

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

Company Name: Calaveras Telephone Company

U#: U1004-C

Report Year: 2020

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Copperopolis

Measurement (Compile monthly, file quarterly)		Date filed (05/11/2020)			Date filed (07/27/2020)			Date filed (10/15/2020)			Date filed (01/25/2021)			
		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	22	19	22	21	20	22	22	21	22	22	19	22	
	Total # of service orders	24	17	31	50	33	22	26	35	28	25	18	28	
	Avg. # of business days	1.34	1.53	2.23	2.42	2.49	2.4	2.74	2.43	2.33	1.98	1.99	2.28	
<b>Installation Commitment (3.2)</b> Min. standard = 95% commitment met	Total # of installation commitments	30	20	36	59	45	41	41	53	49	34	30	39	
	Total # of installation commitment met	30	20	36	59	45	41	40	53	48	34	30	39	
	Total # of installation commitment missed	0	0	0	0	0	0	1	0	1	0	0	0	
	% of commitment met	100%	100%	100%	100%	100%	100%	98%	100%	98%	100%	100%	100%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	2536	2531	2546	2576	2600	2618	2628	2659	2671	2689	2692	2696	
<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	2536	2531	2546	2576	2600	2618	2628	2659	2671	2689	2692	2696
		Total # of trouble reports	2	0	0	4	70	5	1	6	0	13	5	9
		% of trouble reports	8.00%	0.00%	0.00%	16.00%	269.00%	19.00%	4.00%	23.00%	0.00%	33.00%	19.00%	33.00%
	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	2	0	0	2	4	5	1	6	0	9	5	8	
	Total # of repair tickets restored in ≤ 24hrs	2	0	0	2	4	5	1	6	0	9	5	8	
	% 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%	100.0%	100.0%	
	Sum of the duration of all outages (hh:mm)	3.30	0.00	0.00	6.15	26.00	8.00	0.17	19.00	0.00	39.00	16.50	23.00	
	Avg. outage duration (hh:mm)	1.65	0.00	0.00	3.08	6.50	1.60	0.17	3.17	0.00	4.33	3.30	2.88	
	Indicate if catastrophic event is in a month	No	No	No	No	No	No	No	No	No	No	No	No	
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	2	1	1	4	9	5	1	6	0	13	5	9	
	Total # of repair tickets restored in ≤ 24hrs	2	1	1	4	9	5	1	6	0	13	5	9	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Sum of the duration of all outages (hh:mm)	3.30	17.40	3.25	49.75	40.00	8.00	0.17	19.00	0.00	55.50	16.50	25.00	
	Avg. outage duration (hh:mm)	1.65	17.40	3.25	12.44	4.44	1.60	0.17	3.17	0.00	4.27	3.30	2.78	
<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	0	0	0	0	0	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													

Reporting Unit Type:

Total Company  Exchange  Wire Center

Reporting Unit Name:

Jenny Lind

Measurement (Compile monthly, file quarterly)		Date filed (05/11/2020)			Date filed (07/27/2020)			Date filed (10/15/2020)			Date filed (01/25/2021)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan 22	Feb 19	Mar 22	Apr 21	May 20	Jun 22	Jul 22	Aug 21	Sep 22	Oct 22	Nov 19	Dec 22	
<b>Installation Interval (3.1)</b> Min. standard = 5 bus. days	Total # of business days	5	3	8	4	3	5	2	1	4	3	1	4	
	Total # of service orders	2.04	1.78	1.9	2.14	2.73	2.24	3.25	3.02	2.65	1	1.17	1.62	
	Avg. # of business days	8	4	8	4	4	5	5	2	6	4	2	5	
<b>Installation Commitment (3.2)</b> Min. standard = 95% commitment met	Total # of installation commitments	8	4	8	4	4	5	5	2	6	4	2	5	
	Total # of installation commitment met	0	0	0	0	0	0	0	0	0	0	0	0	
	Total # of installation commitment missed	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	754	749	742	740	740	741	740	740	736	737	734	736	
<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	754	749	742	740	740	741	740	740	736	737	734	736
		Total # of trouble reports	1	2	1	1	36	0	4	2	0	0	2	2
		% of trouble reports	13.00%	27.00%	13.00%	14.00%	486.00%	0.00%	54.00%	27.00%	0.00%	0.00%	27.00%	27.00%
<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	1	2	1	1	1	0	4	2	0	0	2	2	
	Total # of repair tickets restored in ≤ 24hrs	1	2	1	1	1	0	4	2	0	0	2	2	
	% 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%	100.0%	100.0%	
	Sum of the duration of all outages (hh:mm)	2.15	4.30	1.50	5.00	3.50	0.00	17.00	12.00	0.00	0.00	12.50	5.50	
	Avg. outage duration (hh:mm)	2.15	2.15	1.50	5.00	3.50	0.00	4.25	6.00	0.00	0.00	6.25	2.75	
Indicate if catastrophic event is in a month	No	No	No	No	No	No	No	No	No	No	No	No	No	
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	1	5	1	1	2	0	4	2	0	0	2	2	
	Total # of repair tickets restored in ≤ 24hrs	1	5	1	1	2	0	4	2	0	0	2	2	
	% 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%	100.0%	100.0%	
	Sum of the duration of all outages (hh:mm)	2.15	31.95	1.50	5.00	6.00	0.00	17.00	12.00	0.00	0.00	12.50	5.50	
	Avg. outage duration (hh:mm)	2.15	6.39	1.50	5.00	3.00	0.00	4.25	6.00	0.00	0.00	6.25	2.75	
<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	0	0	0	0	0	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													

