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 UTILTITES CODE SECTION 583. See the Declaration of Sirk Zena, dated July 21, 2022.

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

Company Name:	AT&T California	U#: <u>U-1001-C</u>	Report Year: 2022
Reporting Unit Type:	✓ Total Company ☐ Exchange ☐ Wire Center	Reporting Unit Name:	Total Company - Statewide

Measurement (Compile monthly, file quarterly)		2022		2022			2022	2022	2022		
		1st Quarter		2nd Quarter			3rd Quarter	4th Quart	4th Quarter		
		Total # of business days	Jan N/A	Feb N/A	Mar N/A	Apr N/A	May N/A	Jun N/A			-
Installation Interval Min. standard = 5 bus. days		Total # of business days 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			+
Installation Commitment Min. standard = 95% commitment met Customers		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			
		% of commitment met	N/A	N/A	N/A	N/A	N/A	N/A			+
		Acct # for voice or bundle, res+bus	930,010	918,200	907.716	898.088	886,754	877,166			
Customer Troub	le Report	Acct # for voice or buridle, res rous	750,010	710,200	507,710	676,000	000,734	677,100			
- Lotomer 170ub		Total # of working lines	866,662	850,727	839,193	819,394	806,721	796,284			
	6% (6 per 100 working lines for	Total # of trouble reports	90,233	40,325	34,870	41,002	36,208	37,758			
5	units w/ ≥ 3,000 lines)	% of trouble reports	10.4116	4.7401	4.1552	5.0039	4.4883	4.7418			
nda	8% (8 per 100 working lines for	Total # of working lines	304,907	306,449	305,368	313,186	312,383	311,078			
Sta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	35,345	17,902	15,294	17,906	17,287	17,108			
É	2,000 11100)	% of trouble reports	11.59	5.84	5.01	5.72	5.53	5.50			
Ξ	10% (10 per 100 working lines	Total # of working lines	114,264	113,985	113,740	113,677	112,364	112,422			
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	19,777	11,095	8,063	9,425	8,352	9,890			
	101 011110 47 2 1,000 111103)	% of trouble reports	17.31	9.73	7.09	8.29	7.43	8.80			
		Total # of outage report tickets	20,221	11,559	11,509	10,158	9,271	9,711			
Adjusted		Total # of repair tickets restored in ≤ 24hrs	5,713	6,830	7,937	5,750	5,454	5,103			
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	28.3%	59.1%	69.0%	56.6%	58.8%	52.5%			
Min. standard = 90% within 24 hrs		Sum of the duration of all outages (hh:mm)	2,523,009	888,785	357,324	358,945	342,259	489,051			
		Avg. outage duration (hh:mm)	124.8	76.9	31.0	35.3	36.9	50.4			
		Indicate if catastrophic event is in month									
		Total # of outage report tickets	30,894	15,993	14,845	12,954	11,784	12,062			
Unadjusted Out of Service Report		Total # of repair tickets restored in < 24hrs	7,038	8,173	9,412	6,632	6,086	5,729			
		% of repair tickets restored ≤ 24 Hours	22.8%	51.1%	63.4%	51.2%	51.6%	47.5%			
		Sum of the duration of all outages (hh:mm)	4,329,125	1,949,572	570,166	508,337	506,582	692,014			
		Avg. outage duration (hh:mm)	140.1	121.9	38.4	39.2	43.0	57.4			
Refunds		Number of customers who received refunds									
		Monthly amount of refunds				-					
Answer Time (Trouble Reports, Billing & Non-Billing)											
Min. standard = 80% of calls < 60 seconds to reach		Total # of calls for TR, Billing & Non-Billing	27,939	25,953	23,634	18,717	15,271	17,136			
live agent (w/a me	enu option to reach live agent).	Total # of call seconds to reach live agent	23,798	23,377	20,390	16,486	13,282	13,220			
		%<_60 seconds	85.2%	90.1%	86.3%	88.1%	87.0%	77.1%			
		Indicate if catastrophic event is in month	N/A	N/A	N/A	N/A	N/A	N/A			

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)