

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

Company Name: AT&T California

U#: U-1001-C

Report Year: 2023

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company - Statewide

Measurement (Compile monthly, file quarterly)		2023											
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept			
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	796,573	783,350	770,948	754,716	744,131	734,458	723,153	569,505	703,475			
Customer Trouble Report													
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		
		Total # of trouble reports	102,371	65,958	65,565	70,528	39,248	38,901	29,389	33,965	32,585		
		% of trouble reports	15.4914	10.2838	10.5790	11.9658	6.8227	6.9543	5.3648	6.1770	6.2396		
	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		
		Total # of trouble reports	54,833	39,411	38,833	44,064	27,437	27,738	20,924	22,802	23,098		
		% of trouble reports	16.52	11.79	11.46	12.75	7.96	7.97	6.09	6.60	6.74		
	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		
		Total # of trouble reports	29,900	23,293	19,987	22,720	12,849	13,933	10,239	10,651	10,825		
		% of trouble reports	25.88	20.33	17.43	19.51	11.00	11.99	8.78	9.21	9.22		
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			
	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			
	% of repair tickets restored ≤ 24 Hours	16.8%	40.7%	25.2%	38.9%	40.4%	38.8%	52.1%	55.0%	47.9%			
	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			
	Avg. outage duration (hh:mm)	127.4	111.9	94.7	89.3	63.5	68.4	49.2	43.2	60.7			
	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			
	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			
	% of repair tickets restored ≤ 24 Hours	12.7%	33.5%	20.4%	32.2%	35.5%	34.9%	45.9%	48.7%	40.7%			
	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			
	Avg. outage duration (hh:mm)	133.4	129.5	99.9	107.3	76.4	82.5	56.4	47.9	69.8			
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			
	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			
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			
	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			
	% ≤ 60 seconds	87.9%	88.4%	85.5%	90.4%	87.3%	79.6%	39.9%	77.4%	82.0%			
	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			

Primary Utility Contact Information

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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)