

**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 (07/15/2021) | | | 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 | 22 | 19 | 22 | | | | | | |
| | Total # of service orders | 26 | 27 | 25 | 35 | 15 | 27 | | | | | | |
| | Avg. # of business days | 2.35 | 1.6 | 1.87 | 2.34 | 2.05 | 1.99 | | | | | | |
| Installation Commitment (3.2) Min. standard = 95% commitment met | Total # of installation commitments | 35 | 42 | 38 | 51 | 25 | 42 | | | | | | |
| | Total # of installation commitment met | 35 | 41 | 38 | 51 | 25 | 42 | | | | | | |
| | Total # of installation commitment missed | 0 | 1 | 0 | 0 | 0 | 0 | | | | | | |
| | % of commitment met | 100% | 98% | 100% | 100% | 100% | 100% | | | | | | |
| Customers | Acct # for voice or bundle, res+bus | 2708 | 2729 | 2742 | 2767 | 2778 | 2788 | | | | | | |
| 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 | 2767 | 2778 | 2788 | 0 | 0 | 0 | 0 | 0 |
| | | Total # of trouble reports | 2 | 2 | 5 | 8 | 8 | 4 | | | | | |
| | | % of trouble reports | 0.07% | 0.07% | 0.18% | 0.29% | 0.29% | 0.14% | | | | | |
| | 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 | 8 | 8 | 4 | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 1 | 2 | 3 | 8 | 8 | 4 | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 1.00 | 8.50 | 2.10 | 21.00 | 13.08 | 7.00 | | | | | | |
| | Avg. outage duration (hh:mm) | 1.00 | 4.25 | 0.70 | 2.63 | 1.64 | 1.75 | | | | | | |
| | Indicate if catastrophic event is in a month | No | No | No | No | No | No | | | | | | |
| Unadjusted Out of Service Report | Total # of outage report tickets | 2 | 2 | 5 | 8 | 8 | 4 | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 2 | 2 | 5 | 8 | 8 | 4 | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 100% | 100% | 100% | 100% | 100% | 100% | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 3.00 | 8.50 | 9.60 | 21.00 | 13.08 | 7.00 | | | | | | |
| | Avg. outage duration (hh:mm) | 1.50 | 4.25 | 1.92 | 2.63 | 1.64 | 1.75 | | | | | | |
| | | | | | | | | | | | | | |
| 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 (04/12/2021) | | | Date filed (07/15/2021) | | | 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 | 22 | 19 | 22 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | Total # of service orders | 5 | 3 | 2 | 6 | 2 | 3 | | | | | | | |
| | Avg. # of business days | 1.84 | 3.15 | 1.98 | 1.72 | 2.08 | 2.77 | | | | | | | |
| Installation Commitment (3.2) Min. standard = 95% commitment met | Total # of installation commitments | 6 | 3 | 2 | 7 | 2 | 3 | | | | | | | |
| | Total # of installation commitment met | 5 | 3 | 2 | 7 | 2 | 3 | | | | | | | |
| | Total # of installation commitment missed | 1 | 0 | 0 | 0 | 0 | 0 | | | | | | | |
| | % of commitment met | 98% | 100% | 100% | 100% | 100% | 100% | | | | | | | |
| Customers | Acct # for voice or bundle, res+bus | 736 | 736 | 733 | 735 | 733 | 726 | | | | | | | |
| 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 | 735 | 733 | 726 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Total # of trouble reports | 5 | 6 | 1 | 0 | 5 | 1 | | | | | | |
| | | % of trouble reports | 0.68% | 0.82% | 0.14% | 0.00% | 0.68% | 0.14% | | | | | | |
| 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 | 0 | 5 | 1 | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 5 | 6 | 1 | 0 | 5 | 1 | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 100.0% | 100.0% | 100.0% | 0.0% | 100.0% | 100.0% | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 13.50 | 14.00 | 3.00 | 0.00 | 11.00 | 2.50 | | | | | | | |
| | Avg. outage duration (hh:mm) | 2.70 | 2.33 | 3.00 | 0.00 | 2.20 | 2.50 | | | | | | | |
| Indicate if catastrophic event is in a month | No | No | No | No | No | No | | | | | | | | |
| Unadjusted Out of Service Report | Total # of outage report tickets | 5 | 6 | 1 | 0 | 5 | 1 | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 5 | 6 | 1 | 0 | 5 | 1 | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 100.0% | 100.0% | 100.0% | 0.0% | 100.0% | 100.0% | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 13.50 | 14.00 | 3.00 | 0.00 | 11.00 | 2.50 | | | | | | | |
| | Avg. outage duration (hh:mm) | 2.70 | 2.33 | 3.00 | 0.00 | 2.20 | 2.50 | | | | | | | |
| 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 | | | | | | | | | | | | | |