State-Wide Reporting															
<b>Installation Interval 3.1</b> Min. standard = 5 bus. days		Total # of business days	22	19	22	21	20	22	22	21	22	22	19	22	
		Total # of service orders	29	20	39	54	36	27	28	36	32	28	19	32	
		Avg. # of business days	3.38	3.31	4.13	4.56	5.22	4.64	5.99	5.45	4.98	2.98	3.16	3.9	
<b>Installation Commitment 3.2</b> Min. standard = 95% commitment met		Total # of installation commitments	38	24	44	63	49	46	46	55	55	38	32	44	
		Total # of installation commitment met	38	24	44	63	49	46	45	55	54	38	32	44	
		Total # of installation commitment missed	0	0	0	0	0	0	1	0	1	0	0	0	
		% of commitment met	200.0%	200.0%	200.0%	200.0%	200.0%	200.0%	198.0%	200.0%	198.0%	200.0%	200.0%	200.0%	200.0%
<b>Customers</b>		Acct # for voice or bundle, res+bus	3290	3280	3288	3316	3340	3359	3,368	3399	3407	3426	3426	3432	
<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	2536	2531	2546	2576	2600	2618	2628	2659	2671	2689	2692	2696	
		Total # of trouble reports	2	0	0	4	70	5	1	6	0	13	5	9	
		% of trouble reports	8.00%	0.00%	0.00%	16.00%	269.00%	19.00%	4.00%	23.00%	0.00%	33.00%	19.00%	33.00%	
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	754	749	742	740	741	740	740	740	736	737	734	736	
		Total # of trouble reports	1	2	1	1	36	0	4	2	0	0	2	2	
		% of trouble reports	13.00%	27.00%	13.00%	14.00%	486.00%	0.00%	54.00%	27.00%	0.00%	0.00%	27.00%	27.00%	
	<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	3	2	1	3	5	5	5	8	0	9	7	10
			Total # of repair tickets restored in ≤ 24hrs	3	2	1	3	5	5	5	8	0	9	7	10
			% of repair tickets restored ≤ 24 Hours	200.0%	200.0%	200.0%	200.0%	200.0%	200.0%	200.0%	200.0%	200.0%	200.0%	200.0%	200.0%
Sum of the duration of all outages (hh:mm)			5.45	4.30	1.50	11.15	29.50	8.00	17.17	31.00	0.00	39.00	29.00	28.50	
Avg. outage duration (hh:mm)			3.80	2.15	1.50	8.08	10.00	1.60	4.42	9.17	0.00	4.33	9.55	5.63	
Indicate if catastrophic event is in a month			No												
<b>Unadjusted Out of Service Report</b>		Total # of outage report tickets	3	6	2	5	11	5	5	8	0	13	7	11	
		Total # of repair tickets restored in ≤ 24hrs	3	6	2	5	11	5	5	8	0	13	7	11	
		% of repair tickets restored ≤ 24 Hours	200%	200%	200%	200%	200%	200%	200%	200%	200%	200%	200%	200%	
		Sum of the duration of all outages (hh:mm)	5	49	5	55	46	8	17	31	0	56	29	31	
		Avg. outage duration (hh:mm)	3.80	23.79	4.75	17.44	7.44	1.60	4.42	9.17	0.00	4.27	9.55	5.53	
<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	
<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). N/A Under 5,000 lines.															
		Total # of calls for TR, Billing & Non-Billing													
		Total # of call seconds to reach live agent													
		% ≤ 60 seconds													

\*July install not met - customers new home not ready to move in, customer cancelled service order from January. Customer asked for another due date, home still not ready.

**Primary Utility Contact Information**

Name: Yvonne Wooster - Installation  
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