

**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: Total Company - Statewide

Report Year: 2018

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2018)			Date filed (XX/XX/XXXX)			Date filed (XX/XX/XXXX)			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
Installation Interval Min. standard = 5 bus. days	Total # of business days	N/A	N/A	N/A									
	Total # of service orders	N/A	N/A	N/A									
	Avg. # of business days	N/A	N/A	N/A									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	N/A	N/A	N/A									
	Total # of installation commitment met	N/A	N/A	N/A									
	Total # of installation commitment missed	N/A	N/A	N/A									
	% of commitment met	N/A	N/A	N/A									
Customers	Acct # for voice or bundle, res+bus	2,218,274	2,191,045	2,465,495									
Customer Trouble Report													
Min. Standard	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								
		Total # of trouble reports	39,179	23,136	34,035								
		% of trouble reports	2.12	1.27	1.63								
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	273,670	272,396	288,690								
		Total # of trouble reports	7,682	4,129	5,661								
		% of trouble reports	2.81	1.52	1.96								
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	96,795	96,822	88,901								
		Total # of trouble reports	3,681	2,099	2,847								
		% of trouble reports	3.80	2.17	3.20								
	Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	28,588	17,495	24,392								
		Total # of repair tickets restored in ≤ 24hrs	12,317	11,889	14,827								
		% of repair tickets restored ≤ 24 Hours	43.1%	68.0%	60.8%								
Sum of the duration of all outages (hh:mm)		2,776,677	1,034,771	1,137,840									
Avg. outage duration (hh:mm)		97.1	59.1	46.6									
Indicate if catastrophic event is in month		N/A	N/A	N/A									
Unadjusted Out of Service Report	Total # of outage report tickets	39,512	22,322	33,342									
	Total # of repair tickets restored in ≤ 24hrs	14,611	13,541	17,963									
	% of repair tickets restored ≤ 24 Hours	37.0%	60.7%	53.9%									
	Sum of the duration of all outages (hh:mm)	3,782,914	1,355,877	1,637,479									
	Avg. outage duration (hh:mm)	95.7	60.7	49.1									
Refunds	Number of customers who received refunds	29,876	12,764	19,443									
	Monthly amount of refunds	\$216,317.49	\$80,204.59	\$81,569.44									
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	89,412	59,827	72,977									
	Total # of call seconds to reach live agent	2,955,152	1,047,384	1,313,379									
	% ≤ 60 seconds	73.1%	85.8%	85.8%									
	Indicate if catastrophic event is in month	N/A	N/A	N/A									

Primary Utility Contact Information

Name: Greta Banks

Phone: 415-417-5022

Email: greta.banks@att.com

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)