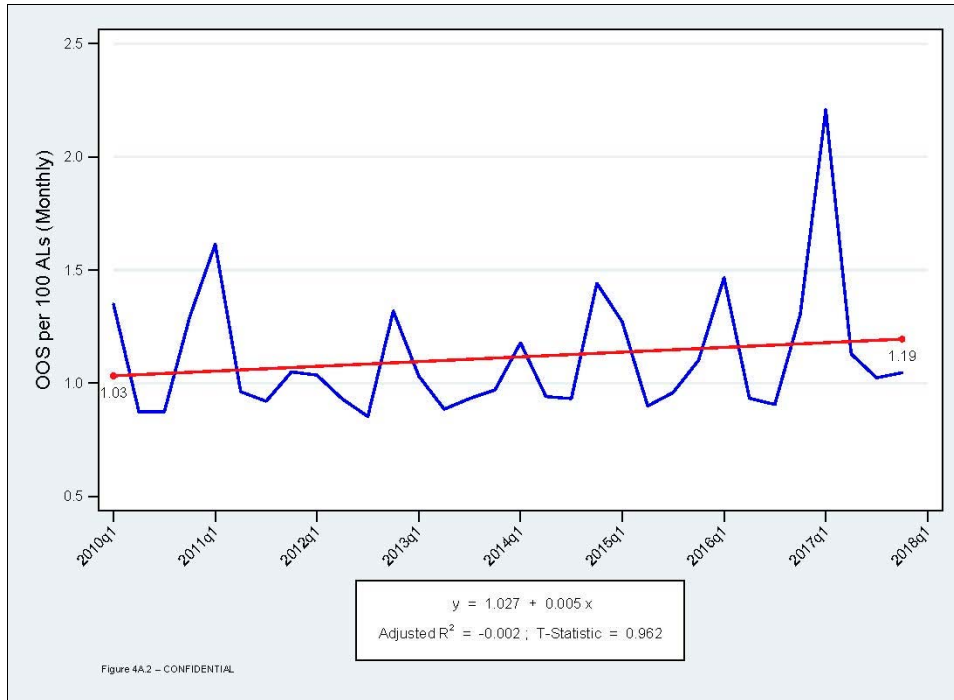
ETI has undertaken a number of detailed analyses of AT&T service quality and performance in resolving out-of-service conditions both statewide and, more importantly, on a wire center-by-wire center basis.

### “Adjusted” vs. “actual” results

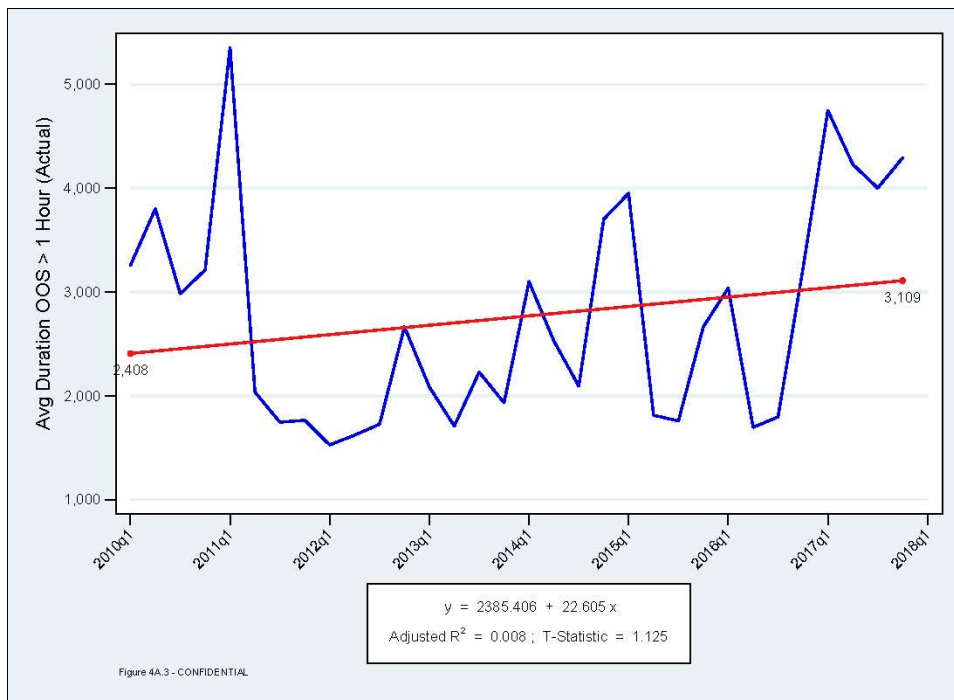
As we explained in Chapter 4 above, GO 133-C/D does not hold ILECs responsible for the entire outage duration if a Sunday or federal holiday intervenes. Outage durations are thus adjusted *for GO 133-C/D compliance purposes* by subtracting Sunday or federal holiday hours that fall within an outage situation. Certain additional situations as discussed in Chapter 4 above have also been treated as “excluded” even though, from the customer’s perspective, the service is not functioning. 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 has been 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.

### Out-of-service more than one hour

There has been a slight upward trend over the 8-year study period in the number of trouble reports per 100 access lines, as shown on Figure 4A.2. Some problems can be quickly resolved, – for example, 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 eliminating those OOS conditions that can typically be cleared up quickly, we can focus upon conditions that will require more complex remedial measures. As shown on Figure 4A.3, there has been a somewhat greater upward trend in the average duration of all OOS conditions over one (1) hour in duration over the 8-year study period. A principal focus of the Commission’s concerns regarding ILEC service quality is with respect to the frequency and 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.



**Figure 4A.2.** Over the full 2010-2017 period, the trend of AT&T California out-of-service incidents per 100 access lines (actual) has been increasing.



**Figure 4A.3.** There has been a steady increase in the average duration of AT&T California out-of-service incidents lasting more than one hour (actual).

As shown in Figure 4A.3, after eliminating all out-of-service conditions that had been cleared within the first hour, the trend in average duration of all remaining out-of-service situations for AT&T has been steadily increasing over the study period, from 2,408 minutes (1.67 days) in the first quarter of 2010 to 3,109 minutes (2.16 days) in the fourth quarter of 2017 – i.e., *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.



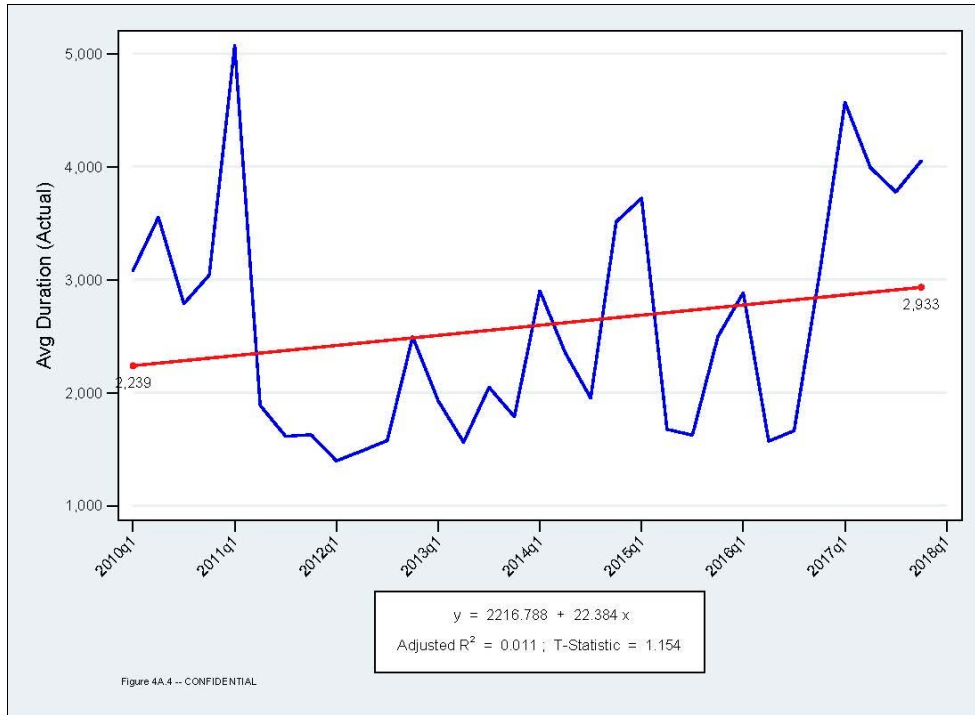
The trend in average duration of all out-of-service conditions, excluding those cleared within one hour, for AT&T has been steadily increasing over the study period.

### Duration of out-of-service conditions

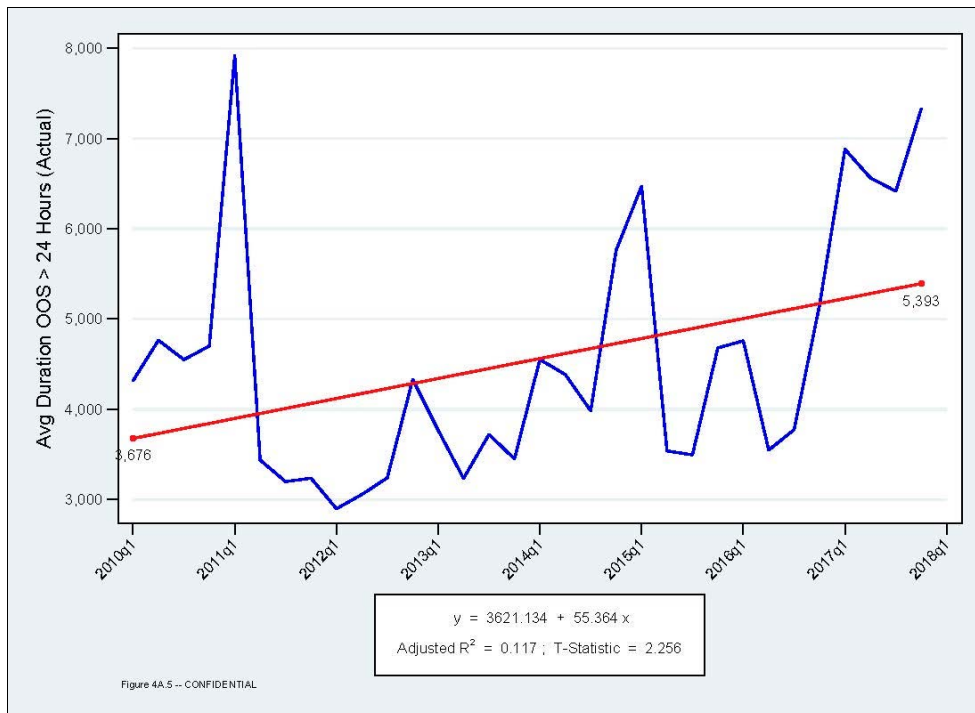
Figures 4A.4 and 4A.5 provide the average duration of all OOS conditions and the average duration of OOS conditions greater than 24 hours, respectively, together with their long-term trend lines, on an actual basis. Figures 4A.6 and 4A.7 present these same metrics on an adjusted (i.e., excluding Sunday/holiday hours and OOS conditions deemed beyond the carrier’s control) basis. As the results show, for AT&T California overall, the actual durations of all reported service outages, as reflected in the trend line, have steadily increased over the full study period, from 2,239 minutes (1.55 days) in 1Q2010 to 2,933 minutes (2.04 days) as of 4Q2017 – i.e., some 31% longer. For outages that remained uncleared after 24 hours, their trend line average durations was lengthened by 47%, from 3,676 minutes (2.55 days) in 1Q2010 to 5,393 minutes (3.75 days) over the same period. 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. Duration trend values for all OOS increased by 13.3%, from 1,932 minutes (1.34 days) in 1Q2010 to 2,186 minutes (1.52 days) in 4Q2017. For outages exceeding 24 hours, the corresponding figures were 3,301 minutes (2.29 days) to 4,386 minutes (3.04 days), some 33% longer. As with the various other metrics, there is considerable variation within each of the five attribute dimensions. Figure 4A.8 plots AT&T’s Out-of-service over 24 hours, indicating roughly an 12% increase in the rate of such incidents over the full study period.



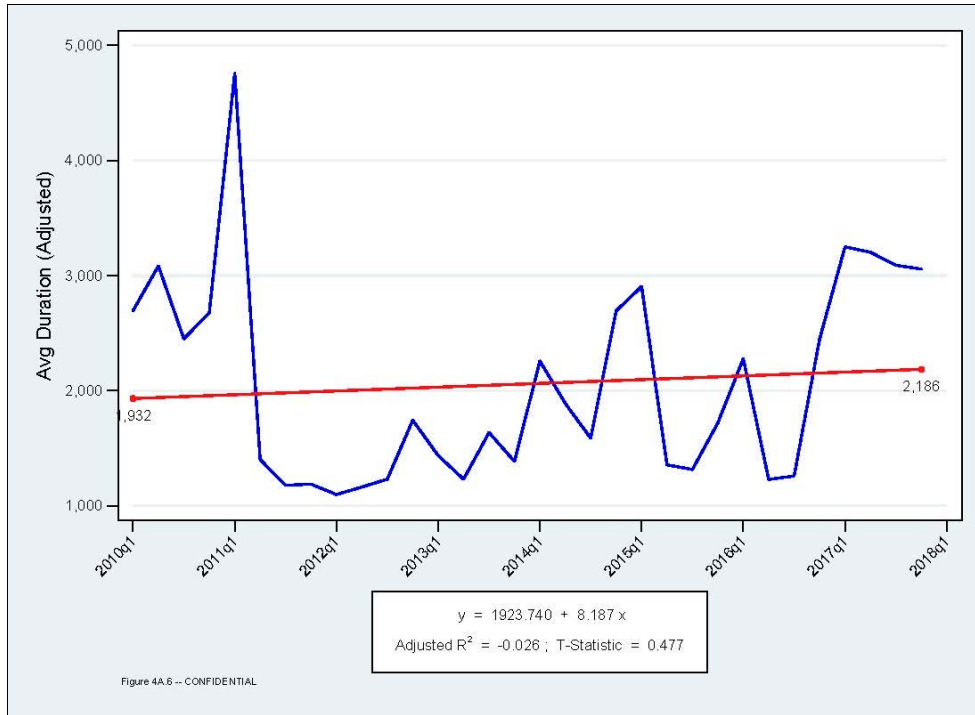
Over the 2010-2017 study period, AT&T’s average OOS duration over 24 hours has increased by roughly 12%.



