

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

Company Name:

AT&T California

U#:

U-1001-C

Report Year:

2026

Reporting Unit Type:

☒ Total Company ☐ Exchange ☐ Wire Center

Reporting Unit Name:

Total Company - Statewide

Measurement (Compile monthly, file quarterly)		2026											
		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	426,463	418,712	407,189	398,896	388,690	377,852					
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	175,306	147,261	135,352	124,416	119,066	113,698					
		Total # of trouble reports	4,227	2,421	2,069	1,715	1,331	1,151					
		% of trouble reports	2.4112	1.6440	1.5286	1.3784	1.1179	1.0123					
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	340,548	351,863	351,872	353,265	348,133	341,605					
		Total # of trouble reports	9,679	6,585	5,711	5,240	4,570	3,862					
		% of trouble reports	2.84	1.87	1.62	1.48	1.31	1.13					
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	130,224	131,523	129,566	129,368	127,778	127,098					
		Total # of trouble reports	5,227	3,053	3,296	2,890	2,456	2,017					
		% of trouble reports	4.01	2.32	2.54	2.23	1.92	1.59					
	Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	11,025	7,246	7,060	6,403	5,522	4,771					
		Total # of repair tickets restored in ≤ 24hrs	1,737	1,898	2,263	2,139	1,981	2,026					
		% of repair tickets restored ≤ 24 Hours	15.8%	26.2%	32.1%	33.4%	35.9%	42.5%					
Unadjusted Out of Service Report	Sum of the duration of all outages (hh:mm)		2,128,977	1,248,064	868,007	786,313	578,917	637,805					
		Avg. outage duration (hh:mm)	193.1	172.2	122.9	122.8	104.8	133.7					
		Indicate if catastrophic event is in month											
	Total # of outage report tickets		15,410	9,756	8,680	7,896	6,695	5,712					
		Total # of repair tickets restored in ≤ 24hrs	1,950	2,136	2,522	2,388	2,240	2,278					
		% of repair tickets restored ≤ 24 Hours	12.7%	21.9%	29.1%	30.2%	33.5%	39.9%					
	Sum of the duration of all outages (hh:mm)		3,088,311	1,804,187	1,138,811	1,171,307	760,537	828,311					
		Avg. outage duration (hh:mm)	200.4	184.9	131.2	148.3	113.6	145.0					
		Number of customers who received refunds	16,206	9,326	7,436	6,248	5,327	3,770					
	Refunds	Monthly amount of refunds	\$336,084.31	\$147,232.37	\$100,976.19	\$78,436.12	\$66,095.47	\$51,419.18					
		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	24,653	20,156	16,709	15,012	11,907	11,222					
		Total # of call seconds to reach live agent	13,651	14,274	11,254	12,801	11,064	10,677					
		% ≤ 60 seconds	55.40%	70.80%	67.40%	85.3%	92.9%	95.1%					
		Indicate if catastrophic event is in month											

Primary Utility Contact Information

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