

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

Company Name: AT&T California U#: U-1001-C Report Year: 2023
 Reporting Unit Type: Total Company Exchange Wire Center Reporting Unit Name: Total Company - Statewide

Measurement (Compile monthly, file quarterly)		2023														
		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	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	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	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	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	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	N/A	N/A	
Customers	% 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	N/A	N/A	
	Acct # for voice or bundle, res+bus	796,573	783,350	770,948	754,716	744,131	734,458	723,153	569,505	703,475	692,060	683,374	671,871			
Customer Trouble Report																
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	660,826	641,378	619,768	589,412	575,259	559,382	547,809	549,864	522,227	505,645	482,177	471,737		
		Total # of trouble reports	22,462	30,978	35,332	35,524	8,827	7,615	14,120	16,896	16,616	29,504	25,116	27,664		
		% of trouble reports	3.3991	4.8299	5.7008	6.0270	1.5344	1.3613	2.5775	3.0728	3.1818	5.8349	5.2089	5.8643		
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	331,885	334,376	338,934	345,711	344,726	348,223	343,686	345,427	342,883	341,360	352,042	347,541		
		Total # of trouble reports	12,512	17,924	20,310	21,758	5,869	5,479	9,922	11,076	11,157	21,600	20,164	21,780		
		% of trouble reports	3.77	5.36	5.99	6.29	1.70	1.57	2.89	3.21	3.25	6.33	5.73	6.27		
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	115,550	114,588	114,674	116,450	116,828	116,213	116,665	115,652	117,388	120,624	122,160	122,354		
		Total # of trouble reports	29,900	23,293	19,987	22,720	12,849	13,933	10,239	10,651	10,825	9,214	22,379	24,123		
		% of trouble reports	25.88	20.33	17.43	19.51	11.00	11.99	8.78	9.21	9.22	7.64	18.32	19.72		
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	18,658	13,264	14,454	11,070	10,828	10,054	9,651	9,411	9,194	9,800	8,873	9,329			
	Total # of repair tickets restored in ≤ 24hrs	3,142	5,403	3,636	4,302	4,371	3,904	5,026	5,176	4,405	5,443	3,823	3,563			
	% of repair tickets restored ≤ 24 Hours	16.8%	40.7%	25.2%	38.9%	40.4%	38.8%	52.1%	55.0%	47.9%	55.5%	43.1%	38.2%			
	Sum of the duration of all outages (hh:mm)	2,377,092	1,484,219	1,368,098	989,073	687,720	687,219	474,933	406,743	557,684	382,414	471,269	500,348			
	Avg. outage duration (hh:mm)	127.4	111.9	94.7	89.3	63.5	68.4	49.2	43.2	60.7	39.0	53.1	53.6			
	Indicate if catastrophic event is in month															
Unadjusted Out of Service Report	Total # of outage report tickets	33,720	23,575	26,785	17,887	13,654	12,279	11,550	12,875	12,677	11,898	10,718	12,065			
	Total # of repair tickets restored in ≤ 24hrs	4,268	7,886	5,459	5,761	4,843	4,285	5,297	6,274	5,156	5,156	5,156	5,156			
	% of repair tickets restored ≤ 24 Hours	12.7%	33.5%	20.4%	32.2%	35.5%	34.9%	45.9%	48.7%	40.7%	43.3%	48.1%	42.7%			
	Sum of the duration of all outages (hh:mm)	4,499,171	3,053,016	2,676,816	1,918,757	1,042,518	1,013,401	651,143	616,534	885,153	585,340	621,037	794,455			
	Avg. outage duration (hh:mm)	133.4	129.5	99.9	107.3	76.4	82.5	56.4	47.9	69.8	49.2	57.9	65.8			
	Indicate if catastrophic event is in month															
Refunds	Number of customers who received refunds	35,388	23,578	30,703	30,703	18,229	11,293	7,844	8,514	9,597	7,943	8,508	9,991			
	Monthly amount of refunds	\$ 459,411.07	\$ 346,205.60	\$ 273,901.19	\$273,901.19	\$180,733.51	\$85,067.24	\$57,578.35	\$49,569.41	\$77,757.07	\$55,193.51	\$58,311.68	\$77,858.66			
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	28,099	27,119	25,044	19,968	16,487	17,865	15,372	15,293	16,540	19,447	20,036	22,654			
	Total # of call seconds to reach live agent	24,697	23,968	21,409	18,050	14,390	14,215	6,132	11,830	13,564	17,163	17,614	19,010			
	% ≤ 60 seconds	87.9%	88.4%	85.5%	90.4%	87.3%	79.6%	39.9%	77.4%	82.0%	88.3%	87.9%	83.9%			
	Indicate if catastrophic event is in month	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		

Primary Utility Contact Information

Name: Joshua Mathisen Phone: (415)417-5059 Email: Joshua.Mathisen@att.com