

**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 (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
<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	2,605,730	2,570,283	2,533,830	2,492,154	2,460,150	2,765,874						
<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					
		Total # of trouble reports	70,240	56,996	40,950	31,006	28,395	25,743					
		% of trouble reports	3.12	2.58	1.89	1.46	1.35	1.06					
	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					
		Total # of trouble reports	12,490	11,546	7,347	5,707	5,028	4,330					
		% of trouble reports	4.61	4.13	2.63	2.03	1.81	1.63					
	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					
		Total # of trouble reports	5,186	4,400	3,073	2,159	2,147	1,846					
		% of trouble reports	6.19	5.32	3.67	2.42	2.53	2.26					
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	43,540	35,822	27,685	23,095	21,633	18,813						
	Total # of repair tickets restored in ≤ 24hrs	18,810	15,261	12,546	9,418	11,719	9,211						
	% of repair tickets restored ≤ 24 Hours	43.2%	42.6%	45.3%	40.8%	54.2%	49.0%						
	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						
	Avg. outage duration (hh:mm)	62.8	51.9	53.0	63.9	44.5	48.1						
	Indicate if catastrophic event is in month	Yes - Exclude Month	Yes - Exclude Month	Yes - Exclude Month	N/A	N/A	N/A						
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	69,676	59,153	41,421	31,180	28,265	23,902						
	Total # of repair tickets restored in ≤ 24hrs	25,833	20,380	16,352	11,305	13,814	10,631						
	% of repair tickets restored ≤ 24 Hours	37.1%	34.5%	39.5%	36.3%	48.9%	44.5%						
	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						
	Avg. outage duration (hh:mm)	84.3	69.8	71.6	80.8	56.8	59.4						
<b>Refunds</b>	Number of customers who received refunds	Implementation Phase	Implementation Phase	Implementation Phase	23,558	20,724	19,027						
	Monthly amount of refunds	Implementation Phase	Implementation Phase	Implementation Phase	\$165,026.39	\$129,592.92	\$115,023.37						
<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	154,673	129,396	117,651	91,934	82,416	84,004						
	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						
	% ≤ 60 seconds	65.1%	68.8%	70.6%	82.8%	86.6%	83.1%						
	Indicate if catastrophic event is in month	Yes - Exclude Month	Yes - Exclude Month	Yes - Exclude Month	N/A	N/A	N/A						

**Primary Utility Contact Information**

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 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)