

**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	
	Total # of service orders	18	17	37								19	
	Avg. # of business days	2.42	1.89	2.22								2.23	
Installation Commitment (3.2) Min. standard = 95% commitment met	Total # of installation commitments	22	22	47								25	
	Total # of installation commitment met	22	22	47								25	
	Total # of installation commitment missed	0	0	0								0	
	% of commitment met	100%	100%	100%								100%	
Customers	Acct # for voice or bundle, res+bus	2792	2794	2805								2793	
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	0	0	0	0	0	0	0	2793
		Total # of trouble reports	0	0	0								7
		% of trouble reports	0.00%	0.00%	0.00%								0.25%
	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								7	
	Total # of repair tickets restored in ≤ 24hrs	0	0	0								7	
	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%								100.0%	
	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00								11.50	
	Avg. outage duration (hh:mm)	0.00	0.00	0.00								1.64	
	Indicate if catastrophic event is in a month	No	No	No								No	
Unadjusted Out of Service Report	Total # of outage report tickets	0	0	2								7	
	Total # of repair tickets restored in ≤ 24hrs	0	0	2								7	
	% of repair tickets restored ≤ 24 Hours	0%	0%	100%								100%	
	Sum of the duration of all outages (hh:mm)	0.00	0.00	1.75								27.50	
	Avg. outage duration (hh:mm)	0.00	0.00	0.88								3.93	
Refunds	Number of customers who received refunds	0	0	0								0	
	Monthly amount of refunds	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	0	0	0	0	0	0	0	21	
	Total # of service orders	1	2	1								2	
	Avg. # of business days	3.17	0.68	4.01								1.67	
	Total # of installation commitments	1	3	1								2	

Installation Commitment (3.2) Min. standard = 95% commitment met		Total # of installation commitment met	1	3	1								2	
		Total # of installation commitment missed	0	0	0								0	
		% of commitment met	100%	100%	100%								100%	
Customers		Acct # for voice or bundle, res+bus	721	719	710								723	
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	0	0	0	0	0	0	0	0	723
		Total # of trouble reports	3	0	0									2
		% of trouble reports	0.42%	0.00%	0.00%									0.28%
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								2	
		Total # of repair tickets restored in ≤ 24hrs	3	0	0								2	
		% of repair tickets restored ≤ 24 Hours	100.0%	0.0%	0.0%								100.0%	
		Sum of the duration of all outages (hh:mm)	11.50	0.00	0.00								6.50	
		Avg. outage duration (hh:mm)	3.83	0.00	0.00								3.25	
		Indicate if catastrophic event is in a month	No	No	No								No	
Unadjusted Out of Service Report		Total # of outage report tickets	5	0	1								3	
		Total # of repair tickets restored in ≤ 24hrs	5	0	1								3	
		% of repair tickets restored ≤ 24 Hours	100.0%	0.0%	100.0%								100.0%	
		Sum of the duration of all outages (hh:mm)	23.50	0.00	7.00								9.00	
		Avg. outage duration (hh:mm)	4.70	0.00	7.00								3.00	
Refunds		Number of customers who received refunds	0	0	0								0	
		Monthly amount of refunds	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	0	0	0	0	0	0	0	21	
		Total # of service orders	19	19	38	0	0	0	0	0	0	0	21	
		Avg. # of business days	5.59	2.57	6.23	0	0	0	0	0	0	0	3.9	
Installation Commitment 3.2 Min. standard = 95% commitment met		Total # of installation commitments	23	25	48	0	0	0	0	0	0	0	27	
		Total # of installation commitment met	23	25	48	0	0	0	0	0	0	0	27	
		Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	
		% of commitment met	200.0%	200.0%	200.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	200.0%	
Customers		Acct # for voice or bundle, res+bus	3513	3513	3515	0	0	0	0	0	0	0	3516	
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	
		Total # of trouble reports	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	0	0	0	0	0	0	0	0	2793
		Total # of trouble reports	0	0	0	0	0	0	0	0	0	0	0	7
		% 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%	0.25%
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	721	719	710	0	0	0	0	0	0	0	0	723
		Total # of trouble reports	3	0	0	0	0	0	0	0	0	0	0	2
		% of trouble reports	0.42%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.28%
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	0	0	0	0	9	
		Total # of repair tickets restored in ≤ 24hrs	3	0	0	0	0	0	0	0	0	0	9	
		% of repair tickets restored ≤ 24 Hours	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	200.0%	
		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	18.00	
		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	4.89	
		Indicate if catastrophic event is in a month	No	No										
		Total # of outage report tickets	5	0	3	0	0	0	0	0	0	0	10	

Unadjusted Out of Service Report	Total # of repair tickets restored in ≤ 24hrs	5	0	3	0	0	0	0	0	0	0	0	10
	% of repair tickets restored ≤ 24 Hours	100%	0%	200%	0%	0%	0%	0%	0%	0%	0%	0%	200%
	Sum of the duration of all outages (hh:mm)	24	0	9	0	0	0	0	0	0	0	0	37
	Avg. outage duration (hh:mm)	4.70	0.00	7.88	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	6.93
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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