

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

Company Name: AT&T California

U#: U-1001-C

Report Year: 2017

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Total Company - Statewide

| Measurement (Compile monthly, file quarterly)   |  | Date filed (05/15/2017)                       |                      |                      | Date filed (08-15-2017) |              |              | Date filed (11-15-2017) |              |             | Date filed (02-15-2018) |              |              |           |
|---|--|---|----------------------|----------------------|-------------------------|--------------|--------------|-------------------------|--------------|-------------|-------------------------|--------------|--------------|-----------|
|   |  | 1st Quarter                                   |                      |                      | 2nd Quarter             |              |              | 3rd Quarter             |              |             | 4th Quarter             |              |              |           |
|   |  | Jan   | Feb                  | Mar                  | Apr                     | May          | Jun          | Jul                     | Aug          | Sept        | Oct                     | Nov          | Dec          |           |
| <b>Installation Interval</b><br>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          |           |
| <b>Installation Commitment</b><br>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          |           |
|   | % 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          |           |
| <b>Customers</b>  | Acct # for voice or bundle, res+bus  | 2,605,730                                     | 2,570,283            | 2,533,830            | 2,492,154               | 2,460,150    | 2,765,874    | 2,392,113               | 2,362,177    | 2,335,197   | 2,300,422               | 2,274,983    | 2,245,282    |           |
| <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                      | 2,250,926            | 2,208,168            | 2,170,513               | 2,128,068    | 2,097,153    | 2,419,053               | 2,026,308    | 1,997,792   | 1,968,646               | 1,938,752    | 1,913,777    | 1,879,518 |
|   |  | Total # of trouble reports                    | 70,240               | 56,996               | 40,950                  | 31,006       | 28,395       | 25,743                  | 24,684       | 26,519      | 23,997                  | 24,310       | 25,702       | 21,527    |
|   |  | % of trouble reports                          | 3.12                 | 2.58                 | 1.89                    | 1.46         | 1.35         | 1.06                    | 1.22         | 1.33        | 1.22                    | 1.25         | 1.34         | 1.15      |
|   | 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)              | Total # of working lines                      | 270,989              | 279,337              | 279,602                 | 280,512      | 278,216      | 265,295                 | 276,973      | 273,654     | 274,593                 | 266,882      | 265,248      | 267,832   |
|   |  | Total # of trouble reports                    | 12,490               | 11,546               | 7,347                   | 5,707        | 5,028        | 4,330                   | 4,418        | 4,320       | 4,302                   | 4,054        | 5,046        | 4,296     |
|   |  | % of trouble reports                          | 4.61                 | 4.13                 | 2.63                    | 2.03         | 1.81         | 1.63                    | 1.60         | 1.58        | 1.57                    | 1.52         | 1.90         | 1.60      |
|   | 10% (10 per 100 working lines for units w/ 1,000 lines)                    | Total # of working lines                      | 83,815               | 82,778               | 83,715                  | 83,574       | 84,781       | 81,526                  | 88,832       | 90,731      | 91,958                  | 94,788       | 95,958       | 97,932    |
|   |  | Total # of trouble reports                    | 5,186                | 4,400                | 3,073                   | 2,159        | 2,147        | 1,846                   | 1,982        | 1,892       | 1,938                   | 1,862        | 2,338        | 2,074     |
|   |  | % of trouble reports                          | 6.19                 | 5.32                 | 3.67                    | 2.42         | 2.53         | 2.26                    | 2.23         | 2.09        | 2.11                    | 1.96         | 2.44         | 2.12      |
|   | <b>Adjusted Out of Service Report</b><br>Min. standard = 90% within 24 hrs | Total # of outage report tickets              | 43,540               | 35,822               | 27,685                  | 23,095       | 21,633       | 18,813                  | 20,062       | 20,754      | 18,897                  | 18,460       | 20,522       | 17,145    |
