

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: Total Company - Statewide

Report Year: 2021

Measurement (Compile monthly, file quarterly)		2021			2021			2021			2021		
		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	
	% 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	
Customers	Acct # for voice or bundle, res+bus	1,065,258	1,052,549	1,040,140									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	1,072,251	1,057,182	1,030,665								
		Total # of trouble reports	22,577	14,642	18,084								
		% of trouble reports	2.1056	1.3850	1.7546								
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	273,853	273,754	283,404								
		Total # of trouble reports	7,236	4,001	4,818								
		% of trouble reports	2.64	1.46	1.70								
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	112,659	111,530	112,301								
		Total # of trouble reports	3,591	1,874	2,339								
		% of trouble reports	3.19	1.68	2.08								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	16,642	16,618	11,425									
	Total # of repair tickets restored in ≤ 24hrs	6,246	6,415	6,375									
	% of repair tickets restored ≤ 24 Hours	37.5%	38.6%	55.8%									
	Sum of the duration of all outages (hh:mm)	1,144,106	1,138,334	451,820									
	Avg. outage duration (hh:mm)	68.7	68.5	39.5									
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of outage report tickets	21,837	22,285	15,193									
	Total # of repair tickets restored in ≤ 24hrs	7,091	7,343	7,607									
	% of repair tickets restored ≤ 24 Hours	32.5%	33.0%	50.1%									
	Sum of the duration of all outages (hh:mm)	1,652,698	1,667,105	669,107									
	Avg. outage duration (hh:mm)	75.7	74.8	44.0									
Refunds	Number of customers who received refunds	18,926	20,898	16,608									
	Monthly amount of refunds	\$ 142,064.02	\$ 145,044.43	\$ 78,519.04									
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	29,351	27,347	25,367									
	Total # of call seconds to reach live agent	24,886	24,795	22,002									
	% ≤ 60 seconds	84.8%	90.7%	86.7%									
	Indicate if catastrophic event is in month												

Primary Utility Contact Information

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