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 Joshua Alvarado, dated May 15, 2025.

## 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

								2025						
Measurement (Compile monthly, file quarterly)		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 service of		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	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	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	N/A
Installation Commitment  Min. standard = 95% commitment met  T  9		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	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	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	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	N/A
		Acct # for voice or bundle, res+bus	540,623	530,313	516,680	507,239	496,883	485,982						
Customer Trouble	e Report	,	2 : 2,220		,		,			1				
		Total # of working lines	296,159	291,587	267,762	260,732	253,467	237,533		1				
	6% (6 per 100 working lines for	Total # of trouble reports	14,862	17,505	10,303	3,642	2,923	2,724						
5	units w/ ≥ 3,000 lines)	% of trouble reports	5.0183	6.0034	3.8478	1.3968	1.1532	1.1468						
l da	00/ /0 /00 1: 1: /	Total # of working lines	359,840	351,172	357,267	353,718	346,205	352,257						
unit uiw 10	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports	22,032	23,688	14,608	5,139	4,517	5,000						
	units w/ 1,001 - 2,999 inles)	% of trouble reports	6.12	6.75	4.09	1.45	1.30	1.42						
	400/ /40 may 400 wayking lines	Total # of working lines	121,977	122,939	124,298	123,277	126,449	124,419						
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports	11,820	11,330	6,344	2,534	2,140	2,168						
	ioi dilits w/ = 1,000 lilles)	% of trouble reports	9.69	9.22	5.10	2.06	1.69	1.74					1	
		Total # of outage report tickets	7,975	8,688	7,564	5,557	4,893	5,100						
Adjusted		Total # of repair tickets restored in ≤ 24hrs	3,205	2,841	3,453	2,820	1,913	1,895						
Out of Service Re	port	% of repair tickets restored ≤ 24 Hours	40.2%	32.7%	45.7%	50.7%	39.1%	37.2%						
Min. standard = 90	•	Sum of the duration of all outages (hh:mm)	602,889	574,177	471,265	331,610	513,907	893,975						
		Avg. outage duration (hh:mm)	75.6	66.1	62.3	59.7	105.0	175.3						
		Indicate if catastrophic event is in month	7,010	00.1	02.0	651,	100.0	170.0						
Unadjusted Total # Out of Service Report % of re		Total # of outage report tickets	12,496	13,678	11,988	8,676	7,360	7,585					1	<u> </u>
		Total # of repair tickets restored in ≤ 24hrs	4 032	3 550	4,673	3,700	2,363	2,314						
		% of repair tickets restored ≤ 24 Hours	32.3%	26.0%	39.0%	42.6%	32.1%	30.5%		+				
		Sum of the duration of all outages (hh:mm)	1,336,959	1,109,179	890,527	992,934	1,007,368	1,765,697						
		Avg. outage duration (hh:mm)	107.0	81.1	74.3	114.4	136.9	232.8						
Refunds Nun		Number of customers who received refunds	11,792	11,909	9,402	6,353	6,193	6,042						
		Monthly amount of refunds	\$133,307.18	\$115,213.20	\$88,693.96	\$63,421.36	\$58,994.86	\$70,758.32						
Answer Time (Tro	uble Reports, Billing & Non-Billing)		Ţ.20,007.10	<b>4110,210.20</b>	\$22,000.00	\$55,1 <b>21</b> .50	\$23,271.00	<i>ψ, σ, το σ.σ.</i>						
,	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing	14,878	17,991	15,045	11,859	11,027	11,888						
live agent (w/a menu option to reach live agent).  Total # of call se  %<60 seconds		Total # of call seconds to reach live agent	12,541	15,227	11,447	10,148	8,912	8,289						
			84.3%	84.6%	76.1%	85.6%	80.8%	69.7%						
		Indicate if catastrophic event is in month	07.570	04.070	70.170	05.070	00.070	07.170						

Primary Utility Contact Information

Name: Joshua Alvarado	Phone: (628)444-7692	Email: JA306P@att.com

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)