

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

Company Name: AT&T California
 Reporting Unit Type: Total Company Exchange Wire Center

U#: U-1001-C Report Year: 2022
 Reporting Unit Name: Total Company - Statewide

Measurement (Compile monthly, file quarterly)		2022			2022			2022			2022		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Total # of service orders	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Avg. # of business days	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Total # of installation commitment met	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Total # of installation commitment missed	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	% of commitment met	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Customers	Acct # for voice or bundle, res+bus	930,010	918,200	907,716									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	866,662	850,727	839,193								
		Total # of trouble reports	90,233	40,325	34,870								
		% of trouble reports	10.4116	4.7401	4.1552								
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	304,907	306,449	305,368								
		Total # of trouble reports	35,345	17,902	15,294								
		% of trouble reports	11.59	5.84	5.01								
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	114,264	113,985	113,740								
		Total # of trouble reports	19,777	11,095	8,063								
		% of trouble reports	17.31	9.73	7.09								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	20,221	11,559	11,509									
	Total # of repair tickets restored in ≤ 24hrs	5,713	6,830	7,937									
	% of repair tickets restored ≤ 24 Hours	28.3%	59.1%	69.0%									
	Sum of the duration of all outages (hh:mm)	2,523,009	888,785	357,324									
	Avg. outage duration (hh:mm)	124.8	76.9	31.0									
Unadjusted Out of Service Report	Total # of outage report tickets	30,894	15,993	14,845									
	Total # of repair tickets restored in ≤ 24hrs	7,038	8,173	9,412									
	% of repair tickets restored ≤ 24 Hours	22.8%	51.1%	63.4%									
	Sum of the duration of all outages (hh:mm)	4,329,125	1,949,572	570,166									
	Avg. outage duration (hh:mm)	140.1	121.9	38.4									
Refunds	Number of customers who received refunds	30,282	13,974	10,155									
	Monthly amount of refunds	\$ 401,325.83	\$ 173,468.37	\$ 49,182.74									
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/a menu option to reach live agent).	Total # of calls for TR, Billing & Non-Billing	27,939	25,953	23,634									
	Total # of call seconds to reach live agent	23,798	23,377	20,390									
	% ≤ 60 seconds	85.2%	90.1%	86.3%									
	Indicate if catastrophic event is in month	N/A	N/A	N/A									

Primary Utility Contact Information

Name: Adam Bensaid

Phone: 303-330-9359

Email: adam.bensaid@att.com

Date Adopted: 7/28/09
 Date Revised: 12/08/09 (Corrects typographical errors)
 Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O. 133-C)
 Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)