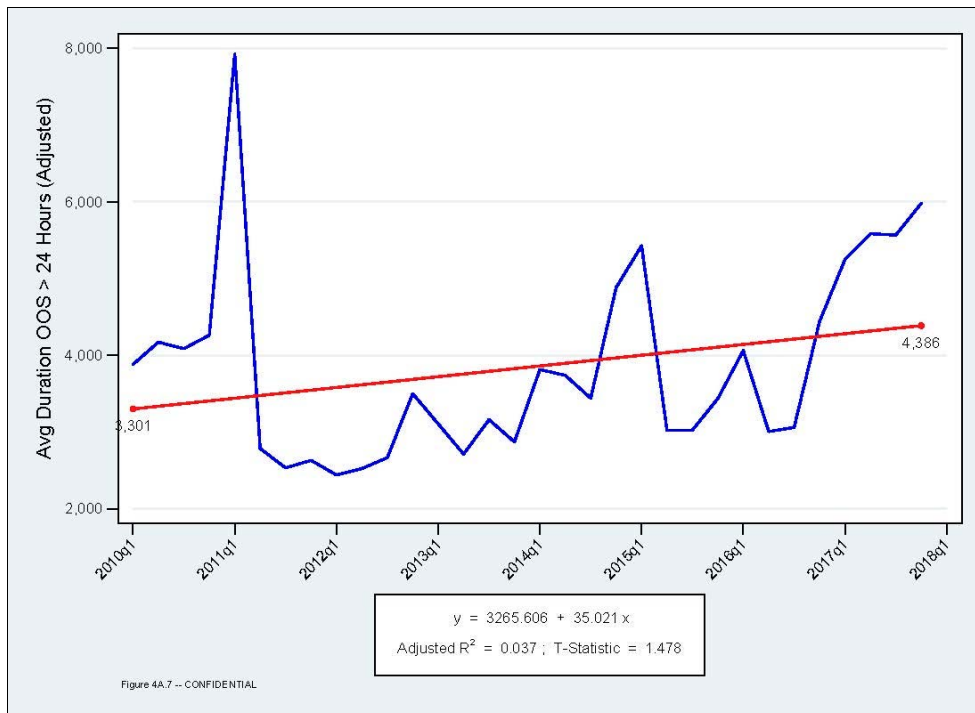
**Figure 4A.4.** The average duration of all AT&T California out-of-service incidents (actual) has been on the rise over the 2010-2017 study period.



**Figure 4A.5.** The average duration of all AT&T California (actual) out-of-service incidents over 24 hours has significantly increased over the 2010-2017 study period.

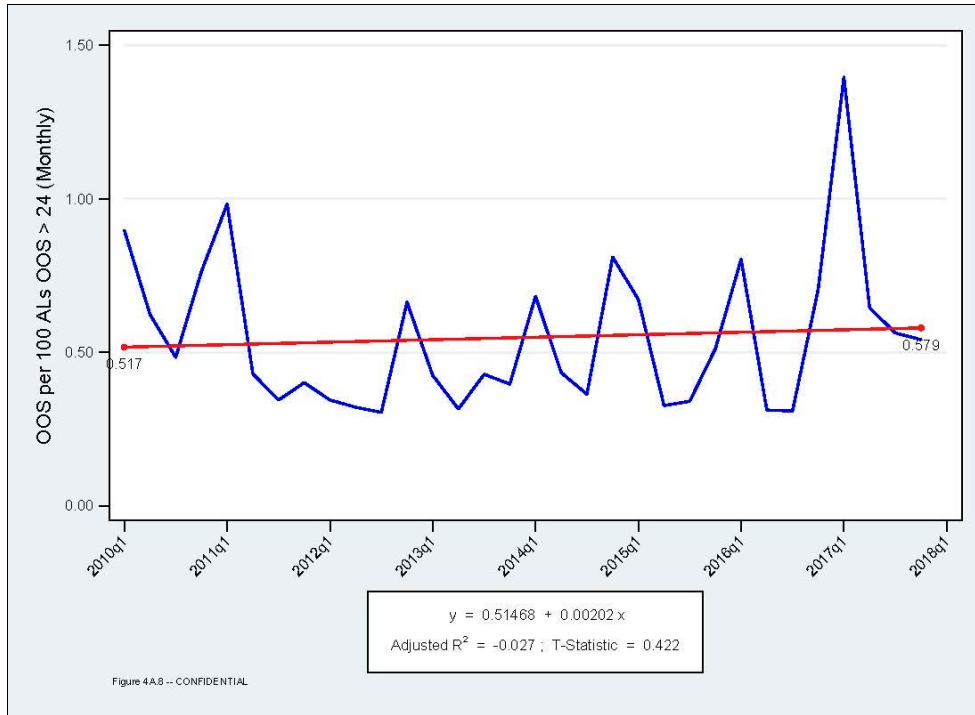


**Figure 4A.6.** The average duration of all AT&T California out-of-service incidents (adjusted) has been increasing over the 2010-2017 study period.



**Figure 4A.7.** The average duration of all AT&T California (adjusted) outages lasting more than 24 hours has been increasing over the 2010-2017 study period.





**Figure 4A.8.** The rate of AT&T California out-of-service conditions over 24 hours (actual) has risen by about 12% over the 2010-2017 study period.

### Out-of-service conditions cleared within 24 hours

The average duration of AT&T out-of-service conditions has been increasing over the study period, as plotted on Figure 4A.3 above. GO 133-C/D has placed particular emphasis upon POTS lines that are not restored within the first 24 hours. Taken over the full 8-year (2010-2017) 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 2,318,185 outages – some 46.4% – that remained uncleared after 24 hours. The various clearance rates are summarized in Table 4A.7 below:

<b>Table 4A.7</b>				
<b>AT&amp;T CALIFORNIA</b>				
<b>QUANTITIES OF ACTUAL AND ADJUSTED (“CPUC”)</b>				
<b>OUT-OF-SERVICE CONDITIONS</b>				
<b>JANUARY 2010 THROUGH DECEMBER 2017</b>				
<b>Condition</b>	<b>Actual</b>		<b>Adjusted</b>	
	<b>Quantity</b>	<b>Pct</b>	<b>Quantity</b>	<b>Pct</b>
Out-of-Service – all types	5,000,823	100.0	5,000,823	100.0
Out-of-Service – less than one (1) hour	328,335	6.6%	388,363	7.8%
Out-of-Service – 1 to 6 hours	858,274	17.2%	824,448	16.5%
Out-of-Service – 6 to 12 hours	272,591	5.5%	369,533	7.4%
Out-of-Service – 12 to 24 hours	1,061,261	21.2%	1,100,294	22.0%
Out-of-Service – more than 24 hours	2,480,362	49.6%	2,318,185	46.4%
Out-of-Service – more than 1 week	272,442	5.4%	182,823	3.7%
Excluded (beyond carrier’s control)	830,780	16.6%		
NOTES. So-called “Excluded” OOS conditions have not been eliminated from these results.				

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 Table 4A.7 demonstrates, over the 8-year period since adoption of GO 133-C/D, AT&T has not come even remotely close to meeting this requirement. 49.6% of the roughly 5-million out-of-service conditions remained uncleared after 24 hours; even on an adjusted basis, where Sunday and federal holiday hours were subtracted out of the outage duration, 46.4% of

out-of-service conditions remained uncleared after 24 hours. To satisfy the §3.4(c) requirement, these percentages would need to drop to less than 10%.



49.6% of the roughly 5-million out-of-service conditions (46.4% on an “adjusted” basis) remained uncleared after 24 hours. 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 612<sup>80</sup> 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. 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. The table also provides 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 coefficient of the independent variable in each case – i.e., percent cleared within 24 hours or days required to clear 90% – and 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 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 to highest. The “Coefficient” shown for each of the four metrics on this table represent the slope of the estimated trend line based upon the actual out-of-service incidents experienced in the wire center over the full 8-year period. 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.

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80. 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.

The regression calculations were prepared using quarterly time-series data. The table provides the starting and ending values for the variable being examined (e.g., the starting and ending values for the percentage of out-of-service tickets cleared within 24 hours) and the mean value over the full 8-year 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 Sonoma wire center (SONMCA12) with respect to the Percent Cleared within 24 Hours.

Sonoma – Percent out-of-service cleared within 24 hours					
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 2015 (4Q15 Val)
47.49	-0.9080	-3.1259	99.6%	61.56	33.41

From this, we learn that the mean (average) percentage of out-of-service conditions cleared by AT&T within 24 hours was 47.49% over the full 8-year period. At the beginning of the period (first quarter 2010), AT&T was clearing 61.56% within 24 hours; by the end of the period (fourth quarter of 2015), only 33.41% were being cleared within 24 hours. The “regression coefficient” of -0.9080 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 0.91%. The *t*-statistic is a measure of the statistical significance of the estimated coefficient. 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 =3.1259 corresponds to a confidence level of 99.6%. The confidence level corresponding with the *t*-values are also provided on the tables.























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%, on both an actual and an adjusted (for weekends and holidays) basis, across all of AT&T's wire centers over the 2010-2017 period. As the results indicate, on a statewide basis AT&T California has not come even close to meeting the 90% cleared within 24 hours standard.

<b>Table 4A.9</b>				
<b>AT&amp;T CALIFORNIA</b>				
<b>PERCENTAGES OF ACTUAL AND ADJUSTED ("CPUC") OUT-OF-SERVICE CONDITIONS CLEARED WITHIN 24 HOURS AND DAYS REQUIRED TO CLEAR 90%</b>				
<b>Quarter</b>	<b>Actual</b>		<b>Adjusted</b>	
	<b>Pct. Cleared within 24 hours</b>	<b>Days Required to Clear 90%</b>	<b>Pct. Cleared within 24 hours</b>	<b>Days Required to Clear 90%</b>
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

Figures 4A.9 through 4A.12 plot these data and trends graphically. The AT&T California companywide percentages of OOS 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 time, a successively larger percentage of OOS conditions are being cleared within 24 hours. Mathematically, the trend lines for both actual and adjusted have *positive* slopes, reflecting the increasing percentages of OOS completions within 24 hours over time. The values “predicted” by the plotted trend line for actual OOS durations increased from 51% in 2010 to 54% by 2017; for the adjusted durations, the improvement was somewhat greater, going from 59% in 2010 to 72% by 2017.

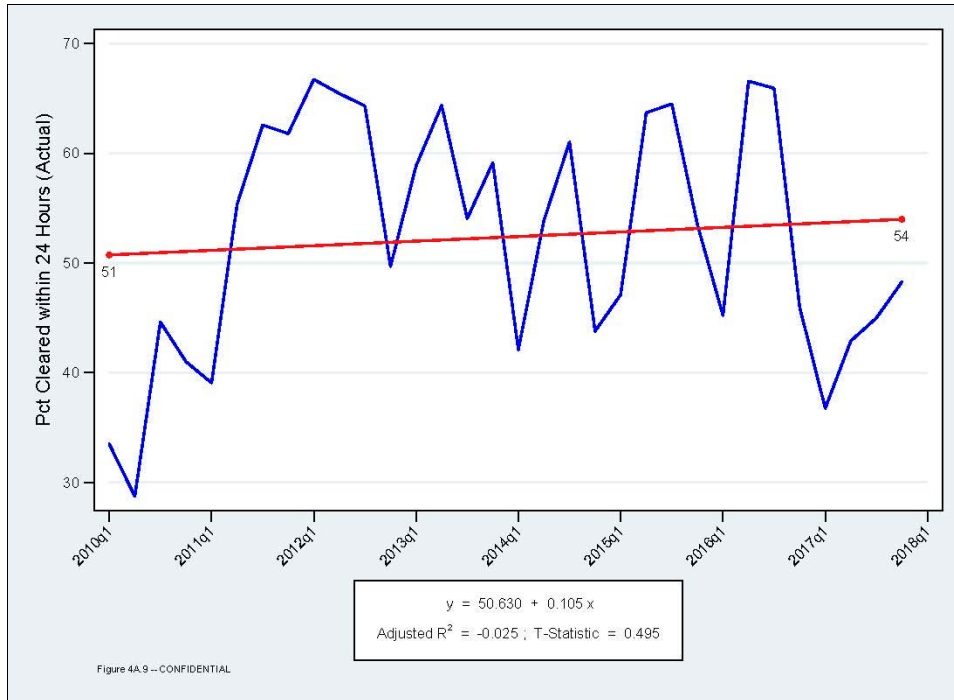
Another approach to examining this “90% cleared within 24 hours” requirement is to examine the length of time it takes AT&T to reach the 90% cleared threshold. These results are also plotted, for AT&T statewide, on Figures 4A.11 (actual) and 4A.12 (adjusted). On an adjusted basis, the number of days 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 (2017), the adjusted number of days to achieve 90% OOS cleared falls in the 5.30 to 5.82 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. For the actual OOS durations, the predicted trend line values increase from 3.74 days in 2010 to 5.03 days in 2017; for the adjusted durations, the predicted trend line values increase from 3.23 days in 2010 to 3.72 days in 2017. Had the slope been negative, that would have indicated an improvement in OOS completions over time.



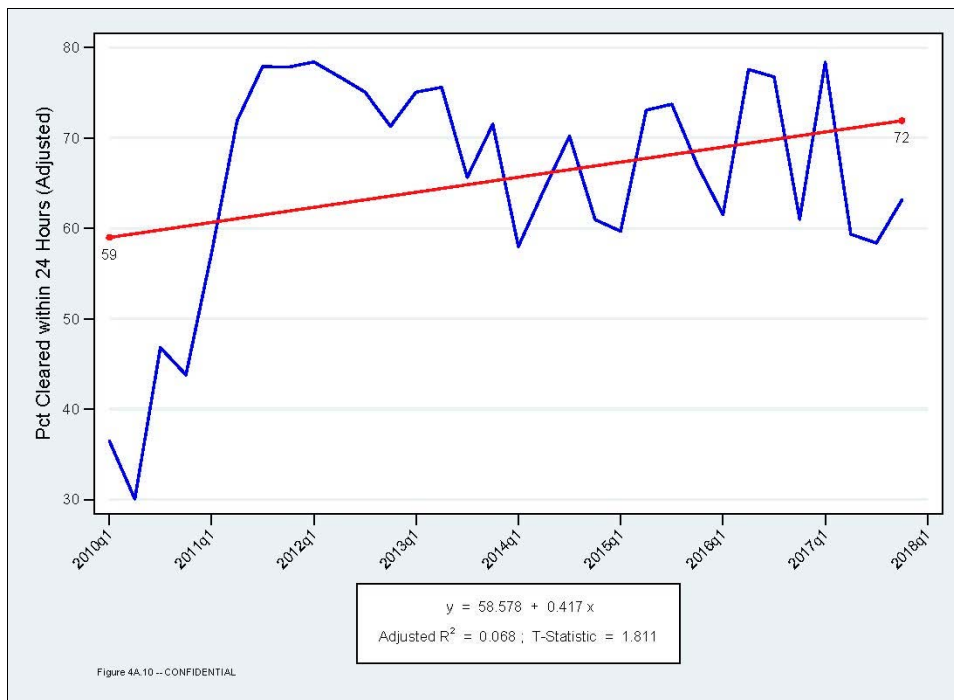
On an adjusted basis, the number of days required for AT&T to clear 90% of all out-of-service conditions ranged from a low of 1.9 (in the first quarter of 2012) to a high of 8.8 (in the first quarter of 2011). In 2017, the adjusted number of days to achieve 90% OOS cleared falls in the 5.8 to 6.7 range.

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.

