

**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) 1st Quarter			Date filed (08/15/2018) 2nd Quarter			Date filed (11/15/2018) 3rd Quarter			Date filed (XX/XX/XXXX) 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	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Installation Commitment Min. standard = 95% commitment met	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	
	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	
Customers	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	
	% 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	
Customer Trouble Report	Acct # for voice or bundle, res+bus	2,218,376	2,191,147	2,163,819	2,133,419	2,109,246	2,084,853	2,055,695	2,030,766	2,003,566			
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	1,847,809	1,821,827	1,792,792	1,761,298	1,732,246	1,711,852	1,684,498	1,657,987	1,626,283		
		Total # of trouble reports	39,179	23,136	32,082	23,713	20,701	18,321	19,633	20,370	16,227		
		% of trouble reports	2.12	1.27	1.79	1.35	1.20	1.07	1.17	1.23	1.00		
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	273,670	272,396	274,039	275,252	281,094	275,914	273,195	275,078	279,540		
		Total # of trouble reports	7,682	4,129	5,818	4,665	3,979	3,625	3,941	3,871	3,326		
		% of trouble reports	2.81	1.52	2.12	1.69	1.42	1.31	1.44	1.41	1.19		
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	96,897	96,924	96,988	96,869	95,906	97,087	98,002	97,701	97,743		
		Total # of trouble reports	3,682	2,101	3,158	2,378	1,980	1,913	2,069	2,085	1,701		
		% of trouble reports	3.80	2.17	3.26	2.45	2.06	1.97	2.11	2.13	1.74		
	Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	28,588	17,495	24,392	18,329	16,151	14,754	15,445	15,983	13,158		
		Total # of repair tickets restored in ≤ 24hrs	12,317	11,889	14,827	12,653	10,976	8,237	9,484	8,319	7,888		
		% of repair tickets restored ≤ 24 Hours	43.1%	68.0%	60.8%	69.0%	68.0%	55.8%	53.9%	59.3%	59.9%		
Sum of the duration of all outages (hh:mm)		2,776,677	1,034,771	1,137,840	772,187	660,713	811,764	954,979	863,509	582,814			
Avg. outage duration (hh:mm)		97.1	59.1	46.6	42.1	40.9	55.0	61.83	54.03	44.29			
Unadjusted Out of Service Report	Indicate if catastrophic event is in month	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A			
	Total # of outage report tickets	39,512	22,322	33,342	23,508	20,218	18,310	19,693	19,973	16,289			
	Total # of repair tickets restored in ≤ 24hrs	14,611	13,541	17,963	14,740	12,663	9,387	9,235	10,831	8,753			
	% of repair tickets restored ≤ 24 Hours	37.0%	60.7%	53.9%	62.7%	62.6%	51.3%	46.9%	54.23%	53.74%			
	Sum of the duration of all outages (hh:mm)	3,782,914	1,355,877	1,637,479	966,481	867,907	996,161	1,199,326	1,131,674	791,646			
Refunds	Avg. outage duration (hh:mm)	95.7	60.7	49.1	41.1	42.9	54.4	46.7701023	42.98529393	37.2434246			
	Number of customers who received refunds	29,876	12,764	19,443	12,387	11,298	13,072	14,374	13,659	10,559			
	Monthly amount of refunds	\$216,317.49	\$80,204.59	\$81,569.44	\$50,113.86	\$46,559.32	\$60,159.21	\$75,782.33	\$69,490.34	\$50,327.69			
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	61,602	60,427	58,947	57,624	57,703	49,184			
	Total # of call seconds to reach live agent	2,955,152	1,047,384	1,313,379	920,278	789,042	1,230,603	1,004,288	784,514	753,210			
	% ≤ 60 seconds	73.1%	85.8%	85.8%	86.0%	87.3%	81.2%	80.0%	92.1%	88.0%			
	Indicate if catastrophic event is in month	N/A	N/A	N/A	N/A	N/A	N/A	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)