

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

Company Name: Calaveras Telephone Company

U#: U1004-C

Report Year: 2024

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Copperopolis

Measurement (Compile monthly, file quarterly)		Date filed (04/14/24)			Date filed (xx/xx/xx)			Date filed (xx/xx/xx)			Date filed (xx/xx/xx)		
		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	29	11	30									
	Total # of service orders	12	4	12									
	Avg. # of business days	2.42	2.75	2.50									
Installation Commitment (3.2) Min. standard = 95% commitment met	Total # of installation commitments	10	6	9									
	Total # of installation commitment met	10	6	9									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	2466	2441	2446									
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	2743	2716	2714								
		Total # of trouble reports	9	5	14								
		% of trouble reports	0.33%	0.18%	0.52%								
	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												
	Total # of repair tickets restored in ≤ 24hrs												
	% of repair tickets restored ≤ 24 Hours												
	Sum of the duration of all outages (hh:mm)												
	Avg. outage duration (hh:mm)												
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	9	5	14									
	Total # of repair tickets restored in ≤ 24hrs	9	5	14									
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%									
	Sum of the duration of all outages (hh:mm)	94:50	20:39	106:06									
	Avg. outage duration (hh:mm)	10:32	4:07	7:34									
Refunds	Number of customers who received refunds												
	Monthly amount of refunds												
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 (04/14/24)			Date filed (xx/xx/xx)			Date filed (xx/xx/xx)			Date filed (xx/xx/xx)		
		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	9	4	6									
	Total # of service orders	3	2	2									
	Avg. # of business days	3.00	2.00	3.00									
	Total # of installation commitments	3	1	4									

Installation Commitment (3.2) Min. standard = 95% commitment met		Total # of installation commitment met	3	1	4															
		Total # of installation commitment missed	0	0	0															
		% of commitment met	100%	100%	100%															
Customers		Acct # for voice or bundle, res+bus	604	598	601															
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	617	610	613															
		Total # of trouble reports	4	3	1															
		% of trouble reports	0.65%	0.49%	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															
		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)																		
		Avg. outage duration (hh:mm)																		
		Indicate if catastrophc event is in a month																		
Unadjusted Out of Service Report		Total # of outage report tickets	4	3	1															
		Total # of repair tickets restored in ≤ 24hrs	4	3	1															
		% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%															
		Sum of the duration of all outages (hh:mm)	31:55	9:56	23:53															
		Avg. outage duration (hh:mm)	7:58	3:18	23:53															
Refunds		Number of customers who received refunds																		
		Monthly amount of refunds																		
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	38	11	30															
		Total # of service orders	15	6	14															
		Avg. # of business days	2.53	1.83	2.14															
Installation Commitment 3.2 Min. standard = 95% commitment met		Total # of installation commitments	13	7	13															
		Total # of installation commitment met	13	7	13															
		Total # of installation commitment missed	0	0	0															
		% of commitment met	100%	100%	100%															
Customers		Acct # for voice or bundle, res+bus	3070	3039	3047															
Customer Trouble Report																				
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	0	0	0															
		Total # of trouble reports	0	0	0															
		% of trouble reports	0.00%	0.00%	0.00%															
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	2743	2716	2714															
		Total # of trouble reports	9	5	14															
		% of trouble reports	0.33%	0.18%	0.52%															
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	617	610	613															
		Total # of trouble reports	4	3	1															
		% of trouble reports	0.65%	0.49%	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															
		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 catastrophc event is in a month	No	No																

Unadjusted Out of Service Report	Total # of outage report tickets	13	8	15								
	Total # of repair tickets restored in ≤ 24hrs	13	8	15								
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%								
	Sum of the duration of all outages (hh:mm)	6:45	6:35	9:59								
	Avg. outage duration (hh:mm)	18:30	7:25	7:27								
Refunds	Number of customers who received refunds	0	0	0								
	Monthly amount of refunds	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

Phone: (209) 785-2211

Email: brock.erdman@caltelcorp.com

