

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

Company Name: AT&T California
Reporting Unit Type: Total Company Exchange Wire Center

U#: U-1001-C
Reporting Unit Name:

Report Year: 2025
Total Company - Statewide

Measurement (Compile monthly, file quarterly)		2025												
		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	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	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	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	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	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	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	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	451,289	442,332	434,817	
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	207,242	192,232	183,805
		Total # of trouble reports	4,954	5,863	5,206	3,642	2,923	2,724	2,902	3,395	2,638	3,008	2,392	2,921
		% of trouble reports	1.6728	2.0107	1.9443	1.3968	1.1532	1.1468	1.2534	1.5323	1.2573	1.4514	1.2443	1.5892
	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	340,790	344,141	343,562
		Total # of trouble reports	7,344	7,982	7,365	5,139	4,517	5,000	5,325	5,286	5,188	6,111	5,238	7,424
		% of trouble reports	2.04	2.27	2.06	1.45	1.30	1.42	1.53	1.53	1.49	1.79	1.52	2.16
	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	126,593	127,678	128,056
		Total # of trouble reports	3,940	3,816	3,200	2,534	2,140	2,168	1,974	2,036	2,187	2,773	2,578	3,544
		% of trouble reports	3.23	3.10	2.57	2.06	1.69	1.74	1.58	1.62	1.75	2.19	2.02	2.77
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	7,975	8,688	7,564	5,557	4,893	5,100	5,475	5,502	5,348	6,523	6,022	8,273	
	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	2,249	1,717	1,600	
	% of repair tickets restored ≤ 24 Hours	40.2%	32.7%	45.7%	50.7%	39.1%	37.2%	34.8%	33.7%	40.9%	34.5%	28.5%	19.3%	
	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	749,597	566,397	1,348,850	
	Avg. outage duration (hh:mm)	75.6	66.1	62.3	59.7	105.0	175.3	166.8	154.0	89.4	114.9	94.1	163.0	
	Indicate if catastrophic event is in month													
Unadjusted Out of Service Report	Total # of outage report tickets	12,496	13,678	11,988	8,676	7,360	7,585	7,856	8,326	7,860	9,543	8,353	11,393	
	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	2,675	2,675	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%	28.0%	32.0%	23.5%	
	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	1,231,296	855,771	2,210,643	
	Avg. outage duration (hh:mm)	107.0	81.1	74.3	114.4	136.9	232.8	402.5	164.2	125.2	129.0	102.5	194.0	
Refunds	Number of customers who received refunds	11,792	11,909	9,402	6,353	6,193	6,042	6,604	7,501	6,482	8,288	7,730	11,395	
	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	\$69,684.90	\$81,724.50	\$92,989.80	\$205,622.23	
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	14,878	17,991	15,045	11,859	11,027	11,888	13,620	12,910	11,675	15,633	20,028	22,146	
	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	6,104	7,581	11,288	
	% ≤ 60 seconds	84.30%	84.60%	76.10%	85.60%	80.80%	69.70%	62.9%	57.7%	61.0%	39.0%	37.9%	51.0%	
		Indicate if catastrophic event is in month												

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)
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