

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

Company Name: AT&T California U#: U-1001-C Report Year: 2022
 Reporting Unit Type: Total Company Exchange Wire Center Reporting Unit Name: Total Company - Statewide

Measurement (Compile monthly, file quarterly)		2022									2022				
		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	N/A	N/A	N/A	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	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	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	N/A	N/A	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	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	N/A	N/A	N/A
Customers	Acct # for voice or bundle, res+bus	930,010	918,200	907,716	898,088	886,754	877,166	865,178	854,923	843,954					
Customer Trouble Report															
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	866,662	850,727	839,193	819,394	806,721	796,284	779,876	761,536	746,255				
		Total # of trouble reports	90,233	40,325	34,870	41,002	36,208	37,758	18,468	20,048	19,288				
		% of trouble reports	10.4116	4.7401	4.1552	5.0039	4.4883	4.7418	2.3681	2.6326	2.5846				
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	304,907	306,449	305,368	313,186	312,383	311,078	309,877	313,310	313,255				
		Total # of trouble reports	35,345	17,902	15,294	17,906	17,287	17,108	8,504	9,515	9,530				
		% of trouble reports	11.59	5.84	5.01	5.72	5.53	5.50	2.74	3.04	3.04				
10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	114,264	113,985	113,740	113,677	112,364	112,422	113,796	114,525	114,957					
	Total # of trouble reports	19,777	11,095	8,063	9,425	8,352	9,890	4,448	4,623	4,888					
	% of trouble reports	17.31	9.73	7.09	8.29	7.43	8.80	3.91	4.04	4.25					
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	20,221	11,559	11,509	10,158	9,271	9,711	8,801	9,619	10,118					
	Total # of repair tickets restored in ≤ 24hrs	5,713	6,830	7,937	5,750	5,454	5,103	4,204	5,019	4,589					
	% of repair tickets restored ≤ 24 Hours	28.3%	59.1%	69.0%	56.6%	58.8%	52.5%	47.8%	52.2%	45.4%					
	Sum of the duration of all outages (hh:mm)	2,523,009	888,785	357,324	358,945	342,259	489,051	364,222	422,544	453,528					
	Avg. outage duration (hh:mm)	124.8	76.9	31.0	35.3	36.9	50.4	41.4	43.9	44.8					
	Indicate if catastrophic event is in month														
Unadjusted Out of Service Report	Total # of outage report tickets	30,894	15,993	14,845	12,954	11,784	12,062	11,410	13,261	13,471					
	Total # of repair tickets restored in ≤ 24hrs	7,038	8,173	9,412	6,632	6,086	5,729	4,781	5,936	5,343					
	% of repair tickets restored ≤ 24 Hours	22.8%	51.1%	63.4%	51.2%	51.6%	47.5%	41.9%	44.8%	39.7%					
	Sum of the duration of all outages (hh:mm)	4,329,125	1,949,572	570,166	508,337	506,582	692,014	546,588	653,752	664,001					
	Avg. outage duration (hh:mm)	140.1	121.9	38.4	39.2	43.0	57.4	47.9	49.3	49.3					
	Indicate if catastrophic event is in month														
Refunds	Number of customers who received refunds	30,282	13,974	10,155	11,516	7,239	9,917	9,824	11,587	13,119					
	Monthly amount of refunds	\$ 401,325.83	\$ 173,468.37	\$ 49,182.74	\$ 51,789.72	\$ 37,284.64	\$ 52,000.78	\$ 53,906.61	\$ 68,394.98	\$ 73,502.62					
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	27,939	25,953	23,634	18,717	15,271	17,136	11,979	16,134	12,254					
	Total # of call seconds to reach live agent	23,798	23,377	20,390	16,486	13,282	13,220	11,436	15,406	11,523					
	% ≤ 60 seconds	85.2%	90.1%	86.3%	88.1%	87.0%	77.1%	95.5%	95.5%	94.0%					
	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

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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)