

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

Company Name: AT&T California

U#: U-1001-C

Report Year: 2016

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company - Statewide

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2016) 1st Quarter			Date filed (08/15/2016) 2nd Quarter			Date filed (11/15/2016) 3rd Quarter			Date filed (02/15/2017) 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	3,105,209	3,065,776	3,023,939	2,983,755	2,931,774	2,890,792	2,843,849	2,803,691	2,765,832	2,720,072	2,688,604	2,648,008	
Customer Trouble Report															
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	2,822,824	2,780,691	2,744,771	2,706,549	2,658,680	2,602,460	2,547,303	2,504,987	2,470,835	2,423,403	2,391,964	2,295,697	
		Total # of trouble reports	59,778	38,522	44,630	31,249	26,745	26,812	25,024	27,351	24,552	31,962	34,433	39,170	
		% of trouble reports	2.12	1.39	1.63	1.15	1.01	1.03	0.98	1.09	0.99	1.32	1.44	1.71	
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	226,250	229,587	223,274	219,893	212,448	226,437	231,273	233,149	228,179	228,575	229,184	269,292	
		Total # of trouble reports	10,557	7,309	7,361	5,437	5,111	5,305	4,931	5,282	4,642	5,891	6,898	7,354	
		% of trouble reports	4.67	3.18	3.30	2.47	2.41	2.34	2.13	2.27	2.03	2.58	3.01	2.73	
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	56,135	55,498	55,894	57,313	60,646	61,895	65,273	65,555	66,818	68,094	67,456	83,019	
		Total # of trouble reports	3,189	1,919	1,955	2,354	2,306	2,245	2,165	2,251	2,254	2,581	3,052	2,881	
		% of trouble reports	5.68	3.46	3.50	4.11	3.80	3.63	3.32	3.43	3.37	3.79	4.52	3.47	
	Adjusted Out of Service Report Min. standard = 90% within 24 hrs		Total # of outage report tickets	43,599	28,780	33,415	24,409	21,411	21,841	20,899	22,139	20,350	25,883	26,866	29,633
			Total # of repair tickets restored in ≤ 24hrs	18,823	17,457	19,510	17,035	16,851	15,860	15,165	16,182	14,956	15,886	14,535	13,514
			% of repair tickets restored ≤ 24 Hours	43.2%	60.7%	58.4%	69.8%	78.7%	72.6%	72.6%	73.1%	73.5%	61.4%	54.1%	45.6%
		Sum of the duration of all outages (hh:mm)	2,016,297	819,191	982,078	524,035	371,532	456,932	424,453	438,308	420,183	730,081	980,004	1,388,842	
		Avg. outage duration (hh:mm)	46.2	28.5	29.4	21.5	17.4	20.9	20.3	19.8	20.6	28.2	36.5	46.9	
		Indicate if catastrophic event is in month							No	No	No	No	Yes		
Unadjusted Out of Service Report		Total # of outage report tickets	N/A	N/A	N/A	N/A	N/A	N/A	24,956	26,783	24,476	31,996	34,429	38,771	
		Total # of repair tickets restored in ≤ 24hrs	N/A	N/A	N/A	N/A	N/A	N/A	16,281	17,632	16,340	17,264	15,923	15,177	
		% of repair tickets restored ≤ 24 Hours	N/A	N/A	N/A	N/A	N/A	N/A	65.2%	65.8%	66.8%	54.0%	46.2%	39.1%	
		Sum of the duration of all outages (hh:mm)	N/A	N/A	N/A	N/A	N/A	N/A	681,275	723,022	709,262	1,181,544	1,723,020	2,450,492	
		Avg. outage duration (hh:mm)	N/A	N/A	N/A	N/A	N/A	N/A	27.3	27.0	29.0	36.9	50.0	63.2	
Refunds		Number of customers who received refunds	N/A	N/A	N/A	N/A	N/A	N/A	Implementation Phase	Implementation Phase	Implementation Phase	Implementation Phase	Implementation Phase	Implementation Phase	
		Monthly amount of refunds	N/A	N/A	N/A	N/A	N/A	N/A	Implementation Phase	Implementation Phase	Implementation Phase	Implementation Phase	Implementation Phase	Implementation Phase	
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	152,001	112,558	127,757	100,908	94,458	96,727	88,517	94,686	67,617	99,720	113,212	135,184	
		Total # of call seconds to reach live agent	9,666,792	2,935,674	5,889,289	3,134,159	1,764,734	2,268,458	2,426,651	2,402,095	1,953,029	2,604,716	2,042,837	3,442,594	
		% < 60 seconds	69.1%	82.6%	75.0%	77.6%	87.5%	85.7%	83.3%	85.8%	84.0%	85.4%	86.3%	81.2%	

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)