

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

Company Name: AT&T California

U#: U-1001-C

Report Year: 2026

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company - Statewide

Measurement (Compile monthly, file quarterly)		2026												
		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	426,463	418,712	407,189										
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	175,306	147,261	135,352									
		Total # of trouble reports	4,227	2,421	2,069									
		% of trouble reports	2.4112	1.6440	1.5286									
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	340,548	351,863	351,872									
		Total # of trouble reports	9,679	6,585	5,711									
		% of trouble reports	2.84	1.87	1.62									
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	130,224	131,523	129,566									
		Total # of trouble reports	5,227	3,053	3,296									
		% of trouble reports	4.01	2.32	2.54									
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	11,025	7,246	7,060										
	Total # of repair tickets restored in ≤ 24hrs	1,737	1,898	2,263										
	% of repair tickets restored ≤ 24 Hours	15.8%	26.2%	32.1%										
	Sum of the duration of all outages (hh:mm)	2,128,977	1,248,064	868,007										
	Avg. outage duration (hh:mm)	193.1	172.2	122.9										
	Indicate if catastrophic event is in month													
Unadjusted Out of Service Report	Total # of outage report tickets	15,410	9,756	8,680										
	Total # of repair tickets restored in ≤ 24hrs	1,950	2,136	2,522										
	% of repair tickets restored ≤ 24 Hours	12.7%	21.9%	29.1%										
	Sum of the duration of all outages (hh:mm)	3,088,311	1,804,187	1,138,811										
	Avg. outage duration (hh:mm)	200.4	184.9	131.2										
Refunds	Number of customers who received refunds	16,206	9,326	7,436										
	Monthly amount of refunds	\$336,084.31	\$147,232.37	\$100,976.19										
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	24,653	20,156	16,709										
	Total # of call seconds to reach live agent	13,651	14,274	11,254										
	% ≤ 60 seconds	55.4%	70.8%	67.4%										
	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)