

**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) | | Date filed (05/15/2019) with correction on 07/16/19 | | | Date filed (08/15/2019) | | | Date filed () | | | Date filed () | | |
|---|---|---|--------------|--------------|-------------------------|-------------|-------------|----------------|-----|------|----------------|-----|-----|
| | | 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 | N/A | N/A | | | | | | | |
| | Total # of service orders | N/A | N/A | N/A | N/A | N/A | | | | | | | |
| | Avg. # of business days | N/A | N/A | N/A | N/A | N/A | | | | | | | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 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 | | | | | | | |
| | Total # of installation commitment missed | N/A | N/A | N/A | N/A | N/A | | | | | | | |
| Customers | % of commitment met | N/A | N/A | N/A | N/A | N/A | | | | | | | |
| | Acct # for voice or bundle, res+bus | 1,910,918 | 1,889,777 | 1,865,359 | 1,844,210 | 1,823,879 | 1,800,386 | | | | | | |
| Customer Trouble Report | | | | | | | | | | | | | |
| Min. Standard | 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 | | | | | |
| | | Total # of trouble reports | 75,361 | 59,683 | 61,084 | 42,882 | 39,093 | 34,769 | | | | | |
| | | % of trouble reports | 4.91 | 3.94 | 4.09 | 2.90 | 2.68 | 2.43 | | | | | |
| | 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 | | | | | |
| | | Total # of trouble reports | 17,142 | 12,689 | 13,933 | 9,233 | 8,425 | 7,822 | | | | | |
| | | % of trouble reports | 6.30 | 4.71 | 5.24 | 3.52 | 3.24 | 2.98 | | | | | |
| | 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) | Total # of working lines | 104,192 | 105,901 | 104,558 | 104,240 | 105,205 | 103,971 | | | | | |
| | | Total # of trouble reports | 9,136 | 6,621 | 8,003 | 5,531 | 5,132 | 4,682 | | | | | |
| | | % of trouble reports | 8.77 | 6.25 | 7.65 | 5.31 | 4.88 | 4.50 | | | | | |
| Adjusted Out of Service Report Min. standard = 90% within 24 hrs | Total # of outage report tickets | 27,367 | 25,530 | 21,934 | 15,165 | 15,392 | 14,216 | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 10,999 | 10,192 | 11,075 | 9,302 | 8,232 | 6,041 | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 40.2% | 39.9% | 50.5% | 61.3% | 53.5% | 42.5% | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 2,311,140 | 2,295,667 | 1,719,237 | 706,180 | 825,271 | 1,163,853 | | | | | | |
| | Avg. outage duration (hh:mm) | 84.45 | 89.92 | 78.38 | 46.57 | 53.62 | 81.87 | | | | | | |
| | Indicate if catastrophic event is in month | Yes | Yes | Yes | N/A | N/A | N/A | | | | | | |
| Unadjusted Out of Service Report | Total # of outage report tickets | 39635.0 | 39213.0 | 31845.0 | 19883.0 | 19706.0 | 17937.0 | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 13,203 | 12,991 | 14,003 | 10,933 | 9,420 | 6,829 | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 33.3% | 33.1% | 44.0% | 55.0% | 47.8% | 38.1% | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 3,195,713 | 3,458,615 | 2,564,531 | 966,001 | 1,059,645 | 1,430,148 | | | | | | |
| | Avg. outage duration (hh:mm) | 80.6 | 88.2 | 80.5 | 48.6 | 53.8 | 79.7 | | | | | | |
| Refunds | Number of customers who received refunds | 34,197 | 31,671 | 24,610 | 18,251 | 18,665 | 14,110 | | | | | | |
| | Monthly amount of refunds | \$219,020.81 | \$214,841.57 | \$169,238.45 | \$70,504.17 | \$80,088.87 | \$81,527.33 | | | | | | |
| 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 | 70,414 | 62,338 | 42,724 | 46,973 | 43,966 | 40,509 | | | | | | |
| | Total # of call seconds to reach live agent | 1,988,130 | 1,712,305 | 803,792 | 657,263 | 562,526 | 899,791 | | | | | | |
| | % ≤ 60 seconds | 84.4% | 85.1% | 86.4% | 90.8% | 92.9% | 88.1% | | | | | | |
| | Indicate if catastrophic event is in month | Yes | Yes | Yes | N/A | N/A | N/A | | | | | | |

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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)