

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	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	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
Customers		Acct # for voice or bundle, res+bus	540,623	530,313	516,680	507,239	496,883	485,982					
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	260,732	253,467	237,533					
		Total # of trouble reports	14,862	17,505	10,303	3,642	2,923	2,724					
		% of trouble reports	5.0183	6.0034	3.8478	1.3968	1.1532	1.1468					
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	359,840	351,172	357,267	353,718	346,205	352,257					
		Total # of trouble reports	22,032	23,688	14,608	5,139	4,517	5,000					
		% of trouble reports	6.12	6.75	4.09	1.45	1.30	1.42					
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	121,977	122,939	124,298	123,277	126,449	124,419					
		Total # of trouble reports	11,820	11,330	6,344	2,534	2,140	2,168					
		% of trouble reports	9.69	9.22	5.10	2.06	1.69	1.74					
	Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	7,975	8,688	7,564	5,557	4,893	5,100					
		Total # of repair tickets restored in < 24hrs	3,205	2,841	3,453	2,820	1,913	1,895					
		% of repair tickets restored ≤ 24 Hours	40.2%	32.7%	45.7%	50.7%	39.1%	37.2%					
		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											
	Unadjusted Out of Service Report	Total # of outage report tickets	12,496	13,678	11,988	8,676	7,360	7,585					
		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	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 (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	11,859	11,027	11,888						
	Total # of call seconds to reach live agent	12,541	15,227	11,447	10,148	8,912	8,289						
	%< 60 seconds	84.3%	84.6%	76.1%	85.6%	80.8%	69.7%						
	Indicate if catastrophic event is in month												

Primary Utility Contact Information

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