| State-Wide Reporting | | | | | | | | | | | | | | |
|--|---|--|--------|--------|--------|--------|--------|--------|-------|-------|-------|-------|-------|-------|
| Installation Interval 3.1 Min. standard = 5 bus. days | | Total # of business days | 20 | 19 | 23 | 22 | 19 | 22 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Total # of service orders | 31 | 30 | 27 | 41 | 17 | 30 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Avg. # of business days | 4.19 | 4.75 | 3.85 | 4.06 | 4.13 | 4.76 | 0 | 0 | 0 | 0 | 0 | 0 |
| Installation Commitment 3.2 Min. standard = 95% commitment met | | Total # of installation commitments | 41 | 45 | 40 | 58 | 27 | 45 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Total # of installation commitment met | 40 | 44 | 40 | 58 | 27 | 45 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | 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% | 200.0% | 200.0% | 200.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Customers | | Acct # for voice or bundle, res+bus | 3444 | 3465 | 3475 | 3502 | 3511 | 3514 | 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 | 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 | 2708 | 2729 | 2742 | 2767 | 2778 | 2788 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Total # of trouble reports | 2 | 2 | 5 | 8 | 8 | 4 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | % of trouble reports | 0.07% | 0.07% | 0.18% | 0.29% | 0.29% | 0.14% | 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 | 735 | 733 | 726 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Total # of trouble reports | 5 | 6 | 1 | 0 | 5 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | % of trouble reports | 0.68% | 0.82% | 0.14% | 0.00% | 0.68% | 0.14% | 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 | 8 | 13 | 5 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Total # of repair tickets restored in ≤ 24hrs | 6 | 8 | 4 | 8 | 13 | 5 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | % of repair tickets restored ≤ 24 Hours | 200.0% | 200.0% | 200.0% | 100.0% | 200.0% | 200.0% | 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 | 21.00 | 24.08 | 9.50 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| | | Avg. outage duration (hh:mm) | 3.70 | 6.58 | 3.70 | 2.63 | 3.84 | 4.25 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| | | Indicate if catastrophic event is in a month | No | No | No | No | No | No | No | No | No | | | |
| Unadjusted Out of Service Report | | Total # of outage report tickets | 7 | 8 | 6 | 8 | 13 | 5 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Total # of repair tickets restored in ≤ 24hrs | 7 | 8 | 6 | 8 | 13 | 5 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | % of repair tickets restored ≤ 24 Hours | 200% | 200% | 200% | 100% | 200% | 200% | 0% | 0% | 0% | 0% | 0% | 0% |
| | | Sum of the duration of all outages (hh:mm) | 17 | 23 | 13 | 21 | 24 | 10 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Avg. outage duration (hh:mm) | 4.20 | 6.58 | 4.92 | 2.63 | 3.84 | 4.25 | 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 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 couldn't move in until other customer moved out.

Primary Utility Contact Information

Name: Yvonne Wooster - Installation
Brock Erdman - Trouble Reports

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