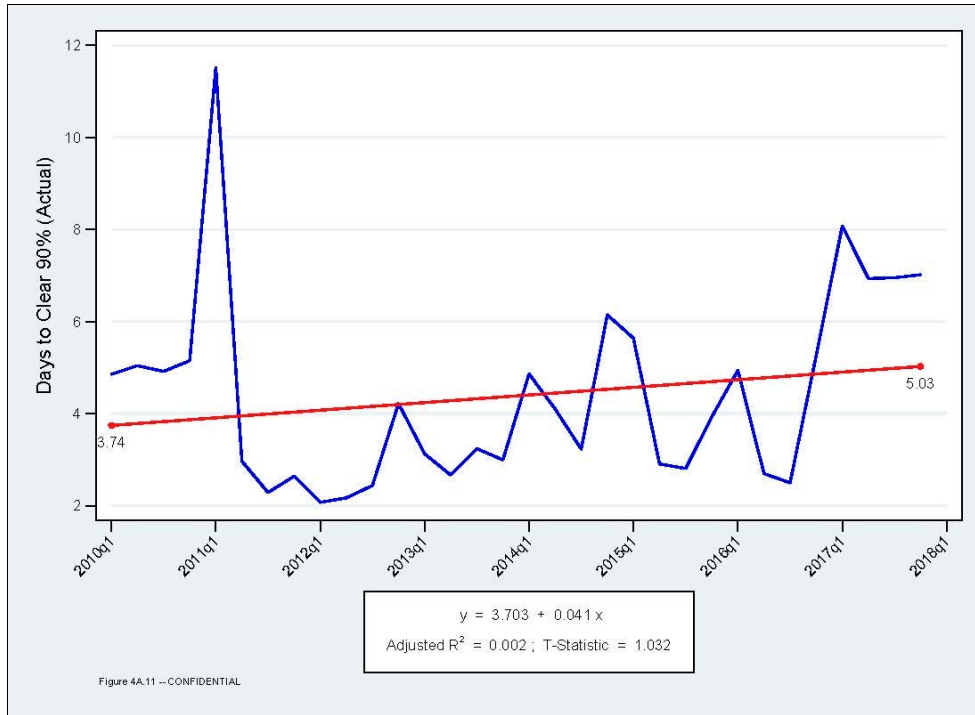




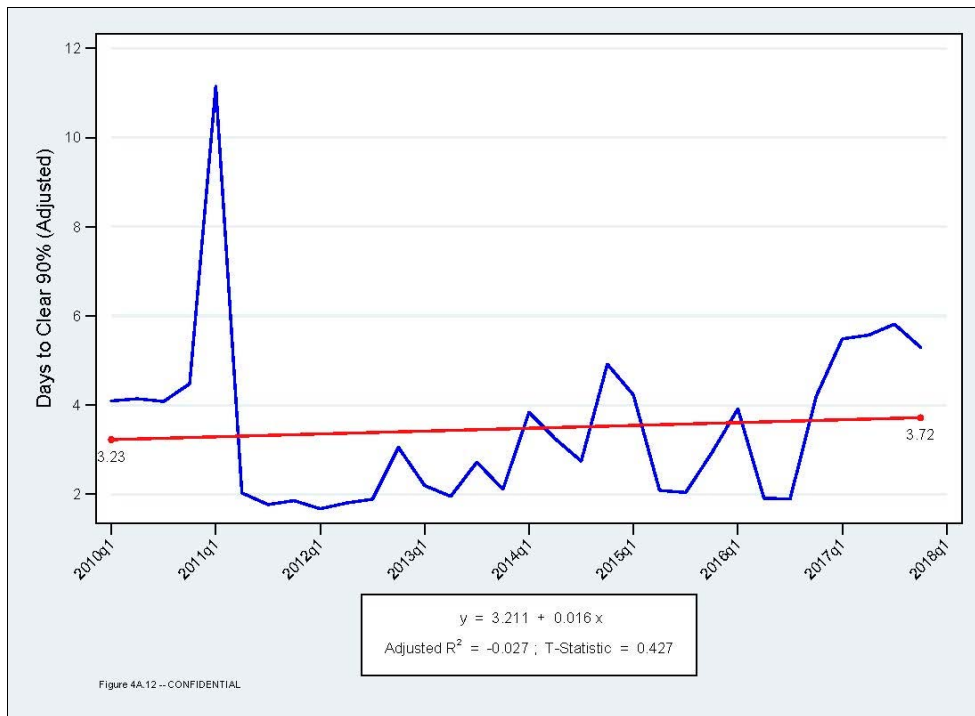
**Figure 4A.9.** AT&T California has not come even close to achieving the GO 133-C/D §3.4(c) goal of 90% of all OOS cleared within 24 hours (actual).



**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.



**Figure 4A.11.** It continues to take many days for 90% of AT&T California out-of-service incidents to be cleared (actual).



**Figure 4A.12.** It continues to take many days for 90% of AT&T California out-of-service incidents to be cleared (adjusted).

For the “percentages of OOS cleared within 24 hours” metrics, the trend is “days required to achieve 90% OOS cleared” metrics. Here, 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.

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.

### **How competition has affected AT&T’s response to service quality issues**

At first glance, it may be difficult to understand 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.



There is 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, with only minimal losses where service quality is being maintained or improved. Instead, the greatest drop-off in demand occurred in wire centers with the best service quality records.

A possible explanation for this may be found in testimony filed on behalf of AT&T and SBC in the 2005 SBC/AT&T merger proceeding, A.05-02-027. Prior to that merger, AT&T Corp. was a CLEC in the local service market, competing directly with ILECs such as what was then known as Pacific Bell. In support of the merging partners’ efforts to minimize the actual market importance of the competition that AT&T was at that time offering to Pacific Bell, AT&T/SBC witnesses Prof. Dennis Carlton and Hal Sider described pre-merger AT&T Corp.’s plan for withdrawing from the residential local voice services market as a “harvesting” strategy.

.. AT&T no longer markets local/long-distance bundles or stand-alone long distance services, nor does it attempt to win back customers that it has lost.

AT&T executives have characterized their current position as “harvesting” the business and as an “exit over time.”<sup>81</sup> ...

AT&T’s decision to cease marketing consumer services and to “harvest” its customer base means that, in the absence of the proposed transaction, AT&T’s current and historic share overstates its future competitive significance. There are two reasons for this. First, in the absence of the transaction, AT&T’s share of subscribers would be lower than its current share as customers continue to migrate away without being replaced. Second, for any given share that AT&T might have in the future, its decision to “harvest” its customer base means that AT & T is not competing to attract new customers.<sup>82</sup> ...

As part of its “harvesting” strategy, AT&T has already instituted price increases. For example, AT&T CEO Dave Dorman has stated that AT&T is “carefully managing the decline in [and] harvest of those businesses that we will exit over time as those customers run off.”

AT&T has already raised rates for consumer local and interstate long distance services.

- In late 2004, AT&T raised by \$1 to \$3 per month the retail rates for various local service packages with prices that range from \$12 to \$30 per month.
- In December 2004, AT&T raised rates in a variety of states for “all distance bundles” by \$2 to \$5 per month.
- AT & T has raised the monthly recurring charge for stand alone interstate long distance services by \$1 to \$2 per month for many plans.
- AT&T has also raised a number of the basic rates for international long distance services.<sup>83</sup>

In a “harvesting strategy” of this sort, 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

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81. 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..

82. *Id.*, at para. 46

83. *Id.*, at paras. 48,49, citations omitted.

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 below, 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.



AT&T appears to have adopted a “harvesting strategy” for legacy POTS services. AT&T has ceased active marketing of POTS and has degraded POTS service quality and its responses to trouble reports, relying instead upon successive price increases and customer inertia to maintain its revenue stream, albeit decreasing, for an extended period of time.

**Table 4A.10**

**AT&T CALIFORNIA**  
**BASIC RESIDENTIAL (POTS) ACCESS LINE SERVICE**  
**RATE INCREASE HISTORY 2006-2018**

Year	Eff 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%

Source CPUC Communications Division Staff.

As we discuss in detail in Chapter 7, over the 2010-2017 study period AT&T’s legacy ILEC operations have taken on a continuously diminishing role as a component of its overall corporate

revenues nationwide. The Company has made minimal investments in its legacy California ILEC services, and has allowed its service quality and response to customer trouble reports to degrade over this time frame. AT&T has also implemented a succession of annual price increases for its basic residential POTS services. In 2006, the CPUC, in adopting the Uniform Regulatory Framework, believed that maintaining traditional regulation price protections was no longer necessary since competition would replace regulation in constraining prices. This same theory would also suggest that competition would be a sufficient inducement to the ILECs to maintain and improve service quality overall, since in a competitive market customers dissatisfied with the incumbent's service quality could "vote with their feet" and take service from a competing provider. AT&T's post-deregulation "harvesting" conduct belies these expectations.

### **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 that regard, ETI has 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 Technical Field Services (TFS) 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 has defined a set of categories whose potential effect upon service quality was then individually examined. These are summarized in Table 4A.11 below. In Table 4A.12, we show, for each of these five attribute dimensions, the category in which each individual AT&T wire center has been classified. In addition, Table 4A.12 also provides the median household income for the population served from the specified wire center.

For example, the Alhambra wire center in Los Angeles County (ALHBCA01) has been 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.

<b>Table 4A.11</b>	
<b>AT&amp;T CALIFORNIA WIRE CENTER ATTRIBUTE DIMENSIONS AND CATEGORIES</b>	
<b>Attribute Dimension</b>	<b>Categories</b>
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	Technical Field Services District	Median Household Income Category
ACTON	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	3000-10000 Lines	60%-70%	450-1799 per Sq. Mile	Southern CA	\$43,000-\$54,999
ANHM HILLS	714811	ANHMCA17	ORANGE	Yes	3000-10000 Lines	>80%	450-1799 per Sq. Mile	Southern CA	\$88,000 +
ANNAPOLIS	707322	ANNPCA11	SONOMA	No	0-1000 Lines	50%-60%	0	Northern CA / Central Valley	0
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
ARCATA	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%	95-449 per Sq. Mile	Bay / Central Coast	\$88,000 +
ARNOLD	209151	ARNLCA11	CALAVERAS	No	3000-10000 Lines	60%-70%	17-94 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
ANDERSON	530427	ARSNCA11	SHASTA	No	3000-10000 Lines	70%-80%	0-16 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



Table 4A.12 (page 2 of 18)

Wire Center Name	Wire Center	CLLI	County	Fiber	Wire Center Size Category	Pct Line Loss Category	Household Density Category	Technical Field Services District	Median Household Income Category
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%	0-16 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
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	BGGSCA11	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	BRNLCA01	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

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Wire Center Name	Wire Center	CLLI	County	Fiber	Wire Center Size Category	Pct Line Loss Category	Household Density Category	Technical Field Services District	Median Household Income Category
BISHOP RANCH	925082	BSRNCA70	CONTRA COSTA	No	3000-10000 Lines	60%-70%	1800 + per Sq. Mile	Bay / Central Coast	\$88,000 +
BUTTE CITY	530435	BTCYCA11	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 VLLY 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	CBMTCA11	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
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 VIRGEN	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	60%-70%	17-94 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
CALPATRIA	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	CMPDCA01	SAN DIEGO	No	0-1000 Lines	60%-70%	0	Southern CA	0
CAMPTONVILLE	530436	CMPVCA11	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

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Wire Center Name	Wire Center	CLLI	County	Fiber	Wire Center Size Category	Pct Line Loss Category	Household Density Category	Technical Field Services District	Median Household Income Category
COLMA 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	CORDCA12	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 +
CORONADO	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%	17-94 per Sq. Mile	Bay / Central Coast	\$88,000 +
COSTA MESA	949725	CSMSCA11	ORANGE	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Southern CA	\$67,000-\$87,999
CASTAIC	661408	CSTCCA11	LOS ANGELES	Yes	10001-20000 Lines	60%-70%	17-94 per Sq. Mile	Greater LA / Bakersfield	\$88,000 +
CASTROVILLE	831107	CSVLCA11	MONTEREY	No	3000-10000 Lines	60%-70%	95-449 per Sq. Mile	Bay / Central Coast	\$55,000-\$66,999
COTATI	707287	CTTICA12	SONOMA	Yes	3000-10000 Lines	70%-80%	450-1799 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
COULTERVILLE	209161	CTVLCA11	MARIPOSA	No	0-1000 Lines	<50%	0-16 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
COTTONWOOD	530441	CTWDCA11	TEHAMA	No	3000-10000 Lines	50%-60%	17-94 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
CROWS LANDING	209162	CWLDCA12	STANISLAUS	No	0-1000 Lines	50%-60%	0-16 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
CAYUCOS	805366	CYCSCA11	SAN LUIS OBISPO	No	1001-2999 Lines	70%-80%	95-449 per Sq. Mile	Bay / Central Coast	\$55,000-\$66,999
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

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Wire Center Name	Wire Center	CLLI	County	Fiber	Wire Center Size Category	Pct Line Loss Category	Household Density Category	Technical Field Services District	Median Household Income Category
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	ELK CA11	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 +
EARLMART	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%	0-16 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	\$43,000-\$54,999
FELTON	831108	FETNCA11	SANTA CRUZ	No	3000-10000 Lines	60%-70%	95-449 per Sq. Mile	Bay / Central Coast	\$67,000-\$87,999
FALLBROOK	760735	FLBKCA12	SAN DIEGO	Yes	10001-20000 Lines	70%-80%	17-94 per Sq. Mile	Southern CA	\$55,000-\$66,999
FILLMORE	805370	FLMRCA11	VENTURA	No	3000-10000 Lines	70%-80%	17-94 per Sq. Mile	Greater LA / Bakersfield	\$55,000-\$66,999
FOLSOM NIMBUS	916453	FLSMCA12	SACRAMENTO	Yes	3000-10000 Lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$88,000 +
FOLSOM EL DORADO HILI	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	Southern CA	\$0-\$42,999
FAIRFIELD	707290	FRFDCA01	SOLANO	Yes	Over 20000 lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$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 +
FREMONT ADAMS OLIVEF	510015	FRMTCA12	ALAMEDA	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Bay / Central Coast	\$88,000 +
FAIR OAKS	916451	FROKCA11	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

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Wire Center Name	Wire Center	CLLI	County	Fiber	Wire Center Size Category	Pct Line Loss Category	Household Density Category	Technical Field Services District	Median Household Income Category
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	FRVLCA11	TULARE	No	1001-2999 Lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
FORESTVILLE	707291	FSVLCA11	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	FUTNCA01	ORANGE	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Southern CA	\$67,000-\$87,999
FIVE POINTS	559167	FVPNCA11	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	GALTCA11	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	GVLDCA11	TUOLUMNE	No	3000-10000 Lines	<50%	0-16 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
GEYERSVILLE	707294	GYVLCA11	SONOMA	No	0-1000 Lines	50%-60%	0-16 per Sq. Mile	Northern CA / Central Valley	\$67,000-\$87,999
GAZELLE	530456	GZLLCA11	SISKIYOU	No	0-1000 Lines	60%-70%	0-16 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
HERALD	209176	HERLCA11	SACRAMENTO	No	1001-2999 Lines	60%-70%	0-16 per Sq. Mile	Northern CA / Central Valley	\$88,000 +
HIGHLAND	909741	HGLDCA11	SAN BERNARDINO	Yes	10001-20000 Lines	>80%	95-449 per Sq. Mile	Southern CA	\$55,000-\$66,999
HUGHSON	209177	HGSNCA11	STANISLAUS	Yes	1001-2999 Lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
HEALDSBURG	707297	HLBGCA11	SONOMA	No	3000-10000 Lines	60%-70%	17-94 per Sq. Mile	Northern CA / Central Valley	\$67,000-\$87,999

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Wire Center Name	Wire Center	CLLI	County	Fiber	Wire Center Size Category	Pct Line Loss Category	Household Density Category	Technical Field Services District	Median Household Income Category
HOLLISTER	831111	HLSTCA11	SAN BENITO	Yes	10001-20000 Lines	70%-80%	0-16 per Sq. Mile	Bay / Central Coast	\$67,000-\$87,999
HOLTVILLE	760742	HLVLCA11	IMPERIAL	No	1001-2999 Lines	70%-80%	17-94 per Sq. Mile	Southern CA	\$0-\$42,999
HOLLYWOOD	323616	HLWDCA01	LOS ANGELES	Yes	Over 20000 lines	60%-70%	1800 + per Sq. Mile	Greater LA / Bakersfield	\$43,000-\$54,999
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
HOMEWOOD	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	HNPKCA01	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
HORNBROOK	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	HYVLCA11	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	50%-60%	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	Southern CA	\$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

