

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

Company Name: AT&T California

U#: U-1001-C

Report Year: 2023

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Total Company - Statewide

Measurement (Compile monthly, file quarterly)		2022						
		1st Quarter			2nd Quarter	3rd Quarter	4th Quarter	
		Jan	Feb	Mar				
<b>Installation Interval</b> 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				
<b>Installation Commitment</b> 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				
<b>Customers</b>	Acct # for voice or bundle, res+bus	796,573	783,350	770,948				
<b>Customer Trouble Report</b>								
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	660,826	641,378	619,768			
		Total # of trouble reports	102,371	50,469	47,899			
		% of trouble reports	15.4914	7.8688	7.7285			
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	331,885	334,376	338,934			
		Total # of trouble reports	54,833	30,449	28,678			
		% of trouble reports	16.52	9.11	8.46			
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	115,550	114,588	114,674			
		Total # of trouble reports	29,900	18,074	14,729			
		% of trouble reports	25.88	15.77	12.84			
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	18,658	13,264	14,454				
	Total # of repair tickets restored in < 24hrs	3,142	5,403	3,636				
	% of repair tickets restored ≤ 24 Hours	16.8%	40.7%	25.2%				
	Sum of the duration of all outages (hh:mm)	2,377,092	1,484,219	1,368,098				
	Avg. outage duration (hh:mm)	127.4	111.9	94.7				
	Indicate if catastrophic event is in month							
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	33,720	23,575	26,785				
	Total # of repair tickets restored in < 24hrs	4,268	7,886	5,459				
	% of repair tickets restored ≤ 24 Hours	12.7%	33.5%	20.4%				
	Sum of the duration of all outages (hh:mm)	4,499,171	3,053,016	2,676,816				
	Avg. outage duration (hh:mm)	133.4	129.5	99.9				
<b>Refunds</b>	Number of customers who received refunds							
	Monthly amount of refunds							
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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							
	Total # of call seconds to reach live agent							
	% ≤ 60 seconds							
	Indicate if catastrophic event is in month							

Primary Utility Contact Information

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_