PROPRIETARY AND CONFIDENTIAL INFORMATION under California Government Code §6254(k); California Evidence Code §1060; CALIFORNIA CIVIL CODE 3426 et seq.; 18 U.S.C Chapter 90 et seq.; MAY NOT BE DISCLOSED PURSUANT TO PUBLIC UTILITIES CODE SECTION 583. See the Declaration of Joshua Alvarado, dated May 15, 2024.

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

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

Macquement (Compile menthly file quarterly)		2024												
Measurement (Compile monthly, file quarterly)			1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
		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
Installation Interval Min. standard = 5 bus. days		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
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
		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
Customers		Acct # for voice or bundle, res+bus	661,585	648,113	633,080									
Customer Trouble Report														
		Total # of working lines	459,688	440,145	419,554									
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports	11,023	11,568	8,864									
臣	illes)	% of trouble reports	2.3979	2.6282	2.1127									
- pu	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	345,614	348,078	348,622									
Į į		Total # of trouble reports	9,030	9,924	7,198									
		% of trouble reports	2.61	2.85	2.06									
Ξ		Total # of working lines	123,712	124,440	125,694									
10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports	5,134	5,318	3,618										
	iiies)	% of trouble reports	4.15	4.27	2.88									
		Total # of outage report tickets	13,144	12,607	9,431									
Adjusted		Total # of repair tickets restored in ≤ 24hrs	3,817	3,501	3,712									
Out of Service Report Min. standard = 90% within 24 hrs		% of repair tickets restored ≤ 24 Hours	29.0%	27.8%	39.4%									
		Sum of the duration of all outages (hh:mm)	932,734	1,079,168	639,852									
		Avg. outage duration (hh:mm)	71.0	85.6	67.8									
		Indicate if catastrophic event is in month	GSOE	GSOE										
Unadjusted Out of Service Report		Total # of outage report tickets	19,787	21,594	15,442									
		Total # of repair tickets restored in ≤ 24hrs	4,573	4,832	5,006									
		% of repair tickets restored ≤ 24 Hours	23.1%	22.4%	32.4%									
		Sum of the duration of all outages (hh:mm)	1,538,583	2,073,099	1,329,770									
		Avg. outage duration (hh:mm)	77.8	96.0	86.1									
Refunds		Number of customers who received refunds	18,569	20,572	13,656									
		Monthly amount of refunds	\$164,316.01	\$219,224.50	\$141,549.53									
Answer Time (Trouble Reports, Billing & Non-Billing)														
Min. standard = 80% of calls < 60 seconds to reach		Total # of calls for TR, Billing & Non-Billing	28,057	29,367	19,332								•	
live agent (w/a menu option to reach live agent). Tot %≤		Total # of call seconds to reach live agent	22,028	22,440	16,380									
		%<_60 seconds	78.5%	76.4%	84.7%								•	
		Indicate if catastrophic event is in month	GSOE	GSOE										

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)