

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

Company Name: AT&T California U#: U-1001-C Report Year: 2025  
Reporting Unit Type:  Total Company  Exchange  Wire Center Reporting Unit Name: Total Company - Statewide

Measurement (Compile monthly, file quarterly)		2025												
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
Min. Standard	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	
	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	540,623	530,313	516,680	507,239	496,883	485,982	477,604	466,880	575,157			
	Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	296,159	291,587	267,762	260,732	253,467	237,533	231,535	221,567	209,808			
	Total # of trouble reports	4,954	5,863	5,206	3,642	2,923	2,724	2,902	3,395	2,638				
	% of trouble reports	1.6728	2.0107	1.9443	1.3968	1.1532	1.1468	1.2534	1.5323	1.2573				
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	359,840	351,172	357,267	353,718	346,205	352,257	348,421	345,130	348,312			
	Total # of trouble reports	7,344	7,982	7,365	5,139	4,517	5,000	5,325	5,286	5,188				
	% of trouble reports	2.04	2.27	2.06	1.45	1.30	1.42	1.53	1.53	1.49				
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	121,977	122,939	124,298	123,277	126,449	124,419	124,945	125,828	125,199			
	Total # of trouble reports	3,940	3,816	3,200	2,534	2,140	2,168	1,974	2,036	2,187				
	% of trouble reports	3.23	3.10	2.57	2.06	1.69	1.74	1.58	1.62	1.75				
Adjusted Out of Service Report	Total # of outage report tickets	7,975	8,688	7,564	5,557	4,893	5,100	5,475	5,502	5,348				
	Total # of repair tickets restored in ≤ 24hrs	3,205	2,841	3,453	2,820	1,913	1,895	1,907	1,855	2,185				
	% of repair tickets restored ≤ 24 Hours	40.2%	32.7%	45.7%	50.7%	39.1%	37.2%	34.8%	33.7%	40.9%				
	Sum of the duration of all outages (hh:mm)	602,889	574,177	471,265	331,610	513,907	893,975	913,201	847,129	478,306				
	Avg. outage duration (hh:mm)	75.6	66.1	62.3	59.7	105.0	175.3	166.8	154.0	89.4				
	Indicate if catastrophic event is in month													
	Total # of outage report tickets	12,496	13,678	11,988	8,676	7,360	7,585	7,856	8,326	7,860				
	Total # of repair tickets restored in ≤ 24hrs	4,032	3,550	4,673	3,700	2,363	2,314	2,199	2,349	2,675				
	% of repair tickets restored ≤ 24 Hours	32.3%	26.0%	39.0%	42.6%	32.1%	30.5%	28.0%	28.2%	34.0%				
Unadjusted Out of Service Report	Sum of the duration of all outages (hh:mm)	1,336,959	1,109,179	890,527	992,934	1,007,368	1,765,697	3,162,405	1,367,289	984,038				
	Avg. outage duration (hh:mm)	107.0	81.1	74.3	114.4	136.9	232.8	402.5	164.2	125.2				
	Number of customers who received refunds	11,792	11,909	9,402	6,353	6,193	6,042	6,604	7,501	6,482				
	Monthly amount of refunds	\$133,307.18	\$115,213.20	\$88,693.96	\$63,421.36	\$58,994.86	\$70,758.32	\$102,899.98	\$109,251.34	69,685				
	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).	14,878	17,991	15,045	11,859	11,027	11,888	13,620	12,910	11,675				
	Total # of call seconds to reach live agent	12,541	15,227	11,447	10,148	8,912	8,289	8,567	7,449	7,123				
	%≤ 60 seconds	84.30%	84.60%	76.10%	85.60%	80.80%	69.70%	62.9%	57.7%	61.0%				
	Indicate if catastrophic event is in month													

Primary Utility Contact Information

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