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Wire Center Name	Wire Center	CLLI	County	Fiber	Wire Center Size Category	Pct Line Loss Category	Household Density Category	Technical Field Services District	Median Household Income Category
KNIGHTS FERRY	209184	KNFYCA11	STANISLAUS	No	0-1000 Lines	50%-60%	0-16 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	818620	LACNCA11	LOS ANGELES	No	0-1000 Lines	50%-60%	0	San Gabriel	0
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
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	LEMRC11	KINGS	Yes	3000-10000 Lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
LEMORE WYMAN	559189	LEMRC12	KINGS	No	0-1000 Lines	>80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
LAFAYETTE	925022	LFYTCA11	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	LKBRCA11	NAPA	No	0-1000 Lines	60%-70%	0-16 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
LAKE LOS ANGELES	661405	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	LNVC11	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 MADE	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

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Wire Center Name	Wire Center	CLLI	County	Fiber	Wire Center Size Category	Pct Line Loss Category	Household Density Category	Technical Field Services District	Median Household Income Category
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	\$43,000-\$54,999
LSAN SUNSET	323640	LSANCA29	LOS ANGELES	Yes	10001-20000 Lines	60%-70%	1800 + per Sq. Mile	Greater LA / Bakersfield	\$67,000-\$87,999
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
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	LVOKCA11	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



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Wire Center Name	Wire Center	CLLI	County	Fiber	Wire Center Size Category	Pct Line Loss Category	Household Density Category	Technical Field Services District	Median Household Income Category
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	Southern 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
NEWHALL	661379	NHLLCA01	LOS ANGELES	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Greater LA / Bakersfield	\$88,000 +
NHWD LANKERSHIM	818646	NHWDCA01	LOS ANGELES	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Greater LA / Bakersfield	\$43,000-\$54,999
NHWD MAGNOLIA	818647	NHWDCA02	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

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Wire Center Name	Wire Center	CLLI	County	Fiber	Wire Center Size Category	Pct Line Loss Category	Household Density Category	Technical Field Services District	Median Household Income Category
NIPOMO	805380	NIPMCA11	SAN LUIS OBISPO	No	3000-10000 Lines	70%-80%	17-94 per Sq. Mile	Bay / Central Coast	\$55,000-\$66,999
NORTHRIDGE	818648	NORGCA11	LOS ANGELES	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Greater LA / Bakersfield	\$67,000-\$87,999
WABASH	916479	NSCRCA11	SACRAMENTO	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
NORTH NATOMAS	916537	NSCRCA12	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 HIGHLAN	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%	95-449 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	OC DNCA11	SONOMA	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	OKLDCA03	ALAMEDA	Yes	Over 20000 lines	60%-70%	1800 + per Sq. Mile	Bay / Central Coast	\$43,000-\$54,999
OAKLAND KELLOGFRUITV	510037	OKLDCA04	ALAMEDA	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Bay / Central Coast	\$0-\$42,999
OAKLAND 45TH OLYMPIC	510038	OKLDCA11	ALAMEDA	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Bay / Central Coast	\$67,000-\$87,999
OAKLAND HOLLY	510039	OKLDCA12	ALAMEDA	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Bay / Central Coast	\$55,000-\$66,999
OAKLAND MOUNTAIN	510040	OKLDCA13	ALAMEDA	Yes	10001-20000 Lines	70%-80%	1800 + per Sq. Mile	Bay / Central Coast	\$88,000 +
OAKLEY	925041	OKLYCA11	CONTRA COSTA	Yes	3000-10000 Lines	70%-80%	450-1799 per Sq. Mile	Bay / Central Coast	\$67,000-\$87,999
OAKVIEW	805381	OKVWCA11	VENTURA	No	3000-10000 Lines	70%-80%	95-449 per Sq. Mile	Greater LA / Bakersfield	\$55,000-\$66,999
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	Northern CA / Central Valley	\$0-\$42,999
ORLAND	530483	ORLDCA11	GLENN	No	3000-10000 Lines	60%-70%	17-94 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
ORINDA	925042	ORNDCA11	CONTRA COSTA	Yes	3000-10000 Lines	60%-70%	450-1799 per Sq. Mile	Bay / Central Coast	\$88,000 +
ORANGE CHAPMAN	714759	ORNGCA11	ORANGE	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Southern CA	\$67,000-\$87,999
ORANGE OLIVE	714760	ORNGCA13	ORANGE	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Southern CA	\$88,000 +
ORANGE WEST	714761	ORNGCA14	ORANGE	Yes	10001-20000 Lines	70%-80%	1800 + per Sq. Mile	Southern CA	\$55,000-\$66,999
OROSI	559207	ORSICA11	TULARE	No	3000-10000 Lines	70%-80%	0-16 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
ORANGEVALE	916482	ORVACA11	SACRAMENTO	Yes	10001-20000 Lines	70%-80%	450-1799 per Sq. Mile	Northern CA / Central Valley	\$67,000-\$87,999
OROVILLE MAIN	530484	ORVLCA11	BUTTE	No	10001-20000 Lines	60%-70%	17-94 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
OROVILLE EAST	530485	ORVLCA12	BUTTE	No	3000-10000 Lines	60%-70%	0-16 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	Southern CA	\$88,000 +
PAUMA VALLEY	760764	PALACA11	SAN DIEGO	No	1001-2999 Lines	50%-60%	17-94 per Sq. Mile	Southern CA	\$67,000-\$87,999

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Wire Center Name	Wire Center	CLLI	County	Fiber	Wire Center Size Category	Pct Line Loss Category	Household Density Category	Technical Field Services District	Median Household Income Category
GARNET	858762	PCBHCA01	SAN DIEGO	Yes	Over 20000 lines	70%-80%	1800 + per Sq. Mile	Southern CA	\$67,000-\$87,999
HORNBLEND	858763	PCBHCA11	SAN DIEGO	Yes	1001-2999 Lines	70%-80%	450-1799 per Sq. Mile	Southern CA	\$67,000-\$87,999
PACIFICA	650043	PCFCCA11	SAN MATEO	Yes	10001-20000 Lines	70%-80%	450-1799 per Sq. Mile	Bay / Central Coast	\$88,000 +
PEDLEY	951765	PDLYCA11	RIVERSIDE	Yes	10001-20000 Lines	70%-80%	450-1799 per Sq. Mile	Southern CA	\$55,000-\$66,999
PIRU	805386	PIRUCA11	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	3000-10000 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	PLVLCA11	EL DORADO	No	Over 20000 lines	60%-70%	17-94 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
PLACERVILLE NIAGARA	530490	PLVLCA12	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	PNCRCA11	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	LOS ANGELES	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	530488	PSKNCA11	TEHAMA	No	0-1000 Lines	<50%	0	Northern CA / Central Valley	0

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Wire Center Name	Wire Center	CLLI	County	Fiber	Wire Center Size Category	Pct Line Loss Category	Household Density Category	Technical Field Services District	Median Household Income Category
PASO ROBLES	805385	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	PTVLCA11	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 +
STANFORD RANCH	916541	RCKLCA01	PLACER	Yes	10001-20000 Lines	>80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$67,000-\$87,999
ROCKLIN	916527	RCKLCA11	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	RESDCA01	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	RNMRC A11	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	RSMDC A11	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	Southern CA	\$88,000 +
ROHNERT PARK	707337	RTPKCA11	SONOMA	Yes	3000-10000 Lines	70%-80%	450-1799 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
RIVERDALE	559215	RVDLCA11	FRESNO	No	1001-2999 Lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
RIVERBANK	209214	RVRBCA11	STANISLAUS	Yes	3000-10000 Lines	>80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
RIVERSIDE ORANGE	951774	RVSDCA01	RIVERSIDE	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Southern CA	\$55,000-\$66,999
WOODCREST	951775	RVSDCA11	RIVERSIDE	Yes	10001-20000 Lines	70%-80%	95-449 per Sq. Mile	Southern CA	\$88,000 +
SAUGUS	661407	SAGSCA11	LOS ANGELES	Yes	10001-20000 Lines	>80%	95-449 per Sq. Mile	Greater LA / Bakersfield	\$88,000 +

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Wire Center Name	Wire Center	CLLI	County	Fiber	Wire Center Size Category	Pct Line Loss Category	Household Density Category	Technical Field Services District	Median Household Income Category
SANTEE	619795	SANTCA01	SAN DIEGO	Yes	3000-10000 Lines	70%-80%	450-1799 per Sq. Mile	Southern CA	\$67,000-\$87,999
SATICOY	805391	SATCCA12	VENTURA	Yes	3000-10000 Lines	70%-80%	95-449 per Sq. Mile	Greater LA / Bakersfield	\$67,000-\$87,999
SEBASTAPOL	707321	SBSTCA11	SONOMA	No	10001-20000 Lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$67,000-\$87,999
SACRAMENTO MN	916497	SCRMCA01	SACRAMENTO	Yes	Over 20000 lines	60%-70%	1800 + 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
SCOTTS VALLEY	831116	SCVYCA01	SANTA CRUZ	Yes	3000-10000 Lines	70%-80%	450-1799 per Sq. Mile	Bay / Central Coast	\$88,000 +
SODA SPRINGS	530508	SDSPCA11	NEVADA	No	1001-2999 Lines	50%-60%	0	Northern CA / Central Valley	0
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
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

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Wire Center Name	Wire Center	CLLI	County	Fiber	Wire Center Size Category	Pct Line Loss Category	Household Density Category	Technical Field Services District	Median Household Income Category
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	Southern 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 I	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	SNCZCA01	SANTA CRUZ	Yes	Over 20000 lines	60%-70%	95-449 per Sq. Mile	Bay / Central Coast	\$67,000-\$87,999
SANTA CRUZ CAPITOLA	831126	SNCZCA11	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	\$43,000-\$54,999
SNDG TENNYSON	619784	SNDGCA14	SAN DIEGO	Yes	10001-20000 Lines	70%-80%	1800 + per Sq. Mile	Southern CA	\$67,000-\$87,999
SNDG REGENTS	858785	SNDGCA15	SAN DIEGO	Yes	Over 20000 lines	60%-70%	450-1799 per Sq. Mile	Southern CA	\$67,000-\$87,999
SNDG MIRA MESA	858786	SNDGCA16	SAN DIEGO	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Southern CA	\$88,000 +
SF BUSH PINE	415058	SNFCCA01	SAN FRANCISCO	Yes	Over 20000 lines	50%-60%	1800 + per Sq. Mile	Bay / Central Coast	\$43,000-\$54,999
SF MARKET MCCOPPIN	415059	SNFCCA04	SAN FRANCISCO	Yes	Over 20000 lines	60%-70%	1800 + per Sq. Mile	Bay / Central Coast	\$67,000-\$87,999
SF MISSION 25TH ST	415060	SNFCCA05	SAN FRANCISCO	Yes	Over 20000 lines	60%-70%	1800 + per Sq. Mile	Bay / Central Coast	\$88,000 +
SF JUNIPER ONONDAGA	415061	SNFCCA06	SAN FRANCISCO	Yes	Over 20000 lines	60%-70%	1800 + per Sq. Mile	Bay / Central Coast	\$67,000-\$87,999
SF LARKIN STEINER	415067	SNFCCA12	SAN FRANCISCO	Yes	Over 20000 lines	60%-70%	1800 + per Sq. Mile	Bay / Central Coast	\$67,000-\$87,999
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	626658	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

Table 4A.12 (page 16 of 18)

Wire Center Name	Wire Center	CLLI	County	Fiber	Wire Center Size Category	Pct Line Loss Category	Household Density Category	Technical Field Services District	Median Household Income Category
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	\$88,000 +
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	SNMCCAAO	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	SNMTCA11	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	10001-20000 Lines	60%-70%	450-1799 per Sq. Mile	Northern CA / Central Valley	\$88,000 +
SAN RAMON	925074	SNRMCA11	ALAMEDA	Yes	10001-20000 Lines	70%-80%	450-1799 per Sq. Mile	Bay / Central Coast	\$88,000 +
SANTA ROSA MAIN	707320	SNRSCA01	SONOMA	Yes	Over 20000 lines	70%-80%	450-1799 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
LOS ALAMOS	707319	SNRSCA11	SONOMA	No	10001-20000 Lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$67,000-\$87,999
SANTA CLARA SPACEPAF	408143	SNTCCA01	SANTA CLARA	Yes	10001-20000 Lines	50%-60%	1800 + per Sq. Mile	Bay / Central Coast	\$88,000 +
SANTA CLARA BELLOMY	408137	SNTCCA11	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 SUNNEYVALE	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	626660	SPSDCA11	LOS ANGELES	No	10001-20000 Lines	70%-80%	1800 + per Sq. Mile	San Gabriel	\$88,000 +
SPRINGVILLE	559219	SPVLCA11	TULARE	No	1001-2999 Lines	50%-60%	0-16 per Sq. Mile	Northern CA / Central Valley	\$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	SRVLCA11	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 +
SOUTH TAHOE SUSSEX	530509	STAHCA01	EL DORADO	Yes	10001-20000 Lines	70%-80%	95-449 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999

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Wire Center Name	Wire Center	CLLI	County	Fiber	Wire Center Size Category	Pct Line Loss Category	Household Density Category	Technical Field Services District	Median Household Income Category
SOUTH TAHOE TAMARAC	530511	STAHCA12	EL DORADO	No	0-1000 Lines	70%-80%	0	Northern CA / Central Valley	0
SOUTH TAHOE MEYERS A	530512	STAHCA13	EL DORADO	No	3000-10000 Lines	70%-80%	17-94 per Sq. Mile	Northern CA / Central Valley	\$67,000-\$87,999
STINSON BEACH	415076	STBHCA11	MARIN	No	1001-2999 Lines	<50%	17-94 per Sq. Mile	Northern CA / Central Valley	\$67,000-\$87,999
SUTTER CREEK	209225	STCKCA11	AMADOR	No	1001-2999 Lines	50%-60%	0	Northern CA / Central Valley	0
STONYFORD	530513	STFRCA11	COLUSA	No	0-1000 Lines	50%-60%	0-16 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
ST HELENA	707318	STHNCA11	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	THCHCA01	KERN	Yes	3000-10000 Lines	70%-80%	0-16 per Sq. Mile	Greater LA / Bakersfield	\$55,000-\$66,999
TAHOE CITY	530514	THCYCA01	PLACER	No	3000-10000 Lines	60%-70%	17-94 per Sq. Mile	Northern CA / Central Valley	\$55,000-\$66,999
THREE RIVERS	559228	THRRCA11	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	UKIHCA01	MENDOCINO	No	10001-20000 Lines	60%-70%	17-94 per Sq. Mile	Northern CA / Central Valley	\$43,000-\$54,999
CAPELLA IVANHOE	707327	UKIHCA12	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	VCVLCA12	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



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Wire Center Name	Wire Center	CLLI	County	Fiber	Wire Center Size Category	Pct Line Loss Category	Household Density Category	Technical Field Services District	Median Household Income Category
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	Southern CA	\$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
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	WNDSCA11	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	WSCRCA11	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	3000-10000 Lines	60%-70%	17-94 per Sq. Mile	Northern CA / Central Valley	\$0-\$42,999
YORBA LINDA	714802	YRLNCA11	ORANGE	Yes	10001-20000 Lines	70%-80%	450-1799 per Sq. Mile	Southern CA	\$88,000 +
GYPSUM CANYON	714809	YRLNCA12	ORANGE	Yes	3000-10000 Lines	70%-80%	95-449 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

We have prepared a set of four (4) graphs for each of the five category dimensions that correspond to AT&T Companywide graphs provided above. Table 4A.13 below provides a summary of the figures provided for each set of attributes.

