

**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			
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	
	Total # of service orders	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	
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	
	Total # of installation commitment met	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	
	% of commitment met	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			
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		
		Total # of trouble reports	102,371	65,958	65,565	70,528	39,248	38,901		
		% of trouble reports	15.4914	10.2838	10.5790	11.9658	6.8227	6.9543		
	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		
		Total # of trouble reports	54,833	39,411	38,833	44,064	27,437	27,738		
		% of trouble reports	16.52	11.79	11.46	12.75	7.96	7.97		
	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		
		Total # of trouble reports	29,900	23,293	19,987	22,720	12,849	13,933		
		% of trouble reports	25.88	20.33	17.43	19.51	11.00	11.99		
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			
	Total # of repair tickets restored in < 24hrs	3,142	5,403	3,636	4,302	4,371	3,904			
	% of repair tickets restored ≤ 24 Hours	16.8%	40.7%	25.2%	38.9%	40.4%	38.8%			
	Sum of the duration of all outages (hh:mm)	2,377,092	1,484,219	1,368,098	989,073	687,720	687,219			
	Avg. outage duration (hh:mm)	127.4	111.9	94.7	89.3	63.5	68.4			
	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			
	Total # of repair tickets restored in < 24hrs	4,268	7,886	5,459	5,761	4,843	4,285			
	% of repair tickets restored ≤ 24 Hours	12.7%	33.5%	20.4%	32.2%	35.5%	34.9%			
	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			
	Avg. outage duration (hh:mm)	133.4	129.5	99.9	107.3	76.4	82.5			
	Indicate if catastrophic event is in month									
Refunds	Number of customers who received refunds	35,388	23,578	30,703	30,703	18,229	11,293			
	Monthly amount of refunds	\$ 459,411.07	\$ 346,205.60	\$ 273,901.19	\$ 273,901.19	\$ 180,733.51	\$ 85,067.24			
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			
	Total # of call seconds to reach live agent	24,697	23,968	21,409	18,050	14,390	14,215			
	% ≤ 60 seconds	87.9%	88.4%	85.5%	90.4%	87.3%	79.6%			
	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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