

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

Company Name: AT&T California

U#: U-1001-C

Report Year: 2024

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Total Company - Statewide

Measurement (Compile monthly, file quarterly)		2024												
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	
<b>Installation Interval</b> 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	
	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	
	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	
<b>Installation Commitment</b> 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	
	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	
	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	
	% of 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	
<b>Customers</b>	Acct # for voice or bundle, res+bus	661,585	648,113	633,080	622,997	613,523	602,977	594,929	585,779	575,157	567,156	558,938	549,634	
<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	459,688	440,145	419,554	410,676	401,817	383,959	370,271	356,440	335,913	325,909	318,971	300,022
		Total # of trouble reports	11,023	11,568	8,864	13,276	10,290	8,474	9,212	9,794	8,612	4,574	4,170	4,700
		% of trouble reports	2.3979	2.6282	2.1127	3.2327	2.5609	2.2070	2.4879	2.7477	2.5638	1.4035	1.3073	1.5666
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	345,614	348,078	348,622	344,570	340,750	345,127	348,632	352,029	359,953	361,587	359,065	366,849
		Total # of trouble reports	9,030	9,924	7,198	11,974	9,632	9,048	9,936	11,158	9,508	5,462	5,409	7,497
		% of trouble reports	2.61	2.85	2.06	3.48	2.83	2.62	2.85	3.17	2.64	1.51	1.51	2.04
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	123,643	124,371	125,625	125,764	125,851	125,871	125,261	124,472	123,434	121,942	121,393	121,711
		Total # of trouble reports	5,133	5,315	3,617	5,940	4,596	4,512	4,718	4,318	4,172	2,259	2,653	4,086
		% of trouble reports	4.15	4.27	2.88	4.72	3.65	3.58	3.77	3.47	3.38	1.85	2.19	3.36
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	13,144	12,607	9,431	8,579	6,845	6,030	6,427	6,942	5,821	6,622	6,376	8,426	
	Total # of repair tickets restored in ≤ 24hrs	3,817	3,501	3,712	3,501	3,054	2,646	2,409	3,224	3,033	3,394	3,078	2,740	
	% of repair tickets restored ≤ 24 Hours	29.0%	27.8%	39.4%	40.8%	44.6%	43.9%	37.5%	46.4%	52.1%	51.3%	48.3%	32.5%	
	Sum of the duration of all outages (hh:mm)	932,734	1,079,168	639,852	581,818	399,448	474,744	519,090	514,294	333,766	352,670	379,483	648,898	
	Avg. outage duration (hh:mm)	71.0	85.6	67.8	67.8	58.4	78.7	80.8	74.1	57.3	53.3	59.5	77.0	
	Indicate if catastrophic event is in month													
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	19,787	21,594	15,442	12,307	9,306	8,312	8,998	9,728	8,268	9,449	9,470	12,755	
	Total # of repair tickets restored in ≤ 24hrs	4,573	4,832	5,006	4,320	3,601	3,160	2,826	3,863	3,593	3,593	3,593	3,593	
	% of repair tickets restored ≤ 24 Hours	23.1%	22.4%	32.4%	35.1%	38.7%	38.0%	31.4%	39.7%	43.5%	38.0%	37.9%	28.2%	
	Sum of the duration of all outages (hh:mm)	1,538,583	2,073,099	1,329,770	956,850	780,902	758,643	876,911	934,148	756,819	745,453	774,046	1,062,655	
	Avg. outage duration (hh:mm)	77.8	96.0	86.1	77.7	83.9	91.3	97.5	96.0	91.5	78.9	81.7	83.3	
<b>Refunds</b>	Number of customers who received refunds	18,569	20,572	13,656	9,556	7,555	6,241	7,599	7,525	5,615	7,028	7,248	11,877	
	Monthly amount of refunds	\$164,316.01	\$219,224.50	\$141,549.53	\$93,424.47	\$67,140.53	\$55,781.53	\$77,030.51	\$78,309.35	\$56,748.10	\$58,334.44	\$69,536.79	\$108,993.00	
<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	28,057	29,367	19,332	17,539	14,693	13,106	14,673	14,090	12,955	14,990	14,544	17,229	
	Total # of call seconds to reach live agent	22,028	22,440	16,380	14,089	10,104	11,385	11,746	11,135	9,635	12,899	12,939	15,865	
	% ≤ 60 seconds	78.5%	76.4%	84.7%	80.3%	68.8%	86.9%	80.10%	79.00%	74.40%	86.1%	89.0%	92.1%	
	Indicate if catastrophic event is in month	GSOE	GSOE											

**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)

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