<b>Table 4A.13</b>						
<b>SUMMARY OF AT&amp;T ATTRIBUTE DIMENSION GRAPHS</b>						
	<b>Company wide</b>	<b>Fiber</b>	<b>Wire Center Size</b>	<b>POTS Line Loss</b>	<b>Density</b>	<b>TFS District</b>
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

### **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, the availability of fiber optic feeder and/or distribution(FTTN or FTTP) facilities capable of supporting broadband services in a particular wire center is an indication that AT&T has undertaken to invest in and to upgrade the central office and outside plant facilities therein. Such fiber upgrades support broadband services include high-speed Internet access, digital IP TV, and VoIP telephone services. These services require that the length of the copper distribution segment be relatively short, ideally less than 3,000 feet for a single twisted copper pair or 5,000 feet using two bonded pairs.<sup>84</sup> For most wire centers, the route distance between the central office building and most customers is longer than that. This limitation can be overcome by running fiber optic cables closer to customers' premises. For example, a neighborhood might be four (4) miles from the central office. To provide high-speed broadband services to that area, the ILEC might deploy fiber optic feeder cables, "FTTN" – Fiber to the Neighborhood/ Node, to a "Remote Terminal" ("RT") that is located less than a half mile from the target neighborhood. The end user is still served at the premises by copper, but by limiting the length of the copper segment to a half-mile or less, higher speed (i.e., higher data rate) services can be provided.

In Chapter 3, we noted that the overwhelming majority of the central office switches that are being used to provide POTS services are quite old, in some cases in the twenty- to thirty-year old range. Thus, the switch upgrades that have occurred in the 2010-2017 time frame were primarily aimed at providing or expanding the scope of packet-switched services such as VoIP and high-

84. AT&T presentation, "FTTn/VDLSL2 Broadband Networks Capabilities and Economics," Richard N. Clarke, Assistant Vice President, AT&T - Public Policy, at "Fibre Investment and Policy Challenges OECD Workshop, Stavanger, Norway, 10-April-08, at 12.

speed Internet access in the residential/small business market or advanced high-capacity services to enterprise and government customers. Recent outside plant upgrades whose principal goal is to enhance these same services will, however, often confer a direct benefit to legacy POTS customers as these customers are migrated to the new distribution architecture. But however these new plant upgrades and acquisitions are being utilized, there is a reasonable expectation that some overall improvement in POTS service quality should result. To test this hypothesis, ETI used the availability of fiber feeder and/or distribution facilities in a given wire center as an indicator that the ILEC had upgraded its central office and/or outside plant facilities overall.

As of 2017, approximately half (338) out of the 612 AT&T California wire centers have been upgraded with the capability to support high-speed broadband services.<sup>85</sup> While none of these services fall within the scope of this study, their availability in any given wire center provides an indication that AT&T has invested in central office and/or outside plant upgrades in that location. 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 Figures 4A.13, 4A.14, 4A.15 and 4A.16, wire centers 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. By contrast, in fiber equipped wire centers, monthly OOS per 100 POTS lines was consistently lower, at 1.0 in 1Q2010, rising to 1.10 in 4Q2017 (Figure 4A.13). While the upward trend (which, as discussed above, seems to have persisted throughout AT&T's California operations), is disturbing, the improvement being experienced in wire centers that have benefitted from AT&T investment is striking.

Wire centers that have been upgraded with FTTN and/or FTTP show considerably shorter trended average durations of outages than those without such investment, although such durations have been increasing in both categories. As of 4Q2017, the average duration of service outages in offices that have had such upgrades is still 5077 minutes (3.53 days) vs. 6468 minutes (4.49 days) in offices without fiber availability. For wire centers with fiber availability, the “within-24-hour” OOS clearance percentage trend has improved from 51% as of 1Q2010 to 56% as of 4Q2017; for non-fiber wire centers, the 24-hour clearance percentage trend remained unchanged at 47%. While all of these results fall far short of the 90% clearance rate standard of GO 133-C/D, it is clear that where broadband investment has been forthcoming, this service quality metric has improved.

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85. AT&T response to DR-01

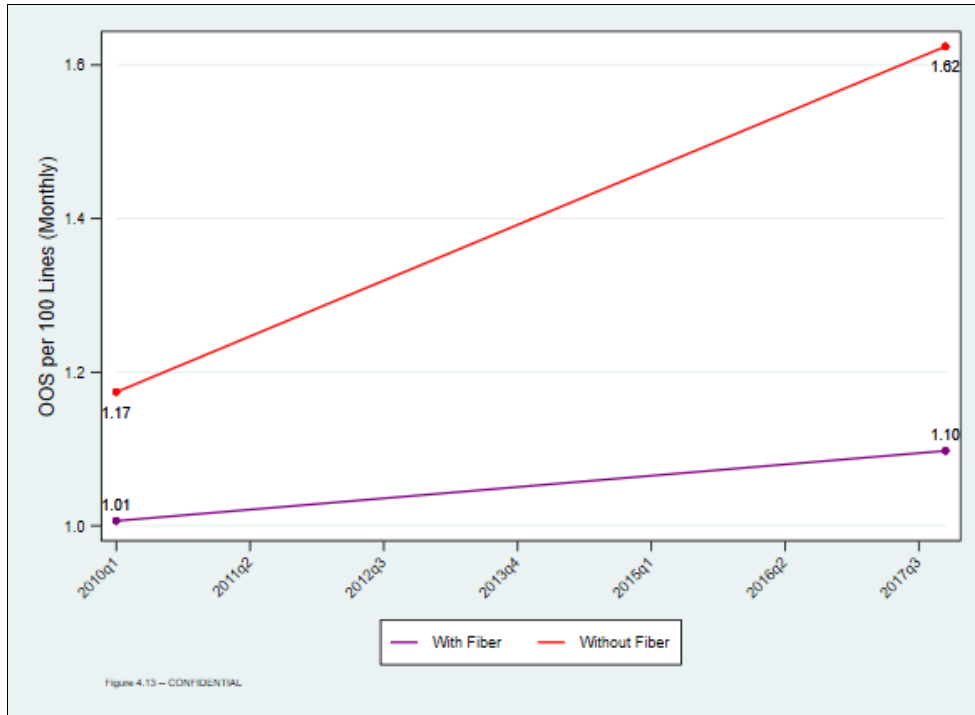
Finally, the number of days required to achieve the target 90% OOS clearance rate trend doubled, from 3.47 days to 6.98 days in non-broadband wire centers. It still increased in those wire centers that had seen an investment in broadband, but at a much slower rate – going from 3.80 to 4.63 days over the study period.



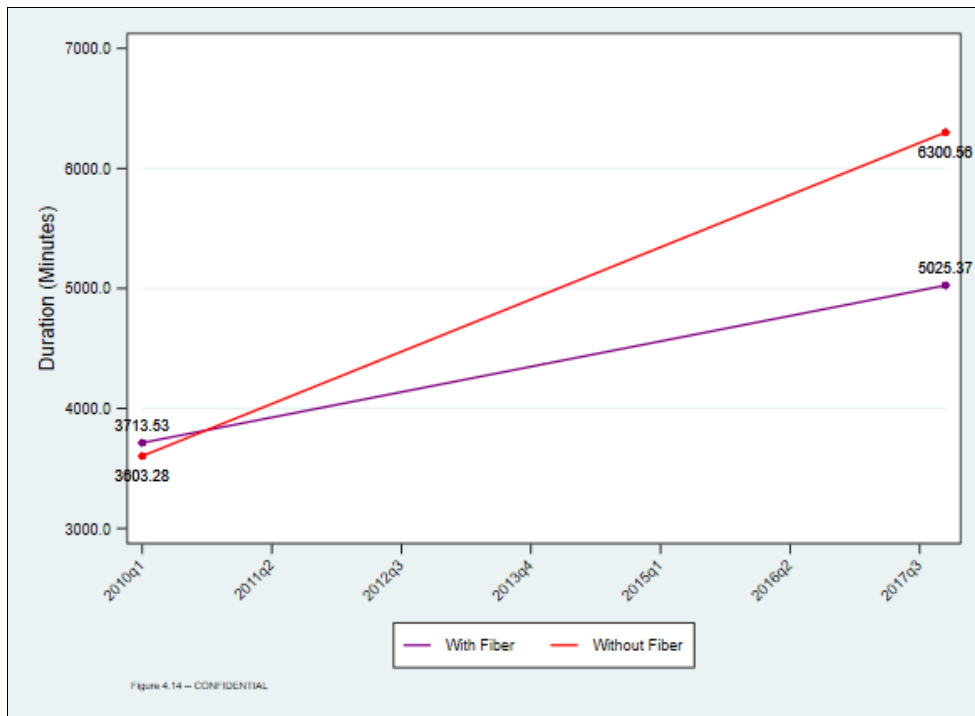
Wire centers upgraded with fiber to support broadband services achieve better service quality performance scores in every category – lower numbers of Trouble Reports per Hundred Access Lines (“TRPH”), higher percentages of out-of-service conditions that are being resolved within 24 hours, and where out-of-service situations arise, their average durations are in all cases decidedly shorter.



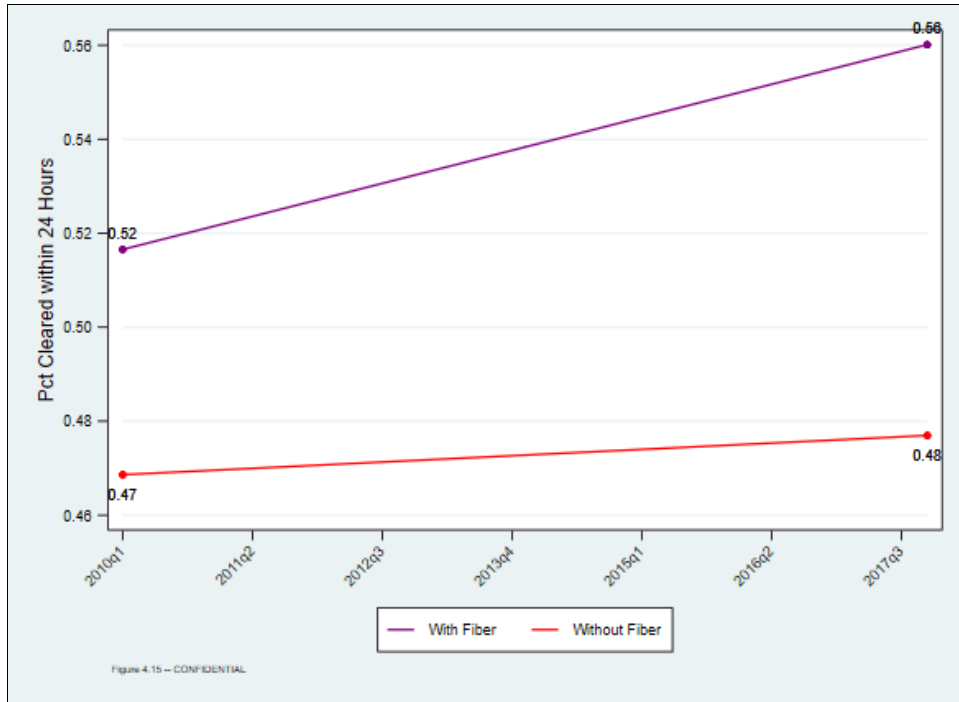
Broadband upgrades for high-speed Internet, VoIP, and IPTV video services confer a direct benefit to legacy POTS customers as they are migrated to the new distribution architecture. But however these new plant upgrades and acquisitions are being utilized, there is a reasonable expectation that some overall improvement in POTS service quality should result.



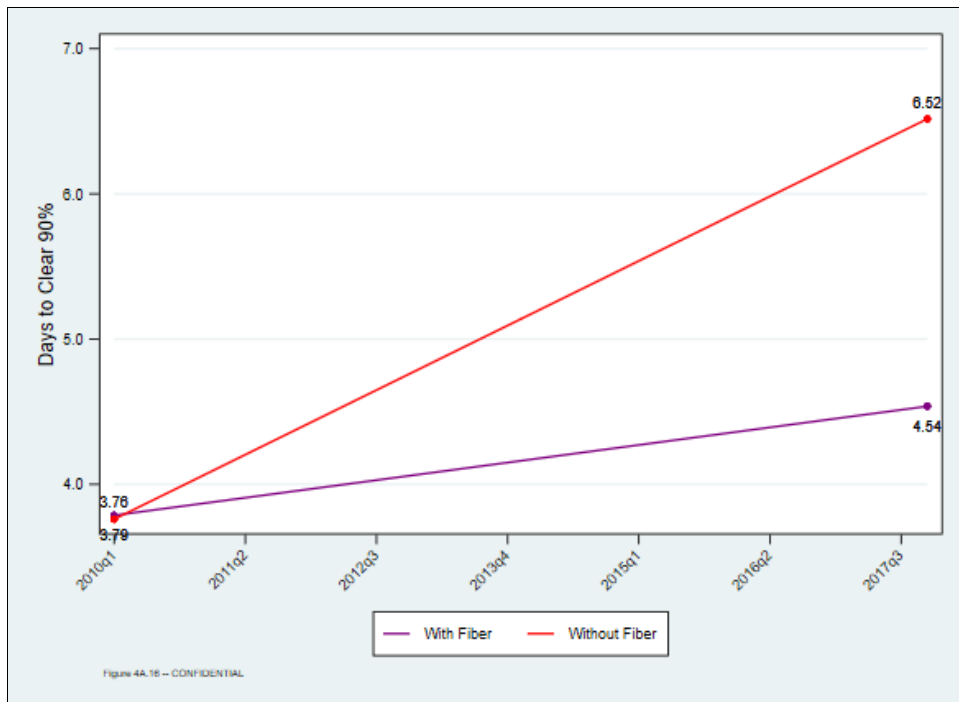
**Figure 4A.13.** Wire centers that have been upgraded with fiber optic facilities have fewer out-of-service incidents per 100 access lines (actual).



**Figure 4A.14.** Wire centers that have been upgraded with fiber optic facilities have shorter average duration for OOS over 24 hours (actual).



**Figure 4A.15.** Wire centers that have been upgraded with fiber have higher percentage of outages cleared within 24 hours (actual).



**Figure 4A.16.** It takes fewer days to clear 90% of outages (actual) in wire centers that have been upgraded with fiber optic facilities.

### 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).<sup>86</sup> 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 2010-2017 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 as pre-dating January 2010, the size categorization extant as of the beginning of the study period was retained throughout the 8-year time frame.<sup>87</sup> 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.

<b>Table 4A.14</b>		
<b>AT&amp;T CALIFORNIA</b>		
<b>CLASSIFICATIONS OF WIRE CENTERS BY POTS LINES IN SERVICE AS OF JANUARY 2010</b>		
<b>POTS Lines range</b>	<b>Category</b>	<b>No. of WCs</b>
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
<b>TOTAL</b>		<b>612</b>

86. GO 133-C/D, at §3.3(c).

87. 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.

