

**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
 Reporting Unit Name: Total Company - Statewide

Report Year: 2023

| Measurement (Compile monthly, file quarterly) | | 2023 | | | | | | | | | | | | |
|--|---|----------------------------|---------------|---------------|--------------|--------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|---------|
| | | 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 | 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 | |
| | 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 | |
| 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 | 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 | |
| | 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 | |
| Customers | % 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 | |
| Customer Trouble Report | Acct # for voice or bundle, res+bus | 796,573 | 783,350 | 770,948 | 754,716 | 744,131 | 734,458 | 723,153 | 569,505 | 703,475 | 692,060 | 683,374 | 671,871 | |
| Min. Standard | 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) | Total # of working lines | 660,826 | 641,378 | 619,768 | 589,412 | 575,259 | 559,382 | 547,809 | 549,864 | 522,227 | 505,645 | 482,177 | 471,737 |
| | | Total # of trouble reports | 102,371 | 65,958 | 65,565 | 70,528 | 39,248 | 38,901 | 29,389 | 33,965 | 32,585 | 24,648 | 53,801 | 53,660 |
| | | % of trouble reports | 15.4914 | 10.2838 | 10.5790 | 11.9658 | 6.8227 | 6.9543 | 5.3648 | 6.1770 | 6.2396 | 4.8746 | 11.1579 | 11.3750 |
| | 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) | Total # of working lines | 331,885 | 334,376 | 338,934 | 345,711 | 344,726 | 348,223 | 343,686 | 345,427 | 342,883 | 341,360 | 352,042 | 347,541 |
| | | Total # of trouble reports | 54,833 | 39,411 | 38,833 | 44,064 | 27,437 | 27,738 | 20,924 | 22,802 | 23,098 | 18,828 | 42,127 | 43,003 |
| | | % of trouble reports | 16.52 | 11.79 | 11.46 | 12.75 | 7.96 | 7.97 | 6.09 | 6.60 | 6.74 | 5.52 | 11.97 | 12.37 |
| | 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) | Total # of working lines | 115,550 | 114,588 | 114,674 | 116,450 | 116,828 | 116,213 | 116,665 | 115,652 | 117,388 | 120,624 | 122,160 | 122,354 |
| | | Total # of trouble reports | 29,900 | 23,293 | 19,987 | 22,720 | 12,849 | 13,933 | 10,239 | 10,651 | 10,825 | 9,214 | 22,379 | 24,123 |
| | | % of trouble reports | 25.88 | 20.33 | 17.43 | 19.51 | 11.00 | 11.99 | 8.78 | 9.21 | 9.22 | 7.64 | 18.32 | 19.72 |
| Adjusted Out of Service Report Min. standard = 90% within 24 hrs | Total # of outage report tickets | 18,658 | 13,264 | 14,454 | 11,070 | 10,828 | 10,054 | 9,651 | 9,411 | 9,194 | 9,800 | 8,873 | 9,329 | |
| | Total # of repair tickets restored in < 24hrs | 3,142 | 5,403 | 3,636 | 4,302 | 4,371 | 3,904 | 5,026 | 5,176 | 4,405 | 5,443 | 3,823 | 3,563 | |
| | % of repair tickets restored ≤ 24 Hours | 16.8% | 40.7% | 25.2% | 38.9% | 40.4% | 38.8% | 52.1% | 55.0% | 47.9% | 55.5% | 43.1% | 38.2% | |
| | Sum of the duration of all outages (hh:mm) | 2,377,092 | 1,484,219 | 1,368,098 | 989,073 | 687,720 | 687,219 | 474,933 | 406,743 | 557,684 | 382,414 | 471,269 | 500,348 | |
| | Avg. outage duration (hh:mm) | 127.4 | 111.9 | 94.7 | 89.3 | 63.5 | 68.4 | 49.2 | 43.2 | 60.7 | 39.0 | 53.1 | 53.6 | |
| | Indicate if catastrophic event is in month | | | | | | | | | | | | | |
| Unadjusted Out of Service Report | Total # of outage report tickets | 33,720 | 23,575 | 26,785 | 17,887 | 13,654 | 12,279 | 11,550 | 12,875 | 12,677 | 11,898 | 10,718 | 12,065 | |
| | Total # of repair tickets restored in < 24hrs | 4,268 | 7,886 | 5,459 | 5,761 | 4,843 | 4,285 | 5,297 | 6,274 | 5,156 | 5,156 | 5,156 | 5,156 | |
| | % of repair tickets restored ≤ 24 Hours | 12.7% | 33.5% | 20.4% | 32.2% | 35.5% | 34.9% | 45.9% | 48.7% | 40.7% | 43.3% | 48.1% | 42.7% | |
| | Sum of the duration of all outages (hh:mm) | 4,499,171 | 3,053,016 | 2,676,816 | 1,918,757 | 1,042,518 | 1,013,401 | 651,143 | 616,534 | 885,153 | 585,340 | 621,037 | 794,455 | |
| | Avg. outage duration (hh:mm) | 133.4 | 129.5 | 99.9 | 107.3 | 76.4 | 82.5 | 56.4 | 47.9 | 69.8 | 49.2 | 57.9 | 65.8 | |
| Refunds | Number of customers who received refunds | 35,388 | 23,578 | 30,703 | 30,703 | 18,229 | 11,293 | 7,844 | 8,514 | 9,597 | 7,943 | 8,508 | 9,991 | |
| | Monthly amount of refunds | \$ 459,411.07 | \$ 346,205.60 | \$ 273,901.19 | \$273,901.19 | \$180,733.51 | \$85,067.24 | \$57,578.35 | \$49,569.41 | \$77,757.07 | \$55,193.51 | \$58,311.68 | \$77,858.66 | |
| 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 | 28,099 | 27,119 | 25,044 | 19,968 | 16,487 | 17,865 | 15,372 | 15,293 | 16,540 | 19,447 | 20,036 | 22,654 | |
| | Total # of call seconds to reach live agent | 24,697 | 23,968 | 21,409 | 18,050 | 14,390 | 14,215 | 6,132 | 11,830 | 13,564 | 17,163 | 17,614 | 19,010 | |
| | % < 60 seconds | 87.9% | 88.4% | 85.5% | 90.4% | 87.3% | 79.6% | 39.9% | 77.4% | 82.0% | 88.3% | 87.9% | 83.9% | |
| | 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 | |
| | | | | | | | | | | | | | | |

Primary Utility Contact Information

Name: Joshua Mathisen

Phone: (415)417-5059

Email: Joshua.Mathisen@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)