

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

Company Name: Calaveras Telephone Company

U#: U1004-C

Report Year: 2023

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Copperopolis

Measurement (Compile monthly, file quarterly)		Date filed (05/10/2023)			Date filed ()			Date filed ()			Date filed ()		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval (3.1) Min. standard = 5 bus. days	Total # of business days	19	19	22									
	Total # of service orders	10	11	9									
	Avg. # of business days	2.12	2.45	2.21									
Installation Commitment (3.2) Min. standard = 95% commitment met	Total # of installation commitments	10	11	9									
	Total # of installation commitment met	10	11	9									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	2913	2839	2805									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	2913	2839	2805								
		Total # of trouble reports	12	3	11								
		% of trouble reports	0.41%	0.10%	0.39%								
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0									
	Total # of repair tickets restored in ≤ 24hrs	0	0	0									
	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%									
	Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00									
	Avg. outage duration (hh:mm)	0:00	0:00	0:00									
	Indicate if catastrophic event is in a month	No	No	No									
Unadjusted Out of Service Report	Total # of outage report tickets	12	3	11									
	Total # of repair tickets restored in < 24hrs	12	3	11									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	83:21	42:40	91:49									
	Avg. outage duration (hh:mm)	6:45	14:13	8:20									
Refunds	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	0	0	0									
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												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Jenny Lind

Measurement (Compile monthly, file quarterly)		Date filed (05/10/2023)			Date filed ()			Date filed ()			Date filed ()		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval (3.1) Min. standard = 5 bus. days	Total # of business days	19	19	22									
	Total # of service orders	8	1	1									
	Avg. # of business days	3.54	2.17	1.76									
	Total # of installation commitments	8	1	1									

Installation Commitment (3.2) Min. standard = 95% commitment met		Total # of installation commitment met	8	1	1									
		Total # of installation commitment missed	0	0	0									
		% of commitment met	100%	100%	100%									
Customers		Acct # for voice or bundle, res+bus	701	708	677									
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	701	708	677									
		Total # of trouble reports	14	4	4									
		% of trouble reports	1.99%	0.56%	0.59%									
Adjusted Out of Service Report Min. standard = 90% within 24 hrs (2.2.2 excludes Sunday, fed holiday, catastrophic events & customer requested appt.)		Total # of outage report tickets	0	0	0									
		Total # of repair tickets restored in ≤ 24hrs	0	0	0									
		% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%									
		Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00									
		Avg. outage duration (hh:mm)	0:00	0:00	0:00									
		Indicate if catastrophic event is in a month	No	No	No									
Unadjusted Out of Service Report		Total # of outage report tickets	14	4										
		Total # of repair tickets restored in ≤ 24hrs	14	4										
		% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%									
		Sum of the duration of all outages (hh:mm)	91:02	26:18	66:01									
		Avg. outage duration (hh:mm)	07:35	6:34	16:30									
Refunds		Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	0	0	0									
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												
		Total # of call seconds to reach live agent												
		% ≤ 60 seconds												

State-Wide Reporting													
Installation Interval 3.1 Min. standard = 5 bus. days		Total # of business days	19	19	22	0	0	0	0	0	0	0	0
		Total # of service orders	18	12	10	0	0	0	0	0	0	0	0
		Avg. # of business days	5.66	4.62	3.97	0	0	0	0	0	0	0	0
Installation Commitment 3.2 Min. standard = 95% commitment met		Total # of installation commitments	18	12	10	0	0	0	0	0	0	0	0
		Total # of installation commitment met	18	12	10	0	0	0	0	0	0	0	0
		Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0
		% of commitment met	200.0%	200.0%	200.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Customers		Acct # for voice or bundle, res+bus	3614	3547	3482	0	0	0	0	0	0	0	0
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	0	0	0	0	0	0	0	0	0	0	0
		Total # of trouble reports	0	0	0	0	0	0	0	0	0	0	0
		% of trouble reports	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	2913	2839	2805	0	0	0	0	0	0	0	0
		Total # of trouble reports	12	3	11	0	0	0	0	0	0	0	0
		% of trouble reports	0.41%	0.10%	0.39%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	701	708	677	0	0	0	0	0	0	0	0
		Total # of trouble reports	14	4	4	0	0	0	0	0	0	0	0
		% of trouble reports	1.99%	0.56%	0.59%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs (2.2.2 excludes Sunday, fed holiday, catastrophic events & customer requested appt.)		Total # of outage report tickets	0	0	0	0	0	0	0	0	0	0	0
		Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	0	0	0	0
		% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00
		Avg. outage duration (hh:mm)	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00
		Indicate if catastrophic event is in a month	No	No									
		Total # of outage report tickets	26	7	11	0	0	0	0	0	0	0	0

Unadjusted Out of Service Report	Total # of repair tickets restored in ≤ 24hrs	26	7	11	0	0	0	0	0	0	0	0	0
	% of repair tickets restored ≤ 24 Hours	200%	200%	200%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Sum of the duration of all outages (hh:mm)	7	3	7	0	0	0	0	0	0	0	0	0
	Avg. outage duration (hh:mm)	0.60	0.87	1.03	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
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). N/A Under 5,000 lines.													
	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

Primary Utility Contact Information

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