PROPRIETARY AND CONFIDENTIAL INFORMATION under California Government Code §6254(k); California Evidence Code §1060; CALIFORNIA CIVIL CODE 3426 et seq.; 18 U.S.C Chapter 90 et seq.; MAY NOT BE DISCLOSED PURSUANT TO PUBLIC UTILITITES CODE SECTION 583. See the Declaration of Adam Bensaid, dated May 17, 2021.

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

Company Name:	AT&T California	U#: U-1001-C	Report Year:	2021
Reporting Unit Type:	□ Total Company □ Exchange □ Wire Center	Reporting Unit Name:	Total Company - Statewide	

	Measurement (Compile monthly, file quarterly)		2021		2021			2021						
	Measurement (Compile m	ipile monthly, file quarterly)			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 Tot		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	1,065,258	1,052,549	1,040,140									
Customer Troubl	le Report													
		Total # of working lines	1,072,251	1,057,182	1,030,665									
	6% (6 per 100 working lines for	Total # of trouble reports	22,577	14,642	18,084									
5	units w/ ≥ 3,000 lines)	% of trouble reports	2.1056	1.3850	1.7546									
da		Total # of working lines	273,853	273,754	283,404									
Min. Standard	8% (8 per 100 working lines for units w/ 1.001 - 2.999 lines)	Total # of trouble reports	7,236	4,001	4,818									
	and 11, 1,001 2,000 miles)	% of trouble reports	2.64	1.46	1.70									
Ē	10% (10 per 100 working lines for	Total # of working lines	112,659	111,530	112,301									
	units w/ ≤ 1.000 lines)	Total # of trouble reports	3,591	1,874	2,339									
	units w/ 2 1,000 inics)	% of trouble reports	3.19	1.68	2.08									
	•	Total # of outage report tickets	16,642	16,618	11,425									
Adjusted		Total # of repair tickets restored in ≤ 24hrs	6,246	6,415	6,375									
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	37.5%	38.6%	55.8%									
Min. standard = 90% within 24 hrs		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												
		Total # of outage report tickets	21,837	22,285	15,193									
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	7,091	7,343	7,607									
Out of Service Re	eport	% 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 (Tro	uble Reports, Billing & Non-Billing)													
Min. standard = 80% of calls < 60 seconds to reach		Total # of calls for TR, Billing & Non-Billing	29,351	27,347	25,367									
live agent (w/a menu option to reach live agent).		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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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)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)