

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

Company Name: Calaveras Telephone Company

U#: U1004-C

Report Year: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Copperopolis

Measurement (Compile monthly, file quarterly)		Date filed (04/12/2021)			Date filed (07/27/2021)			Date filed (10/15/2021)			Date filed (01/25/2022)		
		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									
	Total # of service orders	26	27	25									
	Avg. # of business days	2.35	1.6	1.87									
Installation Commitment (3.2) Min. standard = 95% commitment met	Total # of installation commitments	35	42	38									
	Total # of installation commitment met	35	41	38									
	Total # of installation commitment missed	0	1	0									
	% of commitment met	100%	98%	100%									
Customers	Acct # for voice or bundle, res+bus	2708	2729	2742									
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	2708	2729	2742	0	0	0	0	0	0	0	0
		Total # of trouble reports	2	2	5								
		% of trouble reports	0.07%	7.00%	18.00%								
	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	1	2	3									
	Total # of repair tickets restored in ≤ 24hrs	1	2	3									
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%									
	Sum of the duration of all outages (hh:mm)	1.00	8.50	2.10									
	Avg. outage duration (hh:mm)	1.00	4.25	0.70									
	Indicate if catastrophic event is in a month	No	No	No									
Unadjusted Out of Service Report	Total # of outage report tickets	2	2	5									
	Total # of repair tickets restored in ≤ 24hrs	2	2	5									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	3.00	8.50	9.60									
	Avg. outage duration (hh:mm)	1.50	4.25	1.92									
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												

Reporting Unit Type:

Total Company Exchange Wire Center

Reporting Unit Name:

Jenny Lind

Measurement (Compile monthly, file quarterly)		Date filed (04/12/2021)			Date filed (07/27/2021)			Date filed (10/15/2021)			Date filed (01/25/2022)		
		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	0	
	Total # of service orders	5	3	2									
	Avg. # of business days	1.84	3.15	1.98									
Installation Commitment (3.2) Min. standard = 95% commitment met	Total # of installation commitments	6	3	2									
	Total # of installation commitment met	5	3	2									
	Total # of installation commitment missed	1	0	0									
	% of commitment met	98%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	736	736	733									
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	736	736	733	0	0	0	0	0	0	0	
		Total # of trouble reports	5	6	1								
		% of trouble reports	68.00%	82.00%	14.00%								
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	5	6	1									
	Total # of repair tickets restored in ≤ 24hrs	5	6	1									
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%									
	Sum of the duration of all outages (hh:mm)	13.50	14.00	3.00									
	Avg. outage duration (hh:mm)	2.70	2.33	3.00									
	Indicate if catastrophic event is in a month	No	No	No									
Unadjusted Out of Service Report	Total # of outage report tickets	5	6	1									
	Total # of repair tickets restored in ≤ 24hrs	5	6	1									
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%									
	Sum of the duration of all outages (hh:mm)	13.50	14.00	3.00									
	Avg. outage duration (hh:mm)	2.70	2.33	3.00									
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	20	19	23	0	0	0	0	0	0	0	0
		Total # of service orders	31	30	27	0	0	0	0	0	0	0	0
		Avg. # of business days	4.19	4.75	3.85	0	0	0	0	0	0	0	0
Installation Commitment 3.2 Min. standard = 95% commitment met		Total # of installation commitments	41	45	40	0	0	0	0	0	0	0	0
		Total # of installation commitment met	40	44	40	0	0	0	0	0	0	0	0
		Total # of installation commitment missed	1	1	0	0	0	0	0	0	0	0	0
		% of commitment met	198.0%	198.0%	200.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Customers		Acct # for voice or bundle, res+bus	3444	3465	3475	0	0	0	0	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
		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%
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	2708	2729	2742	0	0	0	0	0	0	0	0
		Total # of trouble reports	2	2	5	0	0	0	0	0	0	0	0
		% of trouble reports	0.07%	7.00%	18.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	736	736	733	0	0	0	0	0	0	0	0
		Total # of trouble reports	5	6	1	0	0	0	0	0	0	0	0
		% of trouble reports	68.00%	82.00%	14.00%	0.00%	0.00%	0.00%	0.00%	0.00%	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	6	8	4	0	0	0	0	0	0	0	
		Total # of repair tickets restored in ≤ 24hrs	6	8	4	0	0	0	0	0	0	0	
		% of repair tickets restored ≤ 24 Hours	200.0%	200.0%	200.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
		Sum of the duration of all outages (hh:mm)	14.50	22.50	5.10	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
		Avg. outage duration (hh:mm)	3.70	6.58	3.70	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
		Indicate if catastrophic event is in a month	No										
Unadjusted Out of Service Report		Total # of outage report tickets	7	8	6	0	0	0	0	0	0	0	
		Total # of repair tickets restored in ≤ 24hrs	7	8	6	0	0	0	0	0	0	0	
		% of repair tickets restored ≤ 24 Hours	200%	200%	200%	0%	0%	0%	0%	0%	0%	0%	
		Sum of the duration of all outages (hh:mm)	17	23	13	0	0	0	0	0	0	0	
		Avg. outage duration (hh:mm)	4.20	6.58	4.92	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Refunds		Number of customers who received refunds	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	
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											

January - 785 not met Bus customer not ready for service yet. 786- not met customer could move in until other customer moved out.

Primary Utility Contact Information

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