

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

Company Name:

AT&T California

U#:

U-1001-C

Report Year:

2025

Reporting Unit Type:

☒ Total Company☐ Exchange☐ Wire Center

Reporting Unit Name:

Total Company - Statewide

Measurement (Compile monthly, file quarterly)			2025											
			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		540,623	530,313	516,680							
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	296,159	291,587	267,762									
		Total # of trouble reports	14,862	17,505	10,303									
		% of trouble reports	5.0183	6.0034	3.8478									
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	359,840	351,172	357,267									
		Total # of trouble reports	22,032	23,688	14,608									
		% of trouble reports	6.12	6.75	4.09									
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	121,977	122,939	124,298									
		Total # of trouble reports	11,820	11,330	6,344									
		% of trouble reports	9.69	9.22	5.10									
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets		7,975	8,688	7,564									
	Total # of repair tickets restored in ≤ 24hrs		3,205	2,841	3,453									
	% of repair tickets restored ≤ 24 Hours		40.2%	32.7%	45.7%									
	Sum of the duration of all outages (hh:mm)		602,889	574,177	471,265									
	Avg. outage duration (hh:mm)		75.6	66.1	62.3									
	Indicate if catastrophic event is in month													
Unadjusted Out of Service Report	Total # of outage report tickets		12,496	13,678	11,988									
	Total # of repair tickets restored in ≤ 24hrs		4,032	3,550	4,673									
	% of repair tickets restored ≤ 24 Hours		32.3%	26.0%	39.0%									
	Sum of the duration of all outages (hh:mm)		1,336,959	1,109,179	890,527									
	Avg. outage duration (hh:mm)		107.0	81.1	74.3									
Refunds			Number of customers who received refunds		11,792	11,909	9,402							
			Monthly amount of refunds		\$133,307.18	\$115,213.20	\$88,693.96							
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		14,878	17,991	15,045							
			Total # of call seconds to reach live agent		12,541	15,227	11,447							
			%≤ 60 seconds		84.3%	84.6%	76.1%							
			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)