|   |  | Total # of repair tickets restored in < 24hrs | 18,810               | 15,261               | 12,546                  | 9,418        | 11,719       | 9,211                   | 8,769        | 10,594      | 10,534                  | 11,385       | 11,441       | 8,091     |
|   |  | % of repair tickets restored 24 Hours         | 43.2%                | 42.6%                | 45.3%                   | 40.8%        | 54.2%        | 49.0%                   | 43.7%        | 51.0%       | 55.7%                   | 61.7%        | 55.8%        | 47.2%     |
| Sum of the duration of all outages (hh:mm)  |  | 2,732,197                                     | 1,859,031            | 1,467,979            | 1,475,766               | 962,599      | 904,112      | 1,159,993               | 1,056,420    | 780,326     | 1,105,902               | 1,354,842    | 1,764,743    |           |
| Avg. outage duration (hh:mm)  |  | 62.8  | 51.9                 | 53.0                 | 63.9                    | 44.5         | 48.1         | 57.8                    | 50.9         | 41.3        | 44.2                    | 48.7         | 76.2         |           |
| Indicate if catastrophic event is in month  |  | Yes - Exclude Month                           | Yes - Exclude Month  | Yes - Exclude Month  | N/A                     | N/A          | N/A          | N/A                     | N/A          | N/A         | N/A                     | N/A          | N/A          | N/A       |
| Total # of outage report tickets  |  | 69,676  | 59,153               | 41,421               | 31,180                  | 28,265       | 23,902       | 23,959                  | 25,171       | 23,426      | 23,688                  | 25,795       | 21,880       |           |
| <b>Unadjusted Out of Service Report</b>   | Total # of repair tickets restored in < 24hrs                              | 25,833  | 20,380               | 16,352               | 11,305                  | 13,814       | 10,631       | 9,083                   | 11,869       | 11,690      | 13,028                  | 12,326       | 9,090        |           |
|   | % of repair tickets restored 24 Hours                                      | 37.1%   | 34.5%                | 39.5%                | 36.3%                   | 48.9%        | 44.5%        | 37.9%                   | 47.2%        | 49.9%       | 55.0%                   | 47.8%        | 41.5%        |           |
|   | Sum of the duration of all outages (hh:mm)                                 | 5,871,312                                     | 4,129,502            | 2,966,275            | 2,520,107               | 1,606,688    | 1,418,604    | 1,776,074               | 1,533,879    | 1,533,879   | 1,169,018               | 1,585,930    | 2,065,187    |           |
|   | Avg. outage duration (hh:mm)   | 84.3  | 69.8                 | 71.6                 | 80.8                    | 56.8         | 59.4         | 74.1                    | 60.9         | 53.7        | 49.4                    | 61.5         | 94.4         |           |
| <b>Refunds</b>  | Number of customers who received refunds                                   | Implementation Phase                          | Implementation Phase | Implementation Phase | 23,558                  | 20,724       | 19,027       | 18,957                  | 19,388       | 16,996      | 14,963                  | 17,461       | 18,520       |           |
|   | Monthly amount of refunds  | Implementation Phase                          | Implementation Phase | Implementation Phase | \$165,026.39            | \$129,592.92 | \$115,023.37 | \$118,611.74            | \$121,064.89 | \$93,144.48 | \$83,538.81             | \$102,706.60 | \$154,104.07 |           |
| <b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b><br>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                             | 154,673                                       | 129,396              | 117,651              | 91,934                  | 82,416       | 84,004       | 81,992                  | 87,664       | 79,101      | 79,365                  | 76,915       | 69,533       |           |
|   | Total # of call seconds to reach live agent                                | 9,342,587                                     | 6,860,413            | 4,309,889            | 2,126,408               | 1,842,721    | 2,234,327    | 1,930,107               | 1,718,375    | 1,727,731   | 1,264,447               | 1,075,032    | 1,396,734    |           |
|   | % < 60 seconds   | 65.1%   | 68.8%                | 70.6%                | 82.8%                   | 86.6%        | 83.1%        | 86.2%                   | 89.0%        | 81.9%       | 88.3%                   | 90.0%        | 85.6%        |           |
|   | Indicate if catastrophic event is in month                                 | Yes - Exclude Month                           | Yes - Exclude Month  | Yes - Exclude Month  | N/A                     | N/A          | N/A          | N/A                     | N/A          | N/A         | N/A                     | N/A          | N/A          | N/A       |

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