

**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 Report Year: 2019
 Reporting Unit Name: Total Company - Statewide

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2019)			Date filed ()			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									
	Total # of service orders	N/A	N/A	N/A									
	Avg. # of business days	N/A	N/A	N/A									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	N/A	N/A	N/A									
	Total # of installation commitment met	N/A	N/A	N/A									
	Total # of installation commitment missed	N/A	N/A	N/A									
	% of commitment met	N/A	N/A	N/A									
Customers	Acct # for voice or bundle, res+bus	1,910,828	1,889,686	2,126,149									
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	1,745,599								
		Total # of trouble reports	75,361	59,683	62,236								
		% of trouble reports	4.91	3.94	3.57								
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	272,266	269,404	281,818								
		Total # of trouble reports	17,142	12,689	13,529								
		% of trouble reports	6.30	4.71	4.80								
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	104,102	105,810	98,732								
		Total # of trouble reports	9,131	6,618	7,250								
		% of trouble reports	8.77	6.25	7.34								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	27,367	25,530	21,934									
	Total # of repair tickets restored in ≤ 24hrs	10,999	10,192	11,075									
	% of repair tickets restored ≤ 24 Hours	40.2%	39.9%	50.5%									
	Sum of the duration of all outages (hh:mm)	2,311,140	2,295,667	1,719,237									
	Avg. outage duration (hh:mm)	59.52	63.87	53.64									
	Indicate if catastrophic event is in month	Yes	Yes	Yes									
Unadjusted Out of Service Report	Total # of outage report tickets	39,635	39,213	31,845									
	Total # of repair tickets restored in ≤ 24hrs	13,203	12,991	14,003									
	% of repair tickets restored ≤ 24 Hours	33.3%	33.1%	44.0%									
	Sum of the duration of all outages (hh:mm)	3,195,713	3,458,615	2,564,531									
	Avg. outage duration (hh:mm)	62.5	69.7	61.1									
Refunds	Number of customers who received refunds	34,197	31,671	24,610									
	Monthly amount of refunds	\$219,020.81	\$214,841.57	\$169,238.45									
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									
	Total # of call seconds to reach live agent	1,988,130	1,712,305	803,792									
	% ≤ 60 seconds	84.4%	85.1%	86.4%									
	Indicate if catastrophic event is in month	Yes	Yes	Yes									

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)