

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

Company Name: AT&T California

U#: U-1001-C

Report Year: 2018

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Total Company - Statewide

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2018)			Date filed (08/15/2018)			Date filed (XX/XX/XXX)			Date filed (XX/XX/XXXX)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
<b>Installation Interval</b> 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						
<b>Installation Commitment</b> 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						
	% of commitment met	N/A	N/A	N/A	N/A	N/A	N/A						
<b>Customers</b>	Acct # for voice or bundle, res+bus	2,218,274	2,191,045	2,465,495	2,492,154	2,460,150	2,428,862						
<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	1,847,809	1,821,827	2,087,904	2,128,068	2,097,153	2,067,212					
		Total # of trouble reports	39,179	23,136	34,035	31,006	27,247	26,783					
		% of trouble reports	2.12	1.27	1.63	1.46	1.30	1.30					
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	273,670	272,396	288,690	280,512	278,216	274,904					
		Total # of trouble reports	7,682	4,129	5,661	5,707	4,829	4,989					
		% of trouble reports	2.81	1.52	1.96	2.03	1.74	1.81					
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	96,795	96,822	88,901	83,574	84,781	86,746					
		Total # of trouble reports	3,681	2,099	2,847	2,159	2,071	2,200					
		% of trouble reports	3.80	2.17	3.20	2.58	2.44	2.54					
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	28,588	17,495	24,392	18,329	16,151	14,754						
	Total # of repair tickets restored in ≤ 24hrs	12,317	11,889	14,827	12,653	10,976	8,237						
	% of repair tickets restored ≤ 24 Hours	43.1%	68.0%	60.8%	69.0%	68.0%	55.8%						
	Sum of the duration of all outages (hh:mm)	2,776,677	1,034,771	1,137,840	772,187	660,713	811,764						
	Avg. outage duration (hh:mm)	97.1	59.1	46.6	42.1	40.9	55.0						
	Indicate if catastrophic event is in month	N/A	N/A	N/A	N/A	N/A	N/A						
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	39,512	22,322	33,342	23,508	20,218	18,310						
	Total # of repair tickets restored in ≤ 24hrs	14,611	13,541	17,963	14,740	12,663	9,387						
	% of repair tickets restored ≤ 24 Hours	37.0%	60.7%	53.9%	62.7%	62.6%	51.3%						
	Sum of the duration of all outages (hh:mm)	3,782,914	1,355,877	1,637,479	966,481	867,907	996,161						
	Avg. outage duration (hh:mm)	95.7	60.7	49.1	41.1	42.9	54.4						
<b>Refunds</b>	Number of customers who received refunds	29,876	12,764	19,443	12,387	11,298	13,072						
	Monthly amount of refunds	\$216,317.49	\$80,204.59	\$81,569.44	\$50,113.86	\$46,559.32	\$60,159.21						
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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	89,412	59,827	72,977	61,602	60,427	58,947						
	Total # of call seconds to reach live agent	2,955,152	1,047,384	1,313,379	920,278	789,042	1,230,603						
	% ≤ 60 seconds	73.1%	85.8%	85.8%	86.0%	87.3%	81.2%						
	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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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)