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

Company Name:	AT&T California	U#:	U-1001-C	Report Year:	2024

Reporting Unit Type: ☑ Total Company ☐ Exchange ☐ Wire Center

Reporting Unit Name: **Total Company - Statewide**

Measurement (Compile monthly, file quarterly)		2024											
		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	661,585	648,113	633,080									
Customer Trouble Report													
6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	459,688	440,145	419,554									
	Total # of trouble reports	11,023	11,568	8,864									
	% of trouble reports	2.3979	2.6282	2.1127									
8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	345,614	348,078	348,622									
	Total # of trouble reports	9,030	9,924	7,198									
	% of trouble reports	2.61	2.85	2.06									
10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	123,712	124,440	125,694									
	Total # of trouble reports	5,134	5,318	3,618									
	% of trouble reports	4.15	4.27	2.88									
Adjusted **Out of Service Report** Min. standard = 90% within 24 hrs	Total # of outage report tickets	13,144	12,607	9,431									
	Total # of repair tickets restored in ≤ 24hrs	3,817	3,501	3,712									
	% of repair tickets restored ≤ 24 Hours	29.0%	27.8%	39.4%									
	Sum of the duration of all outages (hh:mm)	932,734	1,079,168	639,852									
	Avg. outage duration (hh:mm)	71.0	85.6	67.8									
	Indicate if catastrophic event is in month	GSOE	GSOE										
Unadjusted **Out of Service Report**	Total # of outage report tickets	19,787	21,594	15,442									
	Total # of repair tickets restored in ≤ 24hrs	4,573	4,832	5,006									
	% of repair tickets restored ≤ 24 Hours	23.1%	22.4%	32.4%									
	Sum of the duration of all outages (hh:mm)	1,538,583	2,073,099	1,329,770									
	Avg. outage duration (hh:mm)	77.8	96.0	86.1									
Refunds	Number of customers who received refunds	18,569	20,572	13,656									
	Monthly amount of refunds	$164,316.01	$219,224.50	$141,549.53									
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	28,057	29,367	19,332									
	Total # of call seconds to reach live agent	22,028	22,440	16,380									
	% ≤ 60 seconds	78.5%	76.4%	84.7%									
	Indicate if catastrophic event is in month	GSOE	GSOE										

Primary Utility Contact Information

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