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

Company Name:	Calaveras Telephone C	Company	U#:	U1004-C	Report Year:	2021
Reporting Unit Type:	☐ Total Company ☐ Exchange ☐	☐ Wire Center	Reporting	g Unit Name:	Copperopolis	

Measurement (Compile monthly, file quarterly)			Date filed (04/12/2021)	,		iled (07/27			Date filed (10/15/2021)		Date filed (01/25/2022)			
		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	Jan	1st Quarter Feb	Mar	Apr	nd Quarte	er Jun	* Jul	3rd Quarter	Sep	Oct	4th Quarter Nov	Dec
Total # of business days		Total # of business days	20	19	23	Aþi	IVIAY	Jun	Jui	Aug	Зер	001	NOV	Dec
Installation Interval		Total # of service orders	26	27	25									
Min. standard = 5 bus	s. days	Avg. # of business days	2.35	1.6	1.87									i
		Total # of installation commitments	35	42	38									i
Installation Commit	ment (3.2)	Total # of installation commitment met	35	41	38									
Min. standard = 95%	` '	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 R	Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
.	units w/ ≥ 3,000 lines)	% of trouble reports												
Min. Standard		Total # of working lines	2708	2729	2742	0	0	0	0	0	0	0	0	0
tan	8% (8 per 100 working lines for	Total # of trouble reports	2	2	5	Ů	0	Ü	0		Ü		Ů	
S.	units w/ 1,001 - 2,999 lines)	% of trouble reports	0.07%	7.00%	18.00%									
Ē	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	0.0.7,0											
		Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	1	2	3									
		Total # of repair tickets restored in ≤ 24hrs	1	2	3									
Adjusted		% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%									
Out of Service Repo		Sum of the duration of all outages (hh:mm)	1.00	8.50	2.10									
Min. standard = 90%	within 24 hrs	Avg. outage duration (hh:mm)	1.00	4.25	0.70									
		Indicate if catastrpohic event is in a month	No	No	No									
		Total # of outage report tickets	2	2	5			1						
Unadjusted		Total # of outage report fickets Total # of repair tickets restored in < 24hrs	2	2	5			 						
Out of Service Repo	ort	% of repair tickets restored ≤ 24 Hours	100%	100%	100%			 						
		Sum of the duration of all outages (hh:mm)	3.00	8.50	9.60			t						
		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	e Reports, Billing & Non-Billing)													
	of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
	option to reach live agent).	Total # of call seconds to reach live agent												
3 (%<60 seconds												

Reporting Unit Type:	□ Total Company	Exchange	☐ Wire Center	Reporting Unit Name:	Jenny Lind	
reporting unit Type:	☐ Total Company		□ wire center	Reporting Unit Name:	Jenny Lina	

Measurement (Compile monthly, file quarterly)			Date filed (04/12/2021) 1st Quarter		Date filed (07/27/2021) 2nd Quarter				Date filed (10/15/2021) 3rd Quarter		Date filed (01/25/2022) 4th Quarter			
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	20	19	23	Ö	0	0	0	0	0	0	0	0
Installation Interval	` '	Total # of service orders	5	3	2									
Min. standard = 5 bu	s. days	Avg. # of business days	1.84	3.15	1.98									
		Total # of installation commitments	6	3	2									
Installation Commit	tment (3.2)	Total # of installation commitment met	5	3	2									1
Min. standard = 95%	commitment met	Total # of installation commitment missed	1	0	0									
		% of commitment met	98%	100%	100%									1
Customers		Acct # for voice or bundle, res+bus	736	736	733									1
Customer Trouble F	Report													1
	201/ (2 400 1: 1: 1:	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												1
5	units w/ ≥ 3,000 lines)	% of trouble reports												1
Min. Standard		Total # of working lines												
fan	8% (8 per 100 working lines for	Total # of trouble reports												
SC	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Ē		Total # of working lines	736	736	733	0	0	0	0	0	0	0	0	0
	10% (10 per 100 working lines	Total # of trouble reports	5	6	1						Ü	Ü		<u>_</u> _
	for units w/ ≤ 1,000 lines)	% of trouble reports	68.00%	82.00%	14.00%									
		Total # of outage report tickets	5	6	1									
Adjusted		Total # of repair tickets restored in ≤ 24hrs	5	6	1									
Out of Service Repo		% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%									
	within 24 hrs (2.2.2 excludes	Sum of the duration of all outages (hh:mm)	13.50	14.00	3.00									
requested appt.)	catastrophic events & customer	Avg. outage duration (hh:mm)	2.70	2.33	3.00									
requested appt.)		Indicate if catastrpohic event is in a month	No	No	No									ĺ
		Total # of outage report tickets	5	6	1									
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	5	6	1									
Out of Service Repo	ort	% 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	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a menu	option to reach live agent).	Total # of call seconds to reach live agent												
		% <u><</u> 60 seconds												
														í

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	0
		Total # of service orders	31	30	27	0	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	0
Installation Commitment 3.2		Total # of installation commitments	41	45	40	0	0	0	0	0	0	0	0	0
		Total # of installation commitment met	40	44	40	0	0	0	0	0	0	0	0	0
Min. standard = 95% of	commitment met	Total # of installation commitment missed	1	1	0	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%	0.0%
Customers		Acct # for voice or bundle, res+bus		3465	3475	0	0	0	0	0	0	0	0	0
Customer Trouble Re	eport													
	00//0 /00 // //	Total # of working lines	0	0	0	0	0	0	0	0	0	0	0	0
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports	0	0	0	0	0	0	0	0	0	0	0	0
D.	units w/ ≥ 3,000 inles)	% 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%
Min. Standard	8% (8 per 100 working lines for	Total # of working lines	2708	2729	2742	0	0	0	0	0	0	0	0	0
Sta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	2	2	5	0	0	0	0	0	0	0	0	0
n. 9	2,000 mios)	% 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%	0.00%
Ξ	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	0
		Total # of trouble reports	5	6	1	0	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%	0.00%
		Total # of outage report tickets	6	8	4	0	0	0	0	0	0	0	0	0
Adjusted		Total # of repair tickets restored in ≤ 24hrs	6	8	4	0	0	0	0	0	0	0	0	0
Out of Service Repor		% 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%	0.0%	0.0%
	vithin 24 hrs (2.2.2 excludes tastrophic events & customer	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	0.00	0.00
requested appt.)	tastrophic events & customer	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	0.00	0.00
requested appr.)		Indicate if catastrophonc event is in a month	No											
		Total # of outage report tickets	7	8	6	0	0	0	0	0	0	0	0	0
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	7	8	6	0	0	0	0	0	0	0	0	0
Out of Service Report	t	% of repair tickets restored ≤ 24 Hours	200%	200%	200%	0%	0%	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	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	0.00	0.00
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		Total # of calls for TR, Billing & Non-Billing												
		Total # of call seconds to reach live agent												
N/A Under 5,000 lines.		%< 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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