

**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	
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	
	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	622,997	613,523	602,977	594,929	585,779	575,157				
Customer Trouble Report														
Min. Standard	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	436,076			
		Total # of trouble reports	11,023	11,568	8,864	13,276	10,290	8,474	4,606	4,897	5,007			
		% of trouble reports	2.3979	2.6282	2.1127	3.2327	2.5609	2.2070	1.2440	1.3739	1.1482			
	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	347,640			
		Total # of trouble reports	9,030	9,924	7,198	11,974	9,632	9,048	4,968	5,579	4,357			
		% of trouble reports	2.61	2.85	2.06	3.48	2.83	2.62	1.42	1.58	1.25			
	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	120,661			
		Total # of trouble reports	5,133	5,315	3,617	5,940	4,596	4,512	2,359	2,159	1,925			
		% of trouble reports	4.15	4.27	2.88	4.72	3.65	3.58	1.88	1.73	1.60			
Adjusted Out of Service Report 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	5,931				
	Total # of repair tickets restored in ≤ 24hrs	3,817	3,501	3,712	3,501	3,054	2,646	2,409	3,224	3,092				
	% of repair tickets restored ≤ 24 Hours	29.0%	27.8%	39.4%	40.8%	44.6%	43.9%	37.5%	46.4%	52.1%				
	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	338,687				
	Avg. outage duration (hh:mm)	71.0	85.6	67.8	67.8	58.4	78.7	80.8	74.1	57.1				
	Indicate if catastrophic event is in month													
Unadjusted Out of Service Report	Total # of outage report tickets	19,787	21,594	15,442	12,307	9,306	8,312	8,998	9,728	8,405				
	Total # of repair tickets restored in ≤ 24hrs	4,573	4,832	5,006	4,320	3,601	3,160	2,826	3,863	3,662				
	% of repair tickets restored ≤ 24 Hours	23.1%	22.4%	32.4%	35.1%	38.7%	38.0%	31.4%	39.7%	43.6%				
	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	766,360				
	Avg. outage duration (hh:mm)	77.8	96.0	86.1	77.7	83.9	91.3	97.5	96.0	91.2				
Refunds	Number of customers who received refunds	18,569	20,572	13,656	9,556	7,555	6,241	7,599	7,525	5,615				
	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				
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	28,057	29,367	19,332	17,539	14,693	13,106	14,673	14,090	12,955				
	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				
	% ≤ 60 seconds	78.5%	76.4%	84.7%	80.3%	68.8%	86.9%	80.10%	79.00%	74.40%				
	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)