

**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			2021		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	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						
	Avg. # of business days	N/A	N/A	N/A	N/A	N/A	N/A						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	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						
	Total # of installation commitment missed	N/A	N/A	N/A	N/A	N/A	N/A						
<b>Customers</b>	% of commitment met	N/A	N/A	N/A	N/A	N/A	N/A						
	Acct # for voice or bundle, res+bus	1,065,258	1,052,549	1,040,140	1,029,088	1,014,776	1,004,349						
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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	1,014,215	989,294	973,828					
		Total # of trouble reports	22,577	14,642	18,084	15,420	14,244	14,908					
		% of trouble reports	2.1056	1.3850	1.7546	1.5204	1.4398	1.5309					
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	273,853	273,754	283,404	286,790	293,968	297,024					
		Total # of trouble reports	7,236	4,001	4,818	4,375	3,959	4,075					
		% of trouble reports	2.64	1.46	1.70	1.53	1.35	1.37					
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	112,659	111,530	112,301	111,364	111,115	110,068					
		Total # of trouble reports	3,591	1,874	2,339	2,571	2,262	2,533					
		% of trouble reports	3.19	1.68	2.08	2.31	2.04	2.30					
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	16,642	16,618	11,425	10,501	9,871	10,403						
	Total # of repair tickets restored in ≤ 24hrs	6,246	6,415	6,375	5,993	5,955	6,010						
	% of repair tickets restored ≤ 24 Hours	37.5%	38.6%	55.8%	57.1%	60.3%	57.8%						
	Sum of the duration of all outages (hh:mm)	1,144,106	1,138,334	451,820	472,745	304,128	353,583						
	Avg. outage duration (hh:mm)	68.7	68.5	39.5	45.0	30.8	34.0						
Indicate if catastrophic event is in month													
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	21,837	22,285	15,193	13,251	11,848	12,872						
	Total # of repair tickets restored in ≤ 24hrs	7,091	7,343	7,607	6,802	6,423	6,747						
	% of repair tickets restored ≤ 24 Hours	32.5%	33.0%	50.1%	51.3%	54.2%	52.4%						
	Sum of the duration of all outages (hh:mm)	1,652,698	1,667,105	669,107	822,974	423,799	472,094						
	Avg. outage duration (hh:mm)	75.7	74.8	44.0	62.1	35.8	36.7						
<b>Refunds</b>	Number of customers who received refunds	18,926	20,898	16,608	8,659	9,758	10,811						
	Monthly amount of refunds	\$ 142,064.02	\$ 145,044.43	\$ 78,519.04	\$ 56,046.33	\$ 42,246.99	\$ 48,087.94						
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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	82,065	134,779	242,211						
	Total # of call seconds to reach live agent	24,886	24,795	22,002	71,683	118,480	212,165						
	% ≤ 60 seconds	84.8%	90.7%	86.7%	87.3%	87.9%	87.6%						
	Indicate if catastrophic event is in month												

**Primary Utility Contact Information**

Name: Adam Bensaid

Phone: 303-330-9359

Email: adam.bensaid@att.com

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)