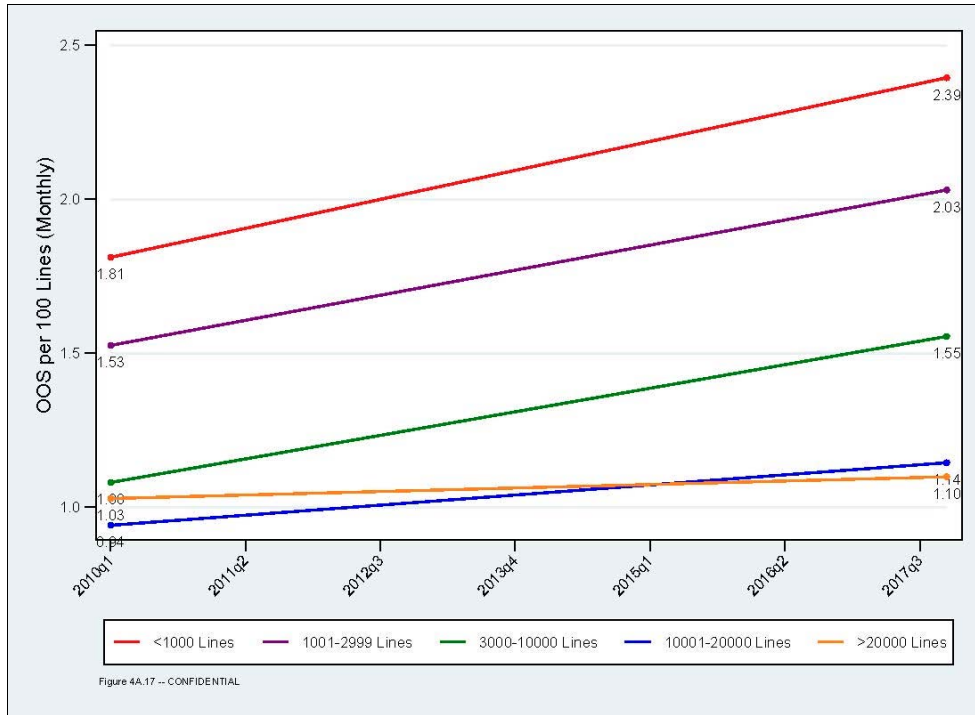
There appears to be a strong relationship between the overall size of a wire center (in terms of the number of POTS lines in service as of January 2010) and the quality of service that is being provided. Figure 4A.17 highlights this relationship. While there has been an increase in the number of out-of-service 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 achieve 90% clearance. 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.

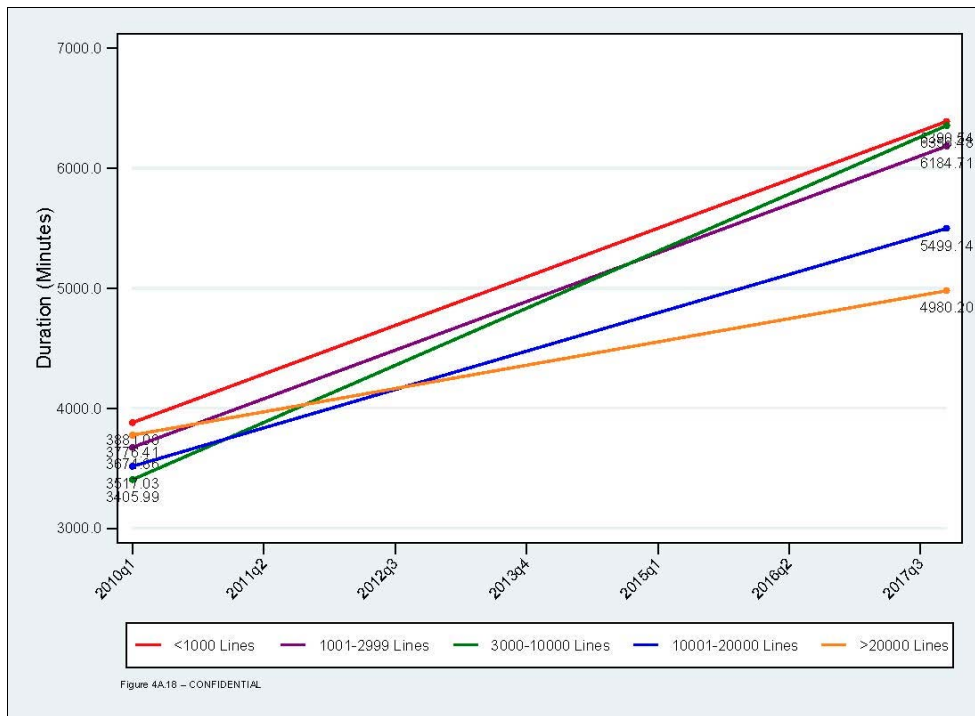


There appears to be a strong relationship between the number of POTS lines in a wire center and the quality of service provided. The number and the rate of increase in OOS per 100 POTS lines have been lowest in the very largest (over 20,000 lines) wire centers.

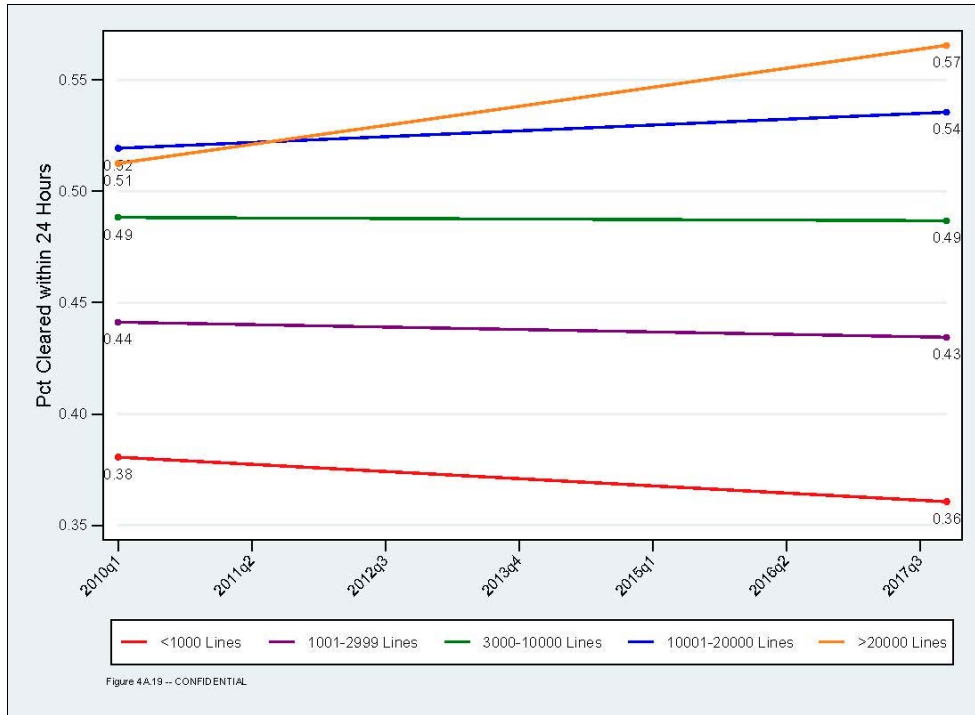




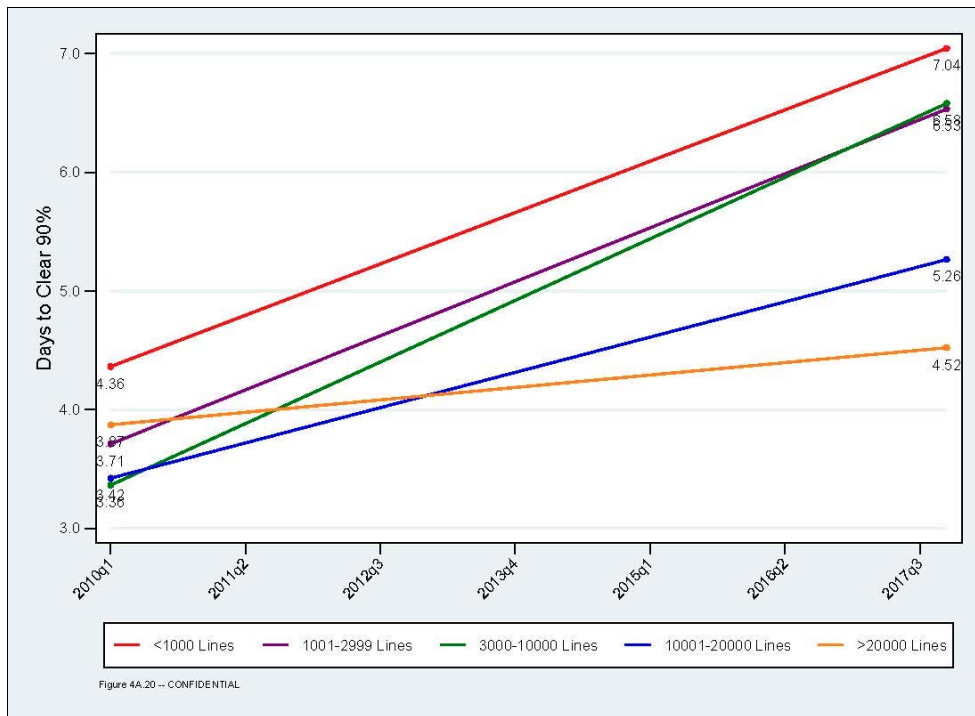
**Figure 4A.17.** The largest wire centers generally experience the lowest out-of-service rate per 100 lines in service (actual).



**Figure 4A.18.** The largest wire centers generally exhibit the shortest average duration of OOS over 24 hours (actual).



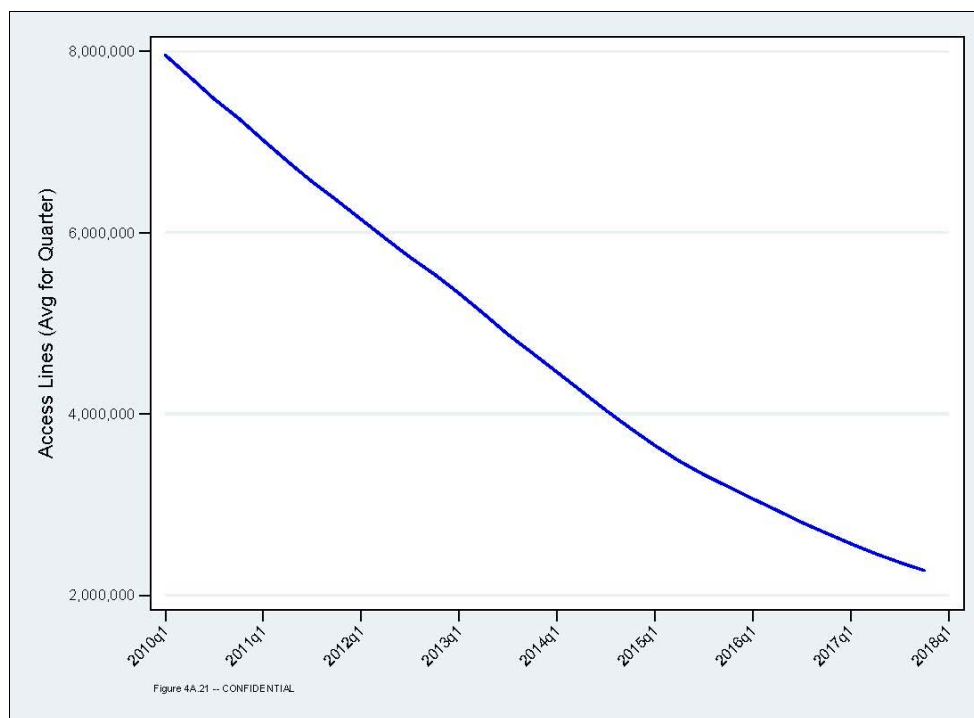
**Figure 4A.19.** The largest wire centers generally exhibit the highest percentage of all OOS cleared within 24 hours (actual).



**Figure 4A.20.** The largest wire centers generally require the fewest number of days to clear 90% of all out-of-service incidents (actual).

### Access Line Loss.

Figure 4A.21 highlights the precipitous drop in AT&T California POTS lines in service over the full 2010-2017 study period. Companywide, AT&T California experienced a net loss of 71.66% of its POTS access lines in service, going from 8,075,343 in January 2010 to only 2,288,271 as of December 2017. 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.<sup>88</sup> 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.



**Figure 4A.21.** Companywide, AT&T California has experienced a net loss of 71.66% of its POTS access lines in service over the 2010-2017 period.

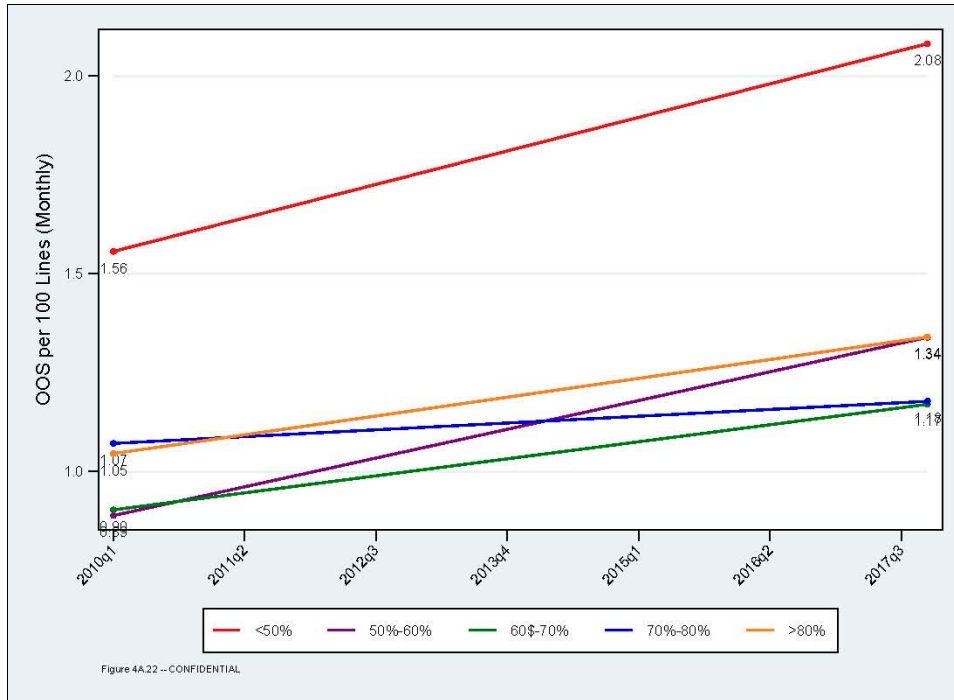
However, the actual extent of AT&T POTS line losses varied widely among individual wire centers, from a low of 5.1% in the Sierra City wire center to a high of 85.3% in Palmdale East. In light of these large variations, we wanted to examine the potential impact that POTS line losses might have upon the overall service quality in each wire center. Large POTS line losses

88. AT&T has declined to provide data on its own VoIP access line growth over the study period.

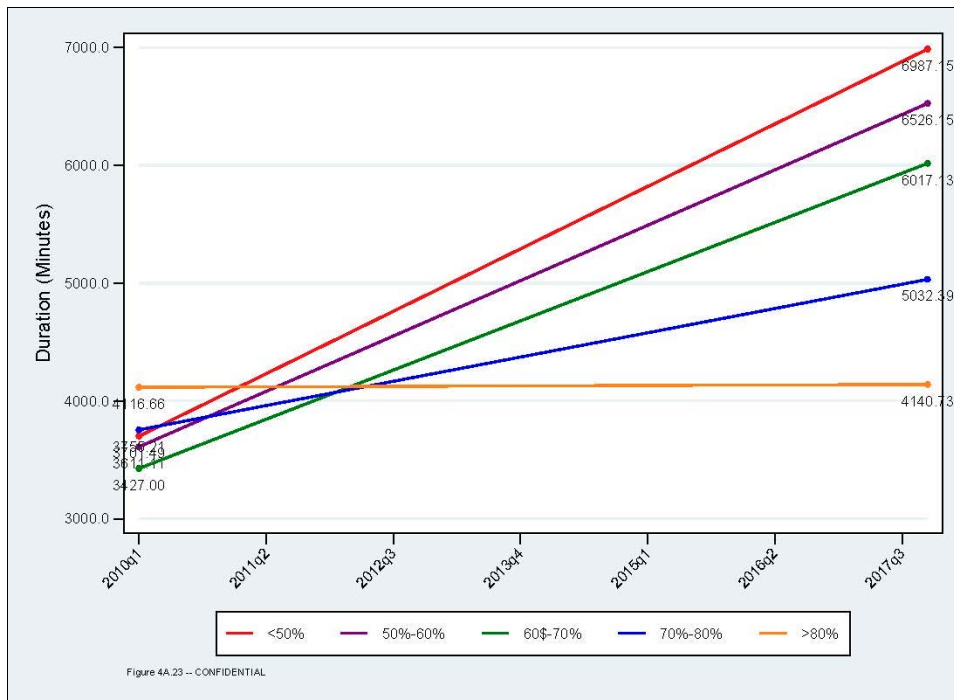
would likely result in a reduction of maintenance personnel, which could in turn have an adverse impact upon the Company's ability to respond to OOS situations. Alternatively, a large drop in the number of working lines could have the effect of making additional spare capacity available for rapid deployment 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:

