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 Joshua Mathisen, dated February 15, 2023.

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

Company Name:  Reporting Unit Type:		AT&T California			U#: <u>U-1001-C</u>		Report Year: 2023	
		☑ Total Company ☐ Exchange ☐ Wire Center		Re		Reporting Unit Name:	Total Company - Statewide	
			2022					
Measurement (Compile monthly, fi		nonthly, file quarterly)	1st Quarter			2nd Quarter	3rd Quarter	4th Quarter
			Jan	Feb	Mar			
Installation Interval Min. standard = 5 bus. days		Total # of business days	N/A	N/A	N/A			
		Total # of service orders	N/A	N/A	N/A			
		Avg. # of business days	N/A	N/A	N/A			
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitments	N/A	N/A	N/A			
		Total # of installation commitment met	N/A	N/A	N/A			
		Total # of installation commitment missed	N/A	N/A	N/A			
		% of commitment met	N/A	N/A	N/A			
Customers		Acct # for voice or bundle, res+bus	796,573	783,350	770,948			
Customer Trouble	Report	,		,	,			
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	660,826	641,378	619,768			
		Total # of trouble reports	102,371	50,469	47,899			
		% of trouble reports	15.4914	7.8688	7.7285			
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	331,885	334,376	338,934			
		Total # of trouble reports	54,833	30,449	28,678			
		% of trouble reports	16.52	9.11	8.46			
		Total # of working lines	115,550	114,588	114,674			
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports	29,900	18,074	14,729			
		% of trouble reports	25,88	15,77	12.84			
Adjusted Out of Service Report Min. standard = 90% within 24 hrs		Total # of outage report tickets	18,658	13,264	14,454			
		Total # of repair tickets restored in < 24hrs	3.142	5,403	3,636			
		% of repair tickets restored ≤ 24 Hours	16.8%	40.7%	25,2%			
			2,377,092	1,484,219	1,368,098			
		Sum of the duration of all outages (hh:mm)						
		Avg. outage duration (hh:mm)	127.4	111.9	94.7			
		Indicate if catastrophic event is in month	22.52	22.555	26.50			
Unadjusted Out of Service Report Refunds		Total # of outage report tickets	33,720	23,575	26,785			
		Total # of repair tickets restored in ≤ 24hrs	4,268	7,886	5,459			
		% of repair tickets restored ≤ 24 Hours	12.7%	33.5%	20.4%			
		Sum of the duration of all outages (hh:mm)	4,499,171	3,053,016	2,676,816			
		Avg. outage duration (hh:mm)	133.4	129.5	99.9			
		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 live agent (w/a menu option to reach live agent).		Total # of calls for TR, Billing & Non-Billing						
		Total # of call seconds to reach live agent						
		% <u>&lt;</u> 60 seconds						
		Indicate if catastrophic event is in month						
					Primary Utility C	Contact Information		

Phone:

Email:

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)

Name:

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)