

**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) 1st Quarter			Date filed (08-15-2017) 2nd Quarter			Date filed (11-15-2017) 3rd Quarter			Date filed (XX-XX-XXXX) 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	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	
	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	
<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	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	
	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	
<b>Customers</b>	% 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	
	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			
<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		
		Total # of trouble reports	70,240	56,996	40,950	31,006	28,395	25,743	24,684	26,519	23,997		
		% of trouble reports	3.12	2.58	1.89	1.46	1.35	1.06	1.22	1.33	1.22		
	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		
		Total # of trouble reports	12,490	11,546	7,347	5,707	5,028	4,330	4,418	4,320	4,302		
		% of trouble reports	4.61	4.13	2.63	2.03	1.81	1.63	1.60	1.58	1.57		
	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		
		Total # of trouble reports	5,186	4,400	3,073	2,159	2,147	1,846	1,982	1,892	1,938		
		% of trouble reports	6.19	5.32	3.67	2.42	2.53	2.26	2.23	2.09	2.11		
<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	20,062	20,754	18,897			
	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			
	% of repair tickets restored 24 Hours	43.2%	42.6%	45.3%	40.8%	54.2%	49.0%	43.7%	51.0%	55.7%			
	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			
	Avg. outage duration (hh:mm)	62.8	51.9	53.0	63.9	44.5	48.1	57.8	50.9	41.3			
	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	69,676	59,153	41,421	31,180	28,265	23,902	23,959	25,171	23,426			
	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			
	% of repair tickets restored 24 Hours	37.1%	34.5%	39.5%	36.3%	48.9%	44.5%	37.9%	47.2%	49.9%			
	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			
	Avg. outage duration (hh:mm)	84.3	69.8	71.6	80.8	56.8	59.4	74.1	60.9	53.7			
<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			
	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			
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	154,673	129,396	117,651	91,934	82,416	84,004	81,992	87,664	79,101			
	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			
	% ≤ 60 seconds	65.1%	68.8%	70.6%	82.8%	86.6%	83.1%	86.2%	89.0%	81.9%			
	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		

**Primary Utility Contact Information**

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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)