

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

Company Name: AT&T California

U#: U-1001-C

Report Year: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company - Statewide

Measurement (Compile monthly, file quarterly)		2020			2020			2020			2020			
		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		
	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		
	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		
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		
	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		
	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		
Customers	Acct # for voice or bundle, res+bus	1,216,036	1,202,039	1,187,891	1,178,019	1,165,575	1,150,501	1,143,186	1,128,057	1,115,652	1,104,588	1,091,578	1,080,429	
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	1,281,093	1,263,621	1,248,766	1,235,586	1,216,286	1,200,826	1,185,673	1,158,054	1,139,310	1,127,812	1,109,002	1,092,587
		Total # of trouble reports	22,577	14,642	18,084	15,420	14,244	14,908	13,940	14,177	15,283	13,509	12,418	13,234
		% of trouble reports	1.7623	1.1587	1.4481	1.2480	1.1711	1.2415	1.1757	1.2242	1.3414	1.2382	1.1316	2.1738
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	270,340	269,250	264,073	264,851	267,095	261,925	267,663	273,322	275,175	272,317	273,840	272,328
		Total # of trouble reports	7,236	4,001	4,818	4,375	3,959	4,075	3,573	3,725	3,816	3,845	4,169	4,197
		% of trouble reports	2.68	1.49	1.82	1.65	1.48	1.56	1.33	1.36	1.39	1.71	1.41	2.82
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	108,872	108,781	109,532	108,615	108,646	109,417	108,608	110,396	110,301	109,382	109,151	113,028
		Total # of trouble reports	3,591	1,874	2,339	2,571	2,262	2,533	2,117	1,998	2,105	2,281	2,464	2,854
		% of trouble reports	3.30	1.72	2.14	2.37	2.08	2.31	1.95	1.81	1.91	2.22	1.92	4.18
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	20,200	12,802	14,542	12,865	12,565	13,084	11,730	12,025	13,009	11,953	11,829	12,492	
	Total # of repair tickets restored in ≤ 24hrs	8,956	7,025	6,621	5,310	6,180	6,318	5,606	5,146	6,462	6,881	6,073	5,136	
	% of repair tickets restored ≤ 24 Hours	44.3%	54.9%	45.5%	41.3%	49.2%	48.3%	47.8%	42.8%	49.7%	52.5%	57.7%	26.6%	
	Sum of the duration of all outages (hh:mm)	1,281,084	576,356	773,956	685,098	518,697	546,023	503,479	600,380	631,159	492,976	479,803	738,372	
	Avg. outage duration (hh:mm)	63.4	45.0	53.2	53.3	41.3	41.7	42.9	49.9	48.5	41.2	40.6	59.1	
Indicate if catastrophic event is in month														
Unadjusted Out of Service Report	Total # of outage report tickets	26,665	16,151	20,503	17,801	15,928	16,682	15,021	15,287	16,643	15,226	15,071	15,989	
	Total # of repair tickets restored in ≤ 24hrs	10,086	7,915	8,085	6,598	7,094	7,211	6,326	5,769	7,329	7,828	6,586	5,813	
	% of repair tickets restored ≤ 24 Hours	37.8%	49.0%	39.4%	37.1%	44.5%	43.2%	42.1%	37.7%	44.0%	51.4%	43.7%	36.4%	
	Sum of the duration of all outages (hh:mm)	1,946,672	829,327	1,110,262	1,067,565	710,597	774,352	716,906	845,226	858,945	725,975	725,030	1,057,580	
	Avg. outage duration (hh:mm)	73.0	51.3	54.2	60.0	44.6	46.4	47.7	55.3	51.6	47.7	48.1	66.1	
Refunds	Number of customers who received refunds	28,515	15,130	18,728	17,340	14,366	14,888	14,480	11,055	17,396	13,138	13,342	15,672	
	Monthly amount of refunds	\$ 200,132.15	\$ 66,555.71	\$ 78,413.88	\$ 87,003.84	\$ 63,502.59	\$ 66,422.08	\$ 69,170.45	\$ 61,305.05	\$ 90,251.15	\$ 62,722.14	\$ 65,286.18	\$ 88,205.50	
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	32,963	22,821	27,945	27,293	28,438	29,953	28,033	28,335	27,887	25,618	23,781	27,861	
	Total # of call seconds to reach live agent	23,428	21,804	21,773	24,921	27,057	27,739	25,266	24,909	24,817	23,239	21,756	24,575	
	% ≤ 60 seconds	71.1%	95.5%	77.9%	91.3%	95.1%	92.6%	90.1%	87.9%	89.0%	90.7%	91.5%	88.2%	
	Indicate if catastrophic event is in month	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	

Primary Utility Contact Information

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Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O. 133-C)

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