

**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) 1st Quarter			Date filed (xx/xx/xx) 2nd Quarter			Date filed (xx/xx/xx) 3rd Quarter			Date filed (xx/xx/xx) 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	34	11	35	28	42	32						
	Total # of service orders	13	4	13	11	13	8						
	Avg. # of business days	2.62	2.75	2.69	2.55	3.23	4.00						
Installation Commitment (3.2) Min. standard = 95% commitment met	Total # of installation commitments	14	7	14	11	20	9						
	Total # of installation commitment met	14	7	14	11	20	9						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	100%	100%	100%	100%	100%	100%						
Customers	Acct # for voice or bundle, res+bus	2432	2436	2412	2417	2405	2405						
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	2700	2700	2701					
		Total # of trouble reports	9	5	14	4	4	11					
		% of trouble reports	0.33%	0.18%	0.52%	0.15%	0.15%	0.41%					
	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	3	4	10						
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	3	4	10						
	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%	100.0%	100.0%	100.0%						
	Sum of the duration of all outages (hh:mm)				8:42	7:39	27:59						
	Avg. outage duration (hh:mm)				2:54	1:54	2:47						
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	9	5	14	4	4	11						
	Total # of repair tickets restored in ≤ 24hrs	9	5	14	3	4	10						
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	75.0%	100.0%	90.9%						
	Sum of the duration of all outages (hh:mm)	94:50	20:39	106:06	55:37	7:39	67:53						
	Avg. outage duration (hh:mm)	10:32	4:07	7:34	13:54	1:54	6:18						
Refunds	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 (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	11	7	7	0						
	Total # of service orders	3	2	3	3	2	0						
	Avg. # of business days	3.00	2.00	3.67	2.33	3.50	0.00						
Installation Commitment (3.2) Min. standard = 95% commitment met	Total # of installation commitments	3	2	4	3	3	1						
	Total # of installation commitment met	3	2	4	3	3	1						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	100%	100%	100%	100%	100%	100%						
Customers		Acct # for voice or bundle, res+bus											
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	606	606	610					
		Total # of trouble reports	4	3	1	0	5	2					
		% of trouble reports	0.65%	0.49%	0.16%	0.00%	0.83%	0.33%					
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	4	2						
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	4	2						
	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%						
	Sum of the duration of all outages (hh:mm)				00:00	29:46	00:54						
	Avg. outage duration (hh:mm)				00:00	7:26	00:27						
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	4	3	1	0	5	2						
	Total # of repair tickets restored in ≤ 24hrs	4	3	1	0	4	2						
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	0.0%	80.0%	100.0%						
	Sum of the duration of all outages (hh:mm)	31:55	9:56	23:53	00:00	71:51	00:54						
	Avg. outage duration (hh:mm)	7:58	3:18	23:53	00:00	14:22	00:27						
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	43	15	46	35	49	32					
	Total # of service orders	16	6	16	14	15	8					
	Avg. # of business days	2.69	2.50	2.88	2.50	3.27	4.00					
Installation Commitment 3.2 Min. standard = 95% commitment met	Total # of installation commitments	17	9	18	14	23	10					
	Total # of installation commitment met	17	9	18	14	23	10					
	Total # of installation commitment missed	0	0	0	0	0	0					
	% of commitment met	100%	100%	100%	100%	100%	100%					
Customers		Acct # for voice or bundle, res+bus										
		3036	3040	3010	3018	3001	3012					

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							
		Total # of trouble reports	0	0	0	0	0	0							
		% of trouble reports	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	2743	2716	2714	2700	2700	2701							
		Total # of trouble reports	9	5	14	4	4	11							
		% of trouble reports	0.33%	0.18%	0.52%	0.15%	0.15%	0.41%							
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	617	610	613	606	606	610							
		Total # of trouble reports	4	3	1	0	5	2							
		% of trouble reports	0.65%	0.49%	0.16%	0.00%	0.83%	0.33%							
Adjusted Out of Service Report		Total # of outage report tickets	0	0	0	3	8	12							
Min. standard = 90% within 24 hrs (2.2.2 excludes Sunday, fed holiday, catastrophic events & customer requested appt.)		Total # of repair tickets restored in ≤ 24hrs	0	0	0	3	8	12							
		% of repair tickets restored ≤ 24 Hours	N/A	N/A	N/A	100.0%	100.0%	100.0%							
		Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00	8:42	37:25	30:46							
		Avg. outage duration (hh:mm)	0:00	0:00	0:00	2:54	9:20	3:14							
		Indicate if catastrophic event is in a month	No	No	No	No	No	No							
Unadjusted Out of Service Report		Total # of outage report tickets	13	8	15	4	9	13							
		Total # of repair tickets restored in ≤ 24hrs	13	8	15	3	8	12							
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	75.0%	88.9%	92.3%							
		Sum of the duration of all outages (hh:mm)	6:45	6:35	9:59	55:37	79:30	68:47							
		Avg. outage duration (hh:mm)	18:30	7:25	7:27	13:54	16:16	6:45							
Refunds		Number of customers who received refunds	0	0	0	0	0	0							
		Monthly amount of refunds	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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