

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

Company Name: AT&T California

U#: U-1001-C

Report Year: 2022

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Total Company - Statewide

Measurement (Compile monthly, file quarterly)		2022														
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter					
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec			
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Total # of service orders	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Avg. # of business days	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Total # of installation commitment met	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Total # of installation commitment missed	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	% of commitment met	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
<b>Customers</b>	Acct # for voice or bundle, res+bus	930,010	918,200	907,716	898,088	886,754	877,166	865,178	854,923	843,954	830,564	821,266	810,408			
<b>Customer Trouble Report</b>																
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	866,662	850,727	839,193	819,394	806,721	796,284	779,876	761,536	746,255	722,676	708,490	684,075		
		Total # of trouble reports	90,233	40,325	34,870	41,002	36,208	37,758	18,468	20,048	19,288	20,871	46,836	43,694		
		% of trouble reports	10.4116	4.7401	4.1552	5.0039	4.4883	4.7418	2.3681	2.6326	2.5846	2.8880	6.6107	6.3873		
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	304,907	306,449	305,368	313,186	312,383	311,078	309,877	313,310	313,255	317,797	319,149	326,582		
		Total # of trouble reports	35,345	17,902	15,294	17,906	17,287	17,108	8,504	9,515	9,530	10,978	24,758	24,882		
		% of trouble reports	11.59	5.84	5.01	5.72	5.53	5.50	2.74	3.04	3.04	3.45	7.76	7.62		
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	114,264	113,985	113,740	113,677	112,364	112,422	113,796	114,525	114,957	115,223	114,941	116,496		
		Total # of trouble reports	19,777	11,095	8,063	9,425	8,352	9,890	4,448	4,623	4,888	5,572	13,823	14,169		
		% of trouble reports	17.31	9.73	7.09	8.29	7.43	8.80	3.91	4.04	4.25	4.84	12.03	12.16		
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	20,221	11,559	11,509	10,158	9,271	9,711	8,801	9,619	10,118	8,856	12,446	14,218			
	Total # of repair tickets restored in ≤ 24hrs	5,713	6,830	7,937	5,750	5,454	5,103	4,204	5,019	4,589	5,447	5,858	5,076			
	% of repair tickets restored ≤ 24 Hours	28.3%	59.1%	69.0%	56.6%	58.8%	52.5%	47.8%	52.2%	45.4%	61.5%	47.1%	35.7%			
	Sum of the duration of all outages (hh:mm)	2,523,009	888,785	357,324	358,945	342,259	489,051	364,222	422,544	453,528	312,390	526,279	790,234			
	Avg. outage duration (hh:mm)	124.8	76.9	31.0	35.3	36.9	50.4	41.4	43.9	44.8	35.3	42.3	55.6			
	Indicate if catastrophic event is in month															
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	30,894	15,993	14,845	12,954	11,784	12,062	11,410	13,261	13,471	11,833	15,474	17,991			
	Total # of repair tickets restored in ≤ 24hrs	7,038	8,173	9,412	6,632	6,086	5,729	4,781	5,936	5,343	5,343	5,343	5,343			
	% of repair tickets restored ≤ 24 Hours	22.8%	51.1%	63.4%	51.2%	51.6%	47.5%	41.9%	44.8%	39.7%	45.2%	34.5%	29.7%			
	Sum of the duration of all outages (hh:mm)	4,329,125	1,949,572	570,166	508,337	506,582	692,014	546,588	653,752	664,001	686,706	726,709	1,054,755			
	Avg. outage duration (hh:mm)	140.1	121.9	38.4	39.2	43.0	57.4	47.9	49.3	49.3	58.0	47.0	58.6			
<b>Refunds</b>	Number of customers who received refunds	30,282	13,974	10,155	11,516	7,239	9,917	9,824	11,587	13,119	8,780	13,050	19,762			
	Monthly amount of refunds	\$ 401,325.83	\$ 173,468.37	\$ 49,182.74	\$ 51,789.72	\$ 37,284.64	\$ 52,000.78	\$ 53,906.61	\$ 68,394.98	\$ 73,502.62	\$ 50,167.11	\$ 81,363.45	\$ 120,742.13			
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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	18,717	15,271	17,136	11,979	16,134	12,254	17,814	14,475	16,676			
	Total # of call seconds to reach live agent	23,798	23,377	20,390	16,486	13,282	13,220	11,436	15,406	11,523	15,969	12,922	14,386			
	% ≤ 60 seconds	85.2%	90.1%	86.3%	88.1%	87.0%	77.1%	95.5%	95.5%	94.0%	89.6%	89.3%	86.3%			
	Indicate if catastrophic event is in month	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		

**Primary Utility Contact Information**

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