

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: AT&T California

U#: U-1001-C

Report Year: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company - Statewide

Measurement (Compile monthly, file quarterly)		2020			2020			2020			2020		
		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									
Customers	% of commitment met	N/A	N/A	N/A									
	Acct # for voice or bundle, res+bus	1,216,036	1,202,039	1,187,891									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	1,281,093	1,263,621	1,248,766								
		Total # of trouble reports	22,577	14,642	18,084								
		% of trouble reports	1.7623	1.1587	1.4481								
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	270,340	269,250	264,073								
		Total # of trouble reports	7,236	4,001	4,818								
		% of trouble reports	2.68	1.49	1.82								
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	108,872	108,781	109,532								
		Total # of trouble reports	3,591	1,874	2,339								
		% of trouble reports	3.30	1.72	2.14								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	20,200	12,802	14,542									
	Total # of repair tickets restored in ≤ 24hrs	8,956	7,025	6,621									
	% of repair tickets restored ≤ 24 Hours	44.3%	54.9%	45.5%									
	Sum of the duration of all outages (hh:mm)	1,281,084	576,356	773,956									
	Avg. outage duration (hh:mm)	63.4	45.0	53.2									
Indicate if catastrophic event is in month													
Unadjusted Out of Service Report	Total # of outage report tickets	26,665	16,151	20,503									
	Total # of repair tickets restored in ≤ 24hrs	10,086	7,915	8,085									
	% of repair tickets restored ≤ 24 Hours	37.8%	49.0%	39.4%									
	Sum of the duration of all outages (hh:mm)	1,946,672	829,327	1,110,262									
	Avg. outage duration (hh:mm)	73.0	51.3	54.2									
Refunds	Number of customers who received refunds	28,515	15,130	18,728									
	Monthly amount of refunds	\$ 200,132.15	\$ 66,555.71	\$ 78,413.88									
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	32,963	22,821	27,945									
	Total # of call seconds to reach live agent	23,428	21,804	21,773									
	% < 60 seconds	71.1%	95.5%	77.9%									
	Indicate if catastrophic event is in month		n/a	n/a	n/a								

Primary Utility Contact Information

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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)