

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

Company Name: Calaveras Telephone Company

U#: U1004-C

Report Year: 2022

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Copperopolis

Measurement (Compile monthly, file quarterly)		Date filed (04/15/2022)			Date filed (07/15/2022)			Date filed (10/13/2022)			Date filed (01/18/2023)			
		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	20	19	23	21	22	22	20	22	19	21	22	22	
	Total # of service orders	18	17	37	17	14	13	11	14	14	16	10	13	
	Avg. # of business days	2.42	1.89	2.22	2.16	2.34	2.36	1.95	2.03	2.13	1.98	1.45	1.63	
Installation Commitment (3.2) Min. standard = 95% commitment met	Total # of installation commitments	22	22	47	17	14	13	11	14	14	16	10	13	
	Total # of installation commitment met	22	22	47	17	14	13	11	14	14	16	10	13	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Customers	Acct # for voice or bundle, res+bus	2792	2794	2805	2776	2812	2832	2861	2868	2835	2813	2827	2807	
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	2792	2794	2805	2776	2812	2832	2861	2868	2835	2813	2827	2807
		Total # of trouble reports	0	0	0	5	4	4	7	1	3	2	1	6
		% of trouble reports	0.00%	0.00%	0.00%	0.18%	0.18%	0.14%	0.24%	0.03%	0.10%	0.07%	0.035%	0.21%
	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	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	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%	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	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	0.00	
	Indicate if catastrophic event is in a month	No	No	No	No	No	No	No	No	No	No	No	No	
Unadjusted Out of Service Report	Total # of outage report tickets	0	0	2	5	4	4	7	1	3	2	1	6	
	Total # of repair tickets restored in ≤ 24hrs	0	0	2	5	4	4	7	1	3	2	1	6	
	% of repair tickets restored ≤ 24 Hours	0%	0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Sum of the duration of all outages (hh:mm)	0.00	0.00	1.75	7:38	8:38	8:55	22:05	1:01	2:23	25:44	22:32	8:55	
	Avg. outage duration (hh:mm)	0.00	0.00	0.88	1:40	4:24	1:48	3:15	1:01	0:47	22:32	22:32	5:43	
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	0	0	0	0	0	0	0	0	0	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 (04/15/2022)			Date filed (07/15/2022)			Date filed (10/13/2022)			Date filed (01/18/2023)		
		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	20	19	23	21	22	22	20	22	19	21	22	22
	Total # of service orders	1	2	1	4	4	4	0	0	1	0	2	0
	Avg. # of business days	3.17	0.68	4.01	3.56	3.19	2.97	0	0	1.95	0	1.62	0
	Total # of installation commitments	1	3	1	4	3	3	0	0	1	0	2	0

Installation Commitment (3.2) Min. standard = 95% commitment met		Total # of installation commitment met	1	3	1	4	1	3	0	0	1	0	2	0
		Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
		% of commitment met	100%	100%	100%	100%	100%	100%	0%	0%	100%	0%	100%	0%
Customers		Acct # for voice or bundle, res+bus	721	719	710	741	724	720	720	711	699	695	700	701
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	721	719	710	741	724	720	720	711	699	695	700	701
		Total # of trouble reports	3	0	0	1	0	0	0	5	2	2	4	3
		% of trouble reports	0.42%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.70%	0.57%	0.29%	0.57%	0.43%
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	3	0	0	0	0	0	3	2	2	4	3	
		Total # of repair tickets restored in ≤ 24hrs	3	0	0	0	0	0	3	2	2	4	3	
		% of repair tickets restored ≤ 24 Hours	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
		Sum of the duration of all outages (hh:mm)	11.50	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)	3.83	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	No	No	No	No	No	No	No	No	No	
Unadjusted Out of Service Report		Total # of outage report tickets	5	0	1	1	0	0	3	2	2	4	3	
		Total # of repair tickets restored in ≤ 24hrs	5	0	1	1	0	0	3	2	2	4	3	
		% of repair tickets restored ≤ 24 Hours	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
		Sum of the duration of all outages (hh:mm)	23.50	0.00	7.00	3.59	0.00	0.00	3:44	3:09	23:02	5:27	3:07	
		Avg. outage duration (hh:mm)	4.70	0.00	7.00	3.59	0.00	0.00	2:20	1:23	11:31	1:21	1:02	
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	
		Monthly amount of refunds	0	0	0	0	0	0	0	0	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	20	19	23	21	22	22	20	22	19	21	22	22
		Total # of service orders	19	19	38	21	18	17	11	14	15	16	12	13
		Avg. # of business days	5.59	2.57	6.23	5.72	5.53	5.33	1.95	2.03	4.08	1.98	3.07	1.63
Installation Commitment 3.2 Min. standard = 95% commitment met		Total # of installation commitments	23	25	48	21	17	16	11	14	15	16	12	13
		Total # of installation commitment met	23	25	48	21	15	16	11	14	15	16	12	13
		Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
		% of commitment met	200.0%	200.0%	200.0%	200.0%	200.0%	200.0%	100.0%	100.0%	200.0%	100.0%	200.0%	100.0%
Customers		Acct # for voice or bundle, res+bus	3513	3513	3515	3517	3536	3552	3,581	3579	3534	3508	3527	3508
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	0
		Total # of trouble reports	0	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%	0.00%
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	2792	2794	2805	2776	2812	2832	2861	2868	2835	2813	2827	2807
		Total # of trouble reports	0	0	0	5	4	4	7	1	3	2	1	6
		% of trouble reports	0.00%	0.00%	0.00%	0.18%	0.18%	0.14%	#VALUE!	0.03%	0.10%	0.07%	0.04%	0.21%
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	721	719	710	741	724	720	720	711	699	695	700	701
		Total # of trouble reports	3	0	0	1	0	0	0	5	2	2	4	3
		% of trouble reports	0.42%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.70%	0.57%	0.29%	0.57%	0.43%
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	3	0	0	0	0	0	3	2	2	4	3	
		Total # of repair tickets restored in ≤ 24hrs	3	0	0	0	0	0	3	2	2	4	3	
		% of repair tickets restored ≤ 24 Hours	100.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	100.0%	100.0%	100.0%	100.0%	
		Sum of the duration of all outages (hh:mm)	11.50	0.00	0.00	0.32	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
		Avg. outage duration (hh:mm)	3.83	0.00	0.00	0.07	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	5	0	3	1	4	4	7	4	5	4	5	9

Unadjusted Out of Service Report	Total # of repair tickets restored in ≤ 24hrs	5	0	3	1	4	4	7	4	5	4	5	9
	% of repair tickets restored ≤ 24 Hours	100%	0%	200%	200%	200%	200%	200%	200%	200%	200%	200%	200%
	Sum of the duration of all outages (hh:mm)	24	0	9	4	0	0	1	0	0	2	1	1
	Avg. outage duration (hh:mm)	4.70	0.00	7.88	3.66	0.18	0.08	0.14	0.14	0.09	1.42	1.00	0.28
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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