

**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	
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	1,029,088	1,014,776	1,004,349	994,649	982,037	973,024	961,215	952,251	943,021	
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	914,191	897,231	883,353
		Total # of trouble reports	17,901	18,417	12,792	11,194	9,987	10,844	10,565	10,700	10,503	19,954	13,197	17,820
		% of trouble reports	1.6695	1.7421	1.2411	1.1037	1.0095	1.1135	1.0982	1.1289	1.1213	1.2382	1.1316	2.1738
	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	299,407	304,649	304,737
		Total # of trouble reports	5,868	5,802	4,298	3,732	3,716	3,790	3,831	4,179	3,975	5,603	8,427	7,845
		% of trouble reports	2.14	2.12	1.52	1.30	1.26	1.28	1.29	1.42	1.36	1.71	1.41	2.82
	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	111,560	111,630	113,672
		Total # of trouble reports	3,720	3,727	2,397	2,170	1,806	2,044	2,127	2,131	2,012	2,988	4,703	4,300
		% of trouble reports	3.30	3.34	2.13	1.95	1.63	1.86	1.93	1.92	1.80	2.22	1.92	4.18
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	13,159	18,933	17,538	
	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	6,788	6,856	5,833	
	% of repair tickets restored ≤ 24 Hours	37.5%	38.6%	55.8%	57.1%	60.3%	57.8%	59.2%	62.3%	58.3%	52.5%	57.7%	26.6%	
	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	533,074	1,746,559	1,479,817	
	Avg. outage duration (hh:mm)	68.7	68.5	39.5	45.0	30.8	34.0	31.8	32.6	40.5	40.5	92.2	84.4	
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	17,070	25,473	23,647	
	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	7,763	7,588	6,815	
	% of repair tickets restored ≤ 24 Hours	32.5%	33.0%	50.1%	51.3%	54.2%	52.4%	53.4%	56.6%	52.7%	45.5%	29.8%	28.8%	
	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	863,523	2,584,724	2,118,268	
	Avg. outage duration (hh:mm)	75.7	74.8	44.0	62.1	35.8	36.7	34.8	36.8	42.8	50.6	101.5	89.6	
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	13,195	25,622	23,986	
	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	\$ 59,703.92	\$ 241,465.03	\$ 216,008.84	
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	18,570	15,221	17,286	
	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	16,890	13,621	14,947	
	% ≤ 60 seconds	84.8%	90.7%	86.7%	87.3%	87.9%	87.6%	97.7%	97.7%	97.7%	91.0%	89.5%	86.5%	
	Indicate if catastrophic event is in month													

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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