

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

Company Name: AT&T California

U#: U-1001-C

Report Year: 2019

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Total Company - Statewide

Measurement (Compile monthly, file quarterly)		(Original Filed Date: 05/15/2019) Corrected Report Submitted: 09/30/2019			(Original Filed Date: 08/15/2019) Corrected Report Submitted: 09/30/2019			Filed Date: 11/15/2019			4th Quarter		
		1st Quarter			2nd Quarter			3rd Quarter					
		Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept			
<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	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			
	Avg. # of business days	N/A	N/A	N/A	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	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			
	Total # of installation commitment missed	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			
<b>Customers</b>	Acct # for voice or bundle, res+bus	1,412,794	1,395,557	1,375,811	1,359,508	1,343,610	1,324,554	1,310,699	1,293,306	1,274,789			
<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	1,534,460	1,514,472	1,494,839	1,477,980	1,458,454	1,433,734	1,413,567	1,389,976	1,367,855		
		Total # of trouble reports	37,771	37,652	30,072	19,902	18,910	17,025	15,760	16,210	16,173		
		% of trouble reports	2.46	2.49	2.01	1.35	1.30	1.19	1.11	1.17	1.18		
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	272,266	269,404	265,962	261,990	260,220	262,681	265,050	265,913	263,430		
		Total # of trouble reports	8,624	8,033	7,741	4,426	4,403	4,001	3,863	3,771	3,705		
		% of trouble reports	3.17	2.98	2.91	1.69	1.69	1.52	1.46	1.42	1.41		
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	104,192	105,901	104,558	104,330	105,294	104,061	104,188	104,914	105,630		
		Total # of trouble reports	4,701	3,943	4,150	2,567	2,682	2,392	2,367	2,115	2,023		
		% of trouble reports	4.51	3.72	3.97	2.46	2.55	2.30	2.27	2.02	1.92		
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	27,367	25,530	21,934	15,165	15,392	14,216	13,256	13,510	13,661			
	Total # of repair tickets restored in ≤ 24hrs	10,070	9,411	10,569	9,302	8,232	6,041	5,787	4,932	6,525			
	% of repair tickets restored ≤ 24 Hours	36.8%	36.9%	48.2%	61.3%	53.5%	42.5%	43.7%	36.5%	47.8%			
	Sum of the duration of all outages (hh:mm)	1,487,406	1,538,639	1,083,033	444,176	531,421	747,397	649,037	832,907	614,083			
	Avg. outage duration (hh:mm)	54.4	60.3	49.4	29.3	34.5	52.6	49.0	61.7	45.0			
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			
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	39,635	39,213	31,845	19,883	19,706	17,937	16,458	16,681	17,085			
	Total # of repair tickets restored in ≤ 24hrs	13,203	12,991	14,003	10,933	9,420	6,829	6,331	5,495	7,217			
	% of repair tickets restored ≤ 24 Hours	33.3%	33.1%	44.0%	55.0%	47.8%	38.1%	38.5%	32.9%	42.2%			
	Sum of the duration of all outages (hh:mm)	2,371,980	2,701,587	1,928,326	703,997	765,795	1,013,692	884,104	1,129,706	830,053			
	Avg. outage duration (hh:mm)	59.8	68.9	60.6	35.4	38.9	56.5	53.7	67.7	48.6			
<b>Refunds</b>	Number of customers who received refunds	34,197	31,671	24,610	18,251	18,665	14,110	19,053	21,096	15,019			
	Monthly amount of refunds	\$219,021	\$214,842	\$169,238	\$70,504	\$80,089	\$81,527	\$94,901.79	\$107,583.51	\$77,783.20			
e (Trouble Reports, Billing & Non-Billing) ard = 80% of calls ≤ 60 seconds to reach t (w/a menu option to reach live agent).	Total # of calls for TR, Billing & Non-Billing	70,414	62,338	42,724	46,973	43,966	40,509	42,953	*	*			
	Total # of call seconds to reach live agent	1,988,130	1,712,305	803,792	657,263	562,526	899,791	871,213	*	*			
	% ≤ 60 seconds	84.4%	85.1%	86.4%	90.8%	92.9%	88.1%	88.5%	*	*			
	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		

\*Due to a computer system change, the August and September answer time results are not available for inclusion in this report. An updated report will be submitted when the missing data becomes available.

**Primary Utility Contact Information**

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

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)