<b>Table 4A.15</b>	
<b>AT&amp;T CALIFORNIA</b>	
<b>CLASSIFICATIONS OF WIRE CENTERS BY POTS LINE LOSS PERCENTAGE JANUARY 2010 THROUGH DECEMBER 2017</b>	
<b>POTS Lines Loss range</b>	<b>No. of WCs</b>
Less than 50%	48
50% - 60%	67
60% - 70%	146
70% - 80%	140
80% and above	11
TOTAL	612

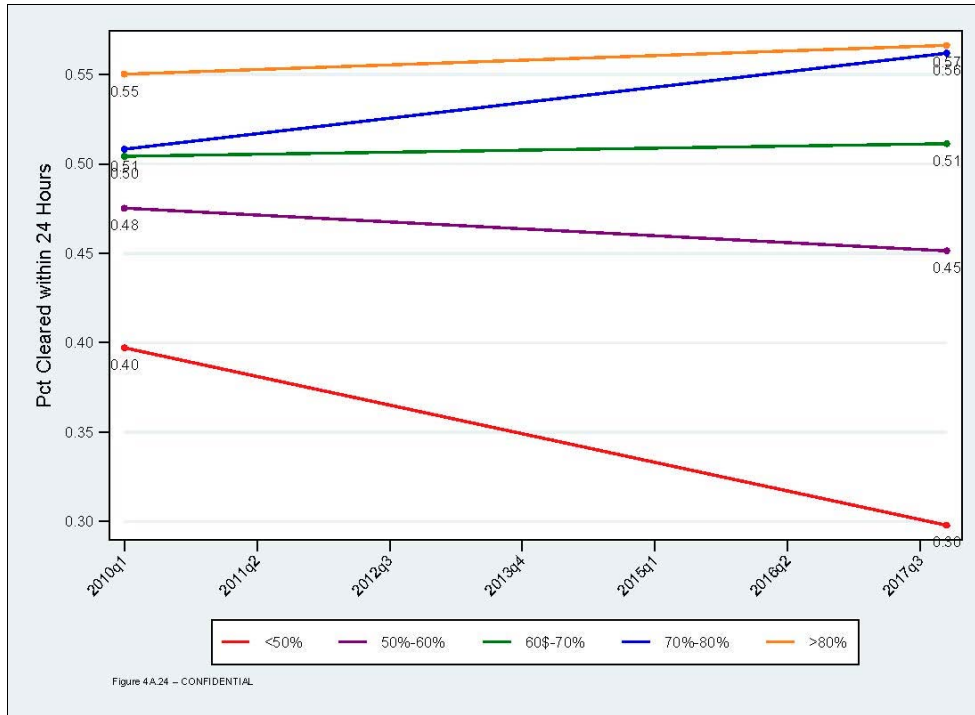
Notably, the wire centers that had experienced that lowest rate of POTS line losses – less than 50% over the study period – experienced the largest increase in the rate of outages per 100 POTS lines; for wire centers with successively large line loss percentages, increases in OOS per 100 POTS lines were 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% shows virtually no change in average duration – going from 4,116 minutes (2.86 days) in 1Q2010 to 4,140 minutes (2.87 days) in 4Q2017. For wire centers experiencing the smallest rate of line loss (less than 50%) durations of outages over 24 hours jumped by 89%, from 3,701 minutes (2.57 days) in 1Q2010 to 6,987 minutes (4.85 days) in 4Q2017 (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).



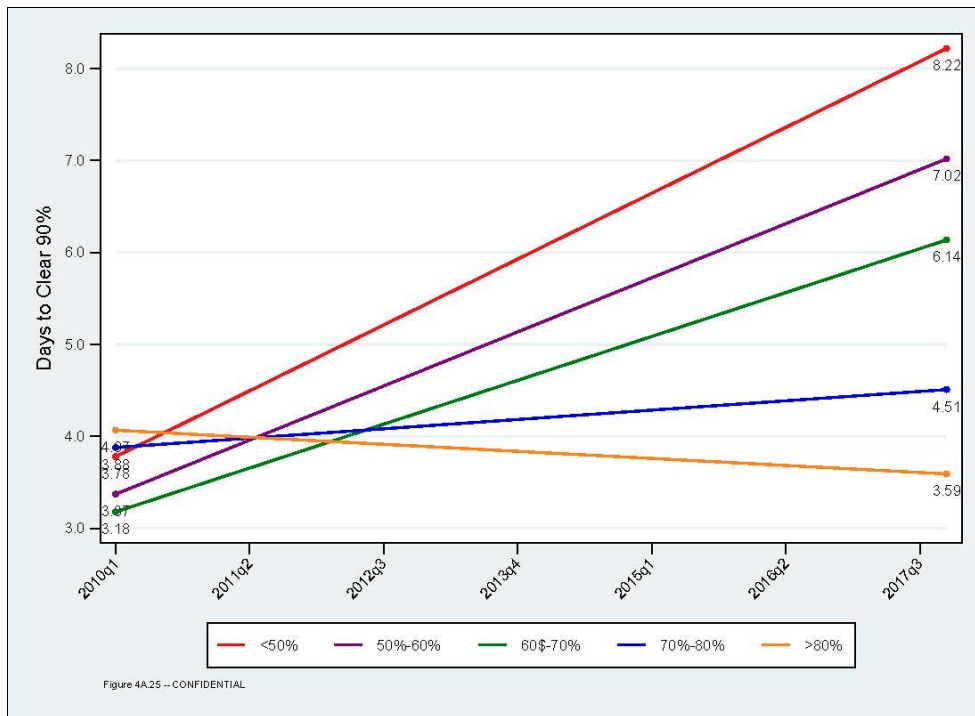
**Figure 4A.22.** AT&T California wire centers with the largest POTS line losses are experiencing the smallest increase in OOS rates (actual).



**Figure 4A.23.** AT&T California wire centers with the largest POTS line losses have the shortest average durations of OOS over 24 hours (actual).



**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).



**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).



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.

### Urban/Suburban/Rural

In CD Data Request 02-A, AT&T was asked to provide, for each of its wire centers in California, “(a) Description of the principal geographic characteristics of the area being served (urban, suburban or rural); (b) Primary customer base, i.e., residential or commercial; (c) Physical properties of the area, flat, mountainous, rivers, lakes, wetlands; (d) List of all census tracts served by the central office building; and (e) Area (in square miles) of area served by the central office.” In its Response, AT&T advised that “AT&T California does not track this information and therefore has no information to provide.”<sup>89</sup> Because AT&T declined to provide this information, we were able to reconstruct much of this information from public sources – principally the United States Census Bureau – and with assistance from the Geographic Information Systems (“GIS”) staff of the CPUC Communications Division.

CD/GIS 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.<sup>90</sup> 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

89. Responses of AT&T California to Data Request Set Number 02-A issued May 10, 2018 in re. Outside Plan Engineering Information for Network Examination Authorized by Service Quality Rulemaking No. 11-12-001 and Decision Nos. D.13-02-023/D.15-08-041, dated May 29, 2018.

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

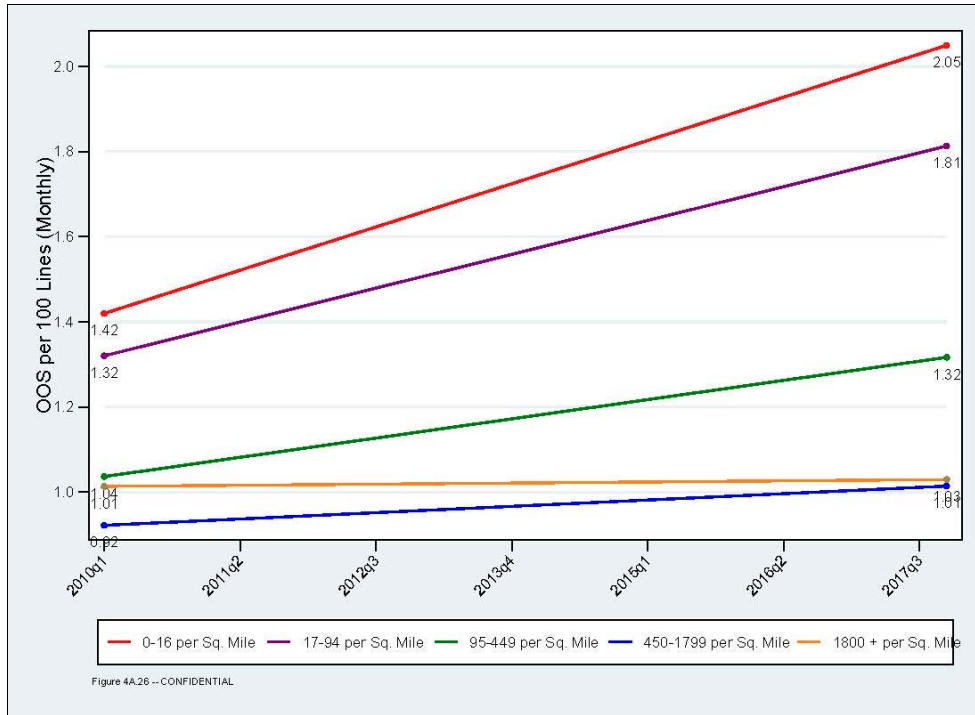
than total population for this purpose. Wire centers were then assigned to one of five quintiles in terms of their density – the lowest 20% were assigned to Density Group 1, the next 20% to Density Group 2, and so on.

AT&T's responses to out-of-service conditions has 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 number of days required for AT&T California to achieve the 90% OOS cleared objective has gotten longer, except in the highest density areas. These results are plotted on Figures 4A.26, 4A.27, 4A.28 and 4A.29 below:

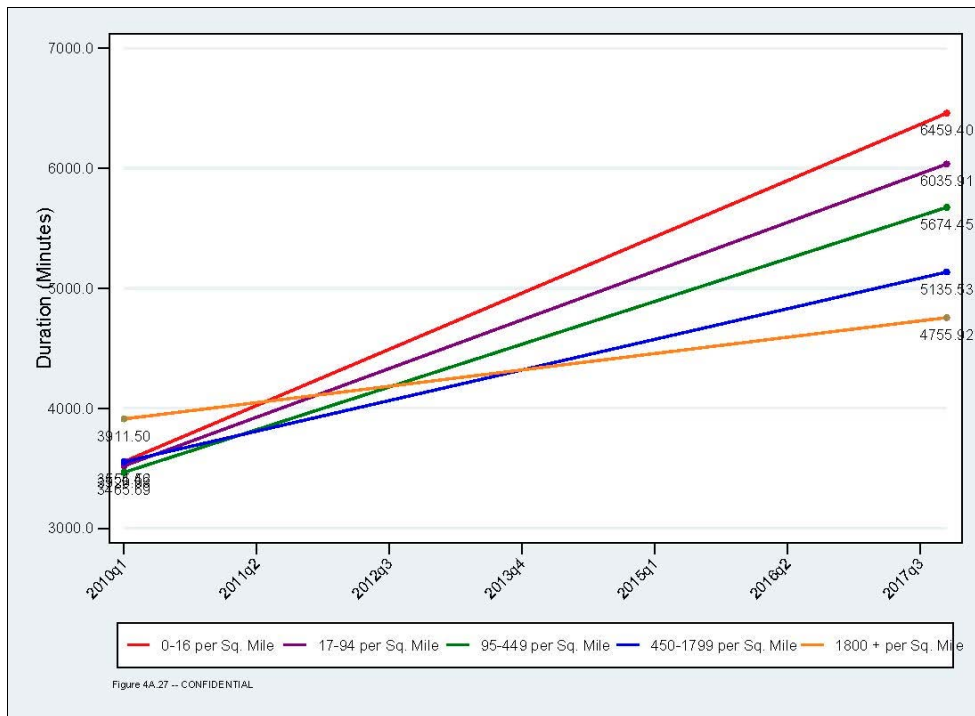


Except in areas with the highest population density, AT&T's response to out-of-service conditions has generally deteriorated over the study period.

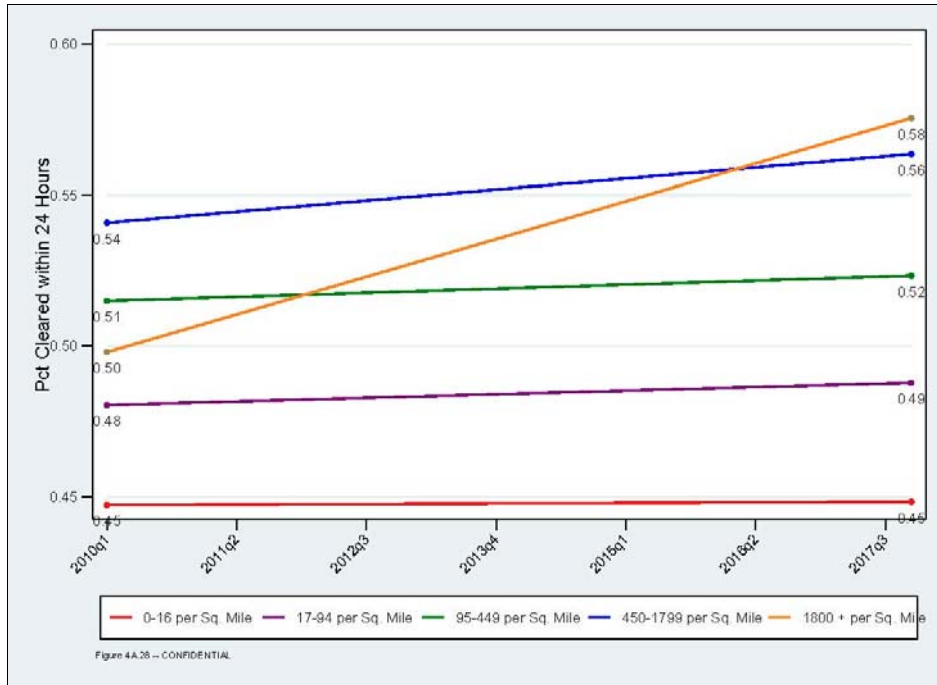




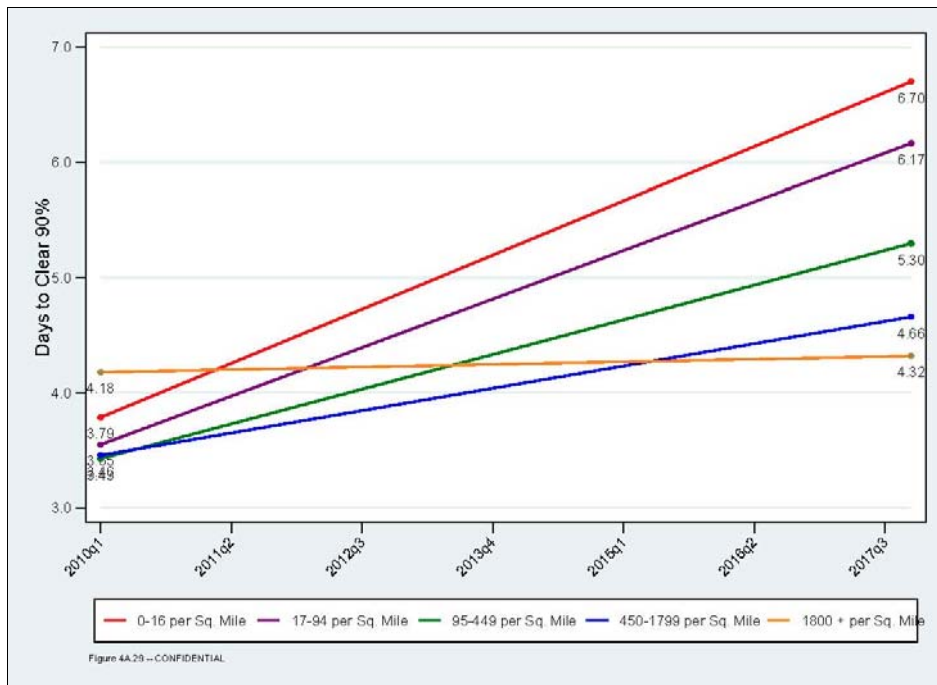
**Figure 4A.26.** AT&T California. OOS per 100 lines in service (actual) has been increasing except in the highest density categories.



