

California Public Utilities Commission

Company Name: AT&T California

U#: U-1001-C

Report Year: 2021

Reporting Unit Type:

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
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			
	Total # of service orders	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			
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			
	Total # of installation commitment met	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			
	% of commitment met	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	1,029,088	1,014,776	1,004,349	994,649	982,037	973,024			
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	1,014,215	989,294	973,828	962,063	947,846	936,675		
		Total # of trouble reports	22,577	14,642	18,084	15,420	14,244	14,908	13,940	14,177	15,283		
		% of trouble reports	2.1056	1.3850	1.7546	1.5204	1.4398	1.5309	1.4490	1.4957	1.6316		
	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	296,330	293,607	291,872		
		Total # of trouble reports	7,236	4,001	4,818	4,375	3,959	4,075	3,573	3,725	3,816		
		% of trouble reports	2.64	1.46	1.70	1.53	1.35	1.37	1.21	1.27	1.31		
	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	110,114	110,843	111,907		
		Total # of trouble reports	3,591	1,874	2,339	2,571	2,262	2,533	2,117	1,998	2,105		
		% of trouble reports	3.19	1.68	2.08	2.31	2.04	2.30	1.92	1.80	1.88		
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	16,642	16,618	11,425	10,501	9,871	10,403	9,765	10,301	9,966			
	Total # of repair tickets restored in ≤ 24hrs	6,246	6,415	6,375	5,993	5,955	6,010	5,780	6,413	5,807			
	% of repair tickets restored ≤ 24 Hours	37.5%	38.6%	55.8%	57.1%	60.3%	57.8%	59.2%	62.3%	58.3%			
	Sum of the duration of all outages (hh:mm)	1,144,106	1,138,334	451,820	472,745	304,128	353,583	310,889	335,322	403,140			
	Avg. outage duration (hh:mm)	68.7	68.5	39.5	45.0	30.8	34.0	31.8	32.6	40.5			
Indicate if catastrophic event is in month													
Unadjusted Out of Service Report	Total # of outage report tickets	21,837	22,285	15,193	13,251	11,848	12,872	12,384	13,106	12,585			
	Total # of repair tickets restored in ≤ 24hrs	7,091	7,343	7,607	6,802	6,423	6,747	6,612	7,412	6,635			
	% of repair tickets restored ≤ 24 Hours	32.5%	33.0%	50.1%	51.3%	54.2%	52.4%	53.4%	56.6%	52.7%			
	Sum of the duration of all outages (hh:mm)	1,652,698	1,667,105	669,107	822,974	423,799	472,094	430,769	482,091	539,204			
	Avg. outage duration (hh:mm)	75.7	74.8	44.0	62.1	35.8	36.7	34.8	36.8	42.8			
Refunds	Number of customers who received refunds	18,926	20,898	16,608	8,659	9,758	10,811	10,294	10,075	10,042			
	Monthly amount of refunds	\$ 142,064.02	\$ 145,044.43	\$ 78,519.04	\$ 56,046.33	\$ 42,246.99	\$ 48,087.94	\$ 46,628.30	\$ 42,752.40	\$ 45,468.85			
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	82,065	134,779	242,211	9,228	12,205	9,773			
	Total # of call seconds to reach live agent	24,886	24,795	22,002	71,683	118,480	212,165	9,012	11,929	9,544			
	% ≤ 60 seconds	84.8%	90.7%	86.7%	87.3%	87.9%	87.6%	97.7%	97.7%	97.7%			
	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)