

**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: _____

Report Year: 2022
 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					
Installation Interval Min. standard = 5 bus. days	Total # of business days	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					
	Avg. # of business days	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					
	Total # of installation commitment met	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					
Customers	Acct # for voice or bundle, res+bus	930,010	918,200	907,716	898,088	886,754	877,166					
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	819,394	806,721	796,284				
		Total # of trouble reports	90,233	40,325	34,870	41,002	36,208	37,758				
		% of trouble reports	10.4116	4.7401	4.1552	5.0039	4.4883	4.7418				
	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				
		Total # of trouble reports	35,345	17,902	15,294	17,906	17,287	17,108				
		% of trouble reports	11.59	5.84	5.01	5.72	5.53	5.50				
	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				
		Total # of trouble reports	19,777	11,095	8,063	9,425	8,352	9,890				
		% of trouble reports	17.31	9.73	7.09	8.29	7.43	8.80				
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	20,221	11,559	11,509	10,158	9,271	9,711					
	Total # of repair tickets restored in ≤ 24hrs	5,713	6,830	7,937	5,750	5,454	5,103					
	% of repair tickets restored ≤ 24 Hours	28.3%	59.1%	69.0%	56.6%	58.8%	52.5%					
	Sum of the duration of all outages (hh:mm)	2,523,009	888,785	357,324	358,945	342,259	489,051					
	Avg. outage duration (hh:mm)	124.8	76.9	31.0	35.3	36.9	50.4					
	Indicate if catastrophic event is in month											
Unadjusted Out of Service Report	Total # of outage report tickets	30,894	15,993	14,845	12,954	11,784	12,062					
	Total # of repair tickets restored in ≤ 24hrs	7,038	8,173	9,412	6,632	6,086	5,729					
	% of repair tickets restored ≤ 24 Hours	22.8%	51.1%	63.4%	51.2%	51.6%	47.5%					
	Sum of the duration of all outages (hh:mm)	4,329,125	1,949,572	570,166	508,337	506,582	692,014					
	Avg. outage duration (hh:mm)	140.1	121.9	38.4	39.2	43.0	57.4					
	Indicate if catastrophic event is in month											
Refunds	Number of customers who received refunds											
	Monthly amount of refunds											
	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	18,717	15,271	17,136					
Total # of call seconds to reach live agent	23,798	23,377	20,390	16,486	13,282	13,220						
% ≤ 60 seconds	85.2%	90.1%	86.3%	88.1%	87.0%	77.1%						
Indicate if catastrophic event is in month	N/A	N/A	N/A	N/A	N/A	N/A						

Primary Utility Contact Information

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