**Figure 4A.27.** AT&T California. average duration of OOS over 24 hours (actual) has increased the most in areas with the lowest population density.



**Figure 4A.28.** AT&T California. pct of all OOS cleared within 24 hours (actual) has remained stable but has improved in areas with the highest population density.



**Figure 4A.29.** The number of days required for AT&T California. to clear 90% of all OOS (actual) has increased, except in areas with the highest population density.

## ILEC Organizational Assignment

AT&T California’s principal network maintenance organization is known as “Technical Field Services (TFS) West (Core)” According to AT&T, TFS “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.”<sup>91</sup> AT&T has established five (5) regional maintenance organizations known as Technical Field Services (“TFS”) Districts – Greater LA/Bakersfield; San Gabriel; Bay Area/Central Coast; Northern California/Central Valley, and Southern California. Of the five AT&T TFS Districts, the Los Angeles/Bakersfield and San Gabriel districts – both of which serve wire centers in the greater Los Angeles metropolitan area – have shown 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. The poorest performing TFS Districts are the Bay/Central Valley and the Northern California districts. The Northern California district, for example, has seen a 34% increase in the rate of OOS per 100 POTS lines in service over the 2010-2017 period, going from 1.20 at the beginning of 2010 to 1.61 by the end of 2017. By contrast, the San Gabriel district saw a 16% *improvement*, going from 1.12 in 1Q2010 to 0.94 in 4Q2017.



Of the five AT&T maintenance (TFS) districts, LA/Bakersfield and San Gabriel have shown significant improvements in most OOS metrics. The poorest performing districts are the Bay/Central Valley and Northern California. Northern California, for example, has seen a 34% increase in the rate of OOS per 100 POTS lines in service over the study period. By contrast, the San Gabriel district saw a 16% improvement.

The actual average duration of outages in excess of 24 hours almost doubled in the Northern California TFS district, jumping from 3,361 minutes (2.33 days) 6,290 minutes (4.37 days) over the 8-year study period. The Bay Area/Central Coast TFS District fared only slightly better, going from 3,166 (2.2 days) in 1Q2010 to 5,192 (3.6 days) in 4Q2017. Average duration for OOS over 24 hours remained essentially unchanged for the San Gabriel TFS District, and shown a slight improvement for the Los Angeles TFS District.

The San Gabriel and Los Angeles TFS Districts both showed significant improvement in the percentage of (actual) OOS cleared within 24 hours. For San Gabriel, the percentage cleared improved from 46% in 1Q2010 to 62% in 4Q2017, and for Los Angeles, the gain was from 48% to 54% over the corresponding period. Both districts also saw a large improvement in

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

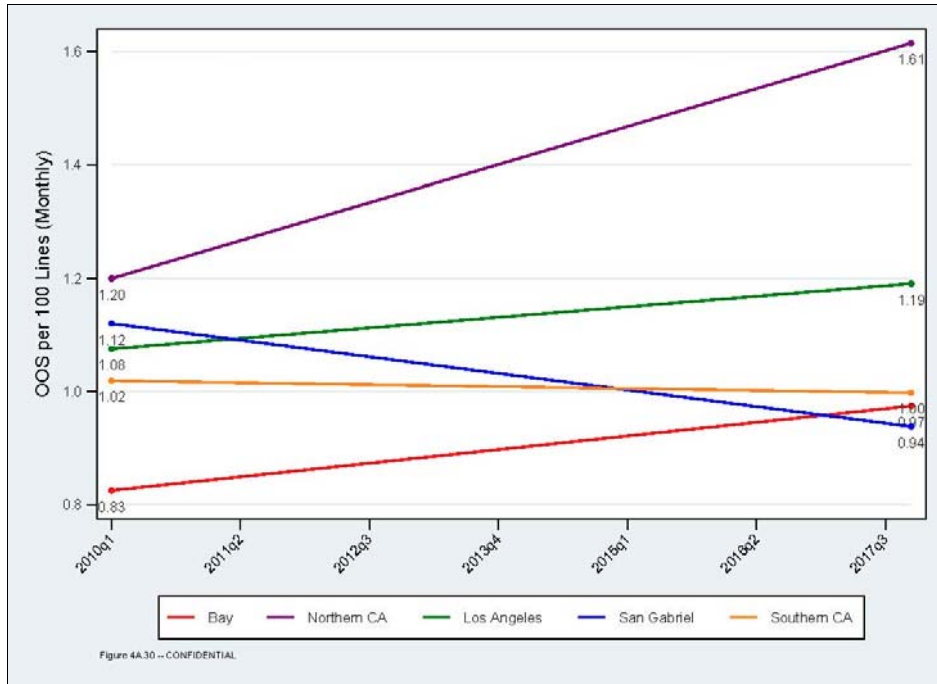
the number of days required to meet the 90% cleared objective – from 4.80 to 3.41 days for the Los Angeles TFS District, and from 4.83 to 3.91 for the San Gabriel District. The Northern California and Bay Area/Central Coast fared worst among the five TFS Districts in both of these metrics.

These results are plotted on Figures 4A.30, 4A.31, 4A.32 and 4A.33 below:

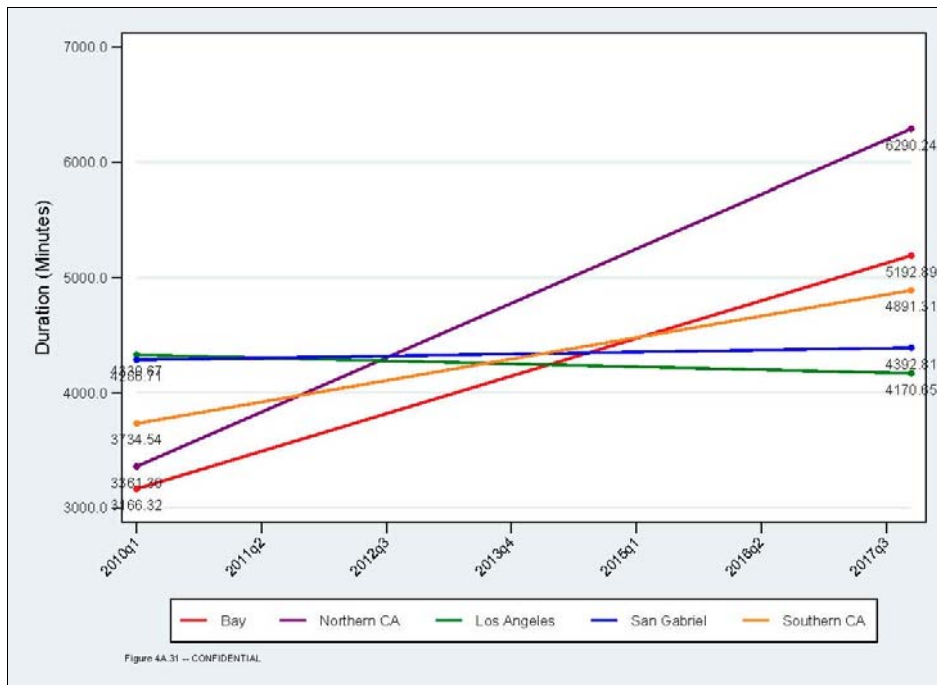
The stark differences in performance among the five TFS Districts may well be explained by the relative amount of broadband investment that AT&T had made in each of these areas. Table 4A.16 below summarizes, for each TFS District, the total number of wire centers for which the District is responsible together with the number of those wire centers that have been upgraded for broadband services as of the end of 2017:

<b>Table 4A.16</b>			
<b>AT&amp;T CALIFORNIA</b>			
<b>TECHNICAL FIELD SERVICES (TFS) DISTRICTS</b>			
<b>TOTAL WIRE CENTERS AND WIRE CENTERS</b>			
<b>UPGRADED WITH FIBER TO SUPPORT BROADBAND SERVICES</b>			
<b>AS OF DECEMBER 2017</b>			
<b>TFS District</b>	<b>Total WCs</b>	<b>Upgraded WCs</b>	<b>Percent Upgraded</b>
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%
<b>TOTAL</b>	<b>615</b>	<b>337</b>	<b>54.8%</b>

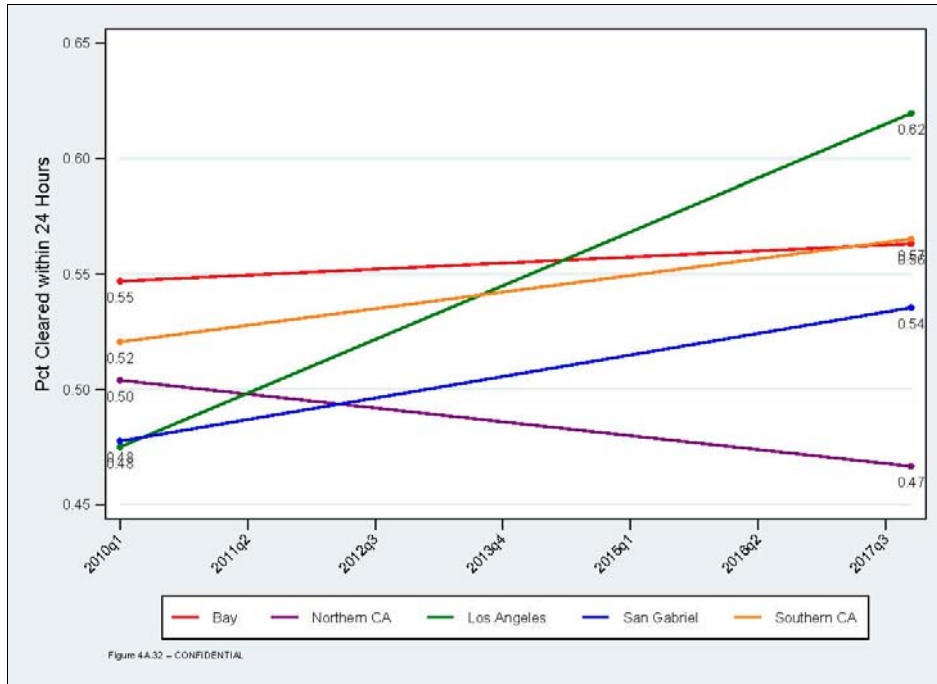
It seems hardly surprising that the TFS District with the poorest overall performance on all of the relevant service quality metrics – Northern CA / Central Valley – also has the lowest percentage of upgraded wire centers (33.2%) and, conversely, the TFS District exhibiting the best performance and improvement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



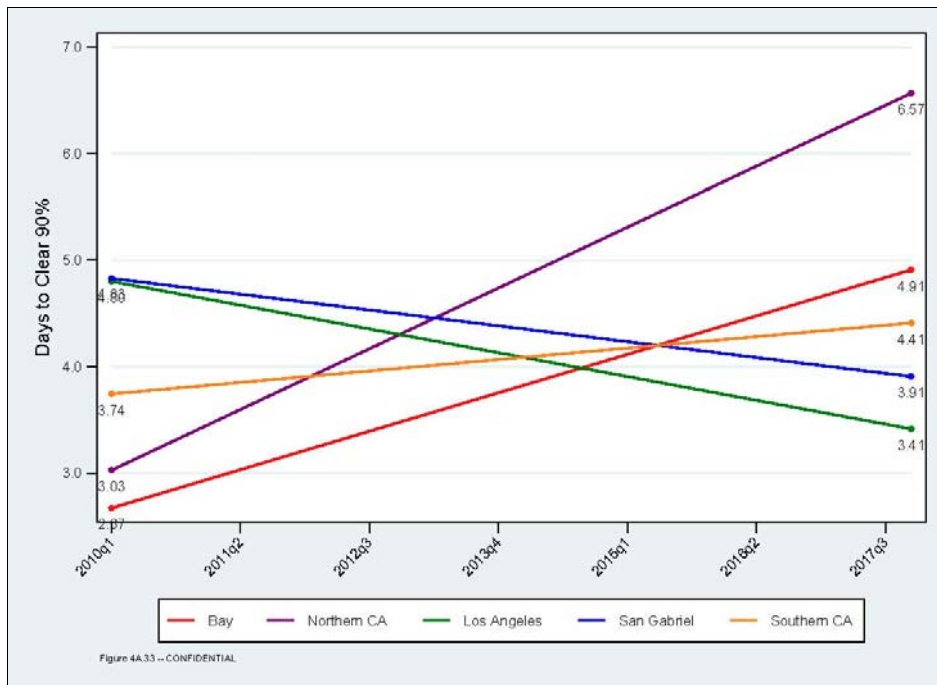
**Figure 4A.30.** AT&T California. OOS per 100 lines in service (actual) vary inversely with the type of area being supported by each TFS district – lowest in the largest metro areas.



**Figure 4A.31.** The average duration of OOS over 24 hours (actual) is longest – and has been increasing – in AT&T California TFS districts covering non-metro and rural areas.



**Figure 4A.32.** The Los Angeles and San Gabriel AT&T California. TFS districts have the highest percentages of OOS to be cleared within 24 hours (actual), and shows significant gains in this metrics.



**Figure 4A.33.** The Los Angeles and San Gabriel AT&T California. TFS districts require the fewest days to clear 90% of all OOS (actual), and show significant gains in this metric.



Since the bulk of AT&T's investments in its ILEC network have been aimed at upgrades that support broadband services, the TFS Districts with the smallest percentage of such upgrades have experienced substantial degradations in service quality over the period. This result underscores the pressing need for infrastructure investment irrespective of AT&T's pursuit of the broadband market.

## Summary

Overall, ETI's analysis of the 6.1-million AT&T Trouble Report records and other pertinent AT&T service quality data indicates that the Company's service quality and its response to protracted out-of-service conditions has declined, in some cases significantly, over the 8-year study period. There are some notable exceptions, however, within certain parts of 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 Technical Field Services Districts) actually showed some improvements, whereas other TFS Districts exhibited deteriorating service quality conditions. AT&T out-of-service incidents declined in absolute numbers, 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 8-year study period.

