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

Company Name:	Calaveras Telephone Company	U#: <u>U1004-C</u>	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)			
	mododromom (Compile me	many, mo quarterly,	Jan	1st Quarter Feb	Mar	Apr	nd Quarte	er Jun	Jul	3rd Quarter Aug	Sep	Oct	4th Quarter Nov	Dec
		Total # of business days	20	19	23	21	22	22	Jui	Aug	Зер	OCI	NOV	Dec
Installation Interval	` '	Total # of service orders	18	17	37	17	14	13						
Min. standard = 5 bus. days		Avg. # of business days	2.42	1.89	2.22	2.16	2.34	2.36						
		Total # of installation commitments	22	22	47	17	14	13						
Installation Commit	ment (3.2)	Total # of installation commitment met	22	22	47	17	14	13						i
Min. standard = 95%	commitment met	Total # of installation commitment missed	0	0	0	0	0	0						
		% of commitment met	100%	100%	100%	100%	100%	100%						
Customers		Acct # for voice or bundle, res+bus	2792	2794	2805	2776	2812	2832						i
Customer Trouble R	Report													
	C0/ (C = = 100= di== li== f==	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												i I
Standard	00/ (0 400 15 15 15	Total # of working lines	2792	2794	2805	2776	2812	2832						
fa	8% (8 per 100 working lines for	Total # of trouble reports	0	0	0	5	4	4						
	units w/ 1,001 - 2,999 lines)	% of trouble reports	0.00%	0.00%	0.00%	0.18%	0.18%	0.14%						
Min	100/ /10 100 1: 1:	Total # of working lines				0112011	0.120.1							
	10% (10 per 100 working lines	Total # of trouble reports												
	for units w/ ≤ 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	0	0	0	0	0	0						
		Total # of repair tickets restored in < 24hrs	0	0	0	0	0	0						
Adjusted		% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%						
Out of Service Repo		Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	0.00	0.00	0.00						
iviin. standard = 90%	within 24 hrs	Avg. outage duration (hh:mm)	0.00	0.00	0.00	0.00	0.00	0.00						
		Indicate if catastrpohic event is in a month	No	No	No	No	No	No						
		Total # of outage report tickets	0	0	2	5	4	4						1
Unadjusted		Total # of repair tickets restored in < 24hrs	0	0	2.	5	4	4						
Out of Service Repo	ort	% of repair tickets restored ≤ 24 Hours	0%	0%	100%	100%	100%	100%						
		Sum of the duration of all outages (hh:mm)	0.00	0.00	1.75	7:38	8:38	8:55						
		Avg. outage duration (hh:mm)	0.00	0.00	0.88	1:40	4:24	1:48						
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	e Reports, Billing & Non-Billing)													
	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												
		%<_60 seconds												
														ı

Reporting Unit Type:	☐ Total Company	Exchange	☐ Wire Center	Reporting Unit Name:	Jenny Lind	

Magaurament (Compile monthly file guestarily)		Date filed Date filed					Date filed		Date filed					
			(04/15/2022)		(07/15/2022	2)		(10/13/2022)		(01/18/2023)	,	
IVIE	Measurement (Compile monthly, file quarterly)		1st Quarter 2nd Quarter				3rd