

**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 Reporting Unit Name: Total Company - Statewide

Measurement (Compile monthly, file quarterly)		2020 (Filed)						
		5/15/20 1st Quarter			2020 (Filed 7/29/2020) 2nd Quarter			
		Jan	Feb	Mar	Apr	May	Jun	
Installation Interval Min. standard = 5 bus. days	Total # of business days	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	
	Avg. # of business days	N/A	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	N/A	
	Total # of installation commitment met	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	
	% of commitment met	N/A	N/A	N/A	N/A	N/A	N/A	
Customers	Acct # for voice or bundle, res+bus	1,216,036	1,202,039	1,187,891	1,178,019	1,165,575	1,150,501	
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	1,235,586	1,216,286	1,200,826
		Total # of trouble reports	22,577	14,642	18,084	15,420	14,244	14,908
		% of trouble reports	1.7623	1.1587	1.4481	1.2480	1.1711	1.2415
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	270,340	269,250	264,073	264,851	267,095	261,925
		Total # of trouble reports	7,236	4,001	4,818	4,375	3,959	4,075
		% of trouble reports	2.68	1.49	1.82	1.65	1.48	1.56
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	108,872	108,781	109,532	108,615	108,646	109,417
		Total # of trouble reports	3,591	1,874	2,339	2,571	2,262	2,533
		% of trouble reports	3.30	1.72	2.14	2.37	2.08	2.31
	Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	20,200	12,802	14,542	12,865	12,565	13,084
		Total # of repair tickets restored in ≤ 24hrs	8,956	7,025	6,621	5,310	6,180	6,318
		% of repair tickets restored ≤ 24 Hours	44.3%	54.9%	45.5%	41.3%	49.2%	48.3%
Sum of the duration of all outages (hh:mm)		1,281,084	576,356	773,956	685,098	518,697	546,023	
Avg. outage duration (hh:mm)		63.4	45.0	53.2	53.3	41.3	41.7	
	Indicate if catastrophic event is in month							
Unadjusted Out of Service Report	Total # of outage report tickets	26,665	16,151	20,503	17,801	15,928	16,682	
	Total # of repair tickets restored in ≤ 24hrs	10,086	7,915	8,085	6,598	7,094	7,211	
	% of repair tickets restored ≤ 24 Hours	37.8%	49.0%	39.4%	37.1%	44.5%	43.2%	
	Sum of the duration of all outages (hh:mm)	1,946,672	829,327	1,110,262	1,067,565	710,597	774,352	
	Avg. outage duration (hh:mm)	73.0	51.3	54.2	35.4	38.9	56.5	
Refunds	Number of customers who received refunds	28,515	15,130	18,728	17,340	14,366	14,888	
	Monthly amount of refunds	\$ 200,132.15	\$ 66,555.71	\$ 78,413.88	\$ 87,003.84	\$ 63,502.59	\$ 66,422.08	
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	27,293	28,438	29,953	
	Total # of call seconds to reach live agent	23,428	21,804	21,773	24,921	27,057	27,739	
	% ≤ 60 seconds	71.1%	95.5%	77.9%	91.3%	95.1%	92.6%	
		Indicate if catastrophic event is in month	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)