

**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
Installation Interval (3.1) Min. standard = 5 bus. days	Total # of business days	19	19	22	20	23	22	19	22	20			
	Total # of service orders	10	11	9	18	13	13	13	16	12			
	Avg. # of business days	2.12	2.45	2.21	2.56	2.22	2.39	10.53	5.68	5.23			
Installation Commitment (3.2) Min. standard = 95% commitment met	Total # of installation commitments	10	11	9	18	14	13	13	16	12			
	Total # of installation commitment met	10	11	9	18	14	13	13	16	12			
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Customers	Acct # for voice or bundle, res+bus	2913	2839	2805	2763	2767	2764	2749	2745	2750			
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	2763	2767	2764	2749	2745	2750		
		Total # of trouble reports	12	3	11	6	4	4	4	3	12		
		% of trouble reports	0.41%	0.10%	0.39%	0.22%	0.14%	0.14%	0.15%	0.11%	0.44%		
	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			
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	0	0			
	% of repair tickets restored ≤ 24 Hours	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)	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			
	Indicate if catastrophic event is in a month	No	No	No	No	No	No	No	No	No			
Unadjusted Out of Service Report	Total # of outage report tickets	12	3	11	6	4	4	4	3	12			
	Total # of repair tickets restored in ≤ 24hrs	12	3	11	6	4	4	4	3	12			
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	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	6:26	2:02	76:59			
	Avg. outage duration (hh:mm)	6:45	14:13	8:20	7:48	1:14	5:50	1:36	*00:40	6:24			
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	Monthly amount of refunds	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 (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
Installation Interval (3.1) Min. standard = 5 bus. days	Total # of business days	19	19	22	20	23	22	19	22	20			
	Total # of service orders	8	1	1	3	1	0	0	0	1			
	Avg. # of business days	3.54	2.17	1.76	2.64	2.1	0	0	0	1			

Installation Commitment (3.2) Min. standard = 95% commitment met		Total # of installation commitments	8	1	1	3	1	0	0	0	1			
		Total # of installation commitment met	8	1	1	3	1	0	0	0	1			
		Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
Customers		Acct # for voice or bundle, res+bus	701	708	677	662	656	653	645	641	635			
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	662	656	653	645	641	635			
		Total # of trouble reports	14	4	4	4	1	0	1	1	1			
		% of trouble reports	1.99%	0.56%	0.59%	0.60%	0.15%	0.00%	0.16%	0.16%	0.16%			
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			
		Total # of repair tickets restored in < 24hrs	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%		
		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		
		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		
		Indicate if catastrophic event is in a month	No	No	No	No	No	No	No	No	No			
Unadjusted Out of Service Report		Total # of outage report tickets	14	4	4	4	1	0	1	1	1			
		Total # of repair tickets restored in < 24hrs	14	4	4	4	1	0	1	1	1			
		% of repair tickets restored ≤ 24 Hours	100.0%	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)	91:02	26:18	66:01	26:58	2:30	0:00	1:35	2:20	6:01			
		Avg. outage duration (hh:mm)	07:35	6:34	16:30	5:39	2:30	0:00	1:35	2:20	6:01			
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
		Monthly amount of refunds	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	19	19	22	20	23	22	19	22	20	0	0	0	
		Total # of service orders	18	12	10	21	14	13	13	16	13	13	0	0	0
		Avg. # of business days	5.66	4.62	3.97	5.2	4.32	2.39	10.53	5.68	6.23	6.23	0	0	0
Installation Commitment 3.2 Min. standard = 95% commitment met		Total # of installation commitments	18	12	10	21	15	13	13	16	13	0	0	0	
		Total # of installation commitment met	18	12	10	21	15	13	13	16	13	0	0	0	
		Total # of installation commitment missed	0	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%	200.0%	200.0%	200.0%	0.0%	0.0%	0.0%	
Customers		Acct # for voice or bundle, res+bus	3614	3547	3482	#REF!	3423	3416	3,394	3386	3385	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	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	2749	2745	2750	0	0	0	
		Total # of trouble reports	12	3	11	6	4	4	4	3	12	0	0	0	
		% of trouble reports	0.41%	0.10%	0.39%	0.22%	0.14%	0.14%	0.15%	0.11%	0.44%	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	645	641	635	0	0	0	
		Total # of trouble reports	14	4	4	4	1	0	1	1	1	0	0	0	
		% of trouble reports	1.99%	0.56%	0.59%	0.60%	0.15%	0.00%	0.16%	0.16%	0.16%	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	0	
		% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	

Requested Appl.	Indicate if catastrophonc event is in a month	No	No											
Unadjusted Out of Service Report	Total # of outage report tickets	26	7	15	4	5	4	5	4	13	0	0	0	
	Total # of repair tickets restored in < 24hrs	26	7	15	4	5	4	5	4	13	0	0	0	
	% of repair tickets restored ≤ 24 Hours	200%	200%	200%	200%	200%	200%	200%	200%	200%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	7	3	7	3	0	1	0	0	0	3	0	0	0
	Avg. outage duration (hh:mm)	0.60	0.87	1.03	0.56	0.16	0.24	0.13	#VALUE!	0.52	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

Name: Brock Erdman - Installation/Trouble Report

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