

**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 (07/25/23)			Date filed ( )			Date filed ( )		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval (3.1)</b> Min. standard = 5 bus. days	Total # of business days	19	19	22	20	23	22						
	Total # of service orders	10	11	9	18	13	13						
	Avg. # of business days	2.12	2.45	2.21	2.56	2.22	2.39						
<b>Installation Commitment (3.2)</b> Min. standard = 95% commitment met	Total # of installation commitments	10	11	9	18	14	13						
	Total # of installation commitment met	10	11	9	18	14	13						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	100%	100%	100%	100%	100%	100%						
<b>Customers</b>	Acct # for voice or bundle, res+bus	2913	2839	2805	2763	2767	2764						
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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	2763	2767	2764					
		Total # of trouble reports	12	3	11	6	4	4					
		% of trouble reports	0.41%	0.10%	0.39%	0.22%	0.14%	0.14%					
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0	0	0	0						
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0						
	% of repair tickets restored ≤ 24 Hours	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						
	Avg. outage duration (hh:mm)	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						
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	12	3	11	6	4	4						
	Total # of repair tickets restored in ≤ 24hrs	12	3	11	6	4	4						
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)	83:21	42:40	91:49	46:08	7:56	29:51						
	Avg. outage duration (hh:mm)	6:45	14:13	8:20	7:48	1:14	5:50						
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0						
	Monthly amount of refunds	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 (05/10/2023)			Date filed (07/25/23)			Date filed ( )			Date filed ( )		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval (3.1)</b> Min. standard = 5 bus. days	Total # of business days	19	19	22	20	23	22						
	Total # of service orders	8	1	1	3	1	0						
	Avg. # of business days	3.54	2.17	1.76	2.64	2.1	0						
	Total # of installation commitments	8	1	1	3	1	0						

<b>Installation Commitment (3.2)</b> Min. standard = 95% commitment met		Total # of installation commitment met	8	1	1	3	1	0							
		Total # of installation commitment missed	0	0	0	0	0	0							
		% of commitment met	100%	100%	100%	100%	100%	100%							
<b>Customers</b>		Acct # for voice or bundle, res+bus	701	708	677	662	656	653							
<b>Customer Trouble Report</b>															
<b>Min. Standard</b>	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	662	656	653							
		Total # of trouble reports	14	4	4	4	1	0							
		% of trouble reports	1.99%	0.56%	0.59%	0.60%	0.15%	0.00%							
<b>Adjusted Out of Service Report</b> 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							
		Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0							
		% of repair tickets restored ≤ 24 Hours	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							
		Avg. outage duration (hh:mm)	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							
<b>Unadjusted Out of Service Report</b>		Total # of outage report tickets	14	4	4	4	1	0							
		Total # of repair tickets restored in ≤ 24hrs	14	4	4	4	1	0							
		% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%							
		Sum of the duration of all outages (hh:mm)	91:02	26:18	66:01	26:58	2:30	0:00							
		Avg. outage duration (hh:mm)	07:35	6:34	16:30	5:39	2:30	0:00							
<b>Refunds</b>		Number of customers who received refunds	0	0	0	0	0	0							
		Monthly amount of refunds	0	0	0	0	0	0							
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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													

<b>State-Wide Reporting</b>														
<b>Installation Interval 3.1</b> Min. standard = 5 bus. days		Total # of business days	19	19	22	20	23	22	0	0	0	0	0	0
		Total # of service orders	18	12	10	21	14	13	0	0	0	0	0	0
		Avg. # of business days	5.66	4.62	3.97	5.2	4.32	2.39	0	0	0	0	0	0
<b>Installation Commitment 3.2</b> Min. standard = 95% commitment met		Total # of installation commitments	18	12	10	21	15	13	0	0	0	0	0	0
		Total # of installation commitment met	18	12	10	21	15	13	0	0	0	0	0	0
		Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
		% of commitment met	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Customers</b>		Acct # for voice or bundle, res+bus	3614	3547	3482	3425	3423	3416	0	0	0	0	0	0
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	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	2913	2839	2805	2763	2767	2764	0	0	0	0	0	0
		Total # of trouble reports	12	3	11	6	4	4	0	0	0	0	0	0
		% of trouble reports	0.41%	0.10%	0.39%	0.22%	0.14%	0.14%	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	662	656	653	0	0	0	0	0	0
		Total # of trouble reports	14	4	4	4	1	0	0	0	0	0	0	0
		% of trouble reports	1.99%	0.56%	0.59%	0.60%	0.15%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Adjusted Out of Service Report</b> 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	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%	100.0%	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	1:92	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	0:33	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	15	4	5	4	0	0	0	0	0	0

<b>Unadjusted Out of Service Report</b>	Total # of repair tickets restored in ≤ 24hrs	26	7	15	4	5	4	0	0	0	0	0	0
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%
	Sum of the duration of all outages (hh:mm)	7	3	7	3	0	1	0	0	0	0	0	0
	Avg. outage duration (hh:mm)	0.60	0.87	1.03	0.56	0.16	0.24	0.00	0.00	0.00	0.00	0.00	0.00
<b>Refunds</b>	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**

**Name:** Brock Erdman - Installation/Trouble Report

**Phone:** (209) 785-2211

**Email:** [rock.erdman@caltelcorp.co](mailto:rock.erdman@caltelcorp.co)

**Email:** \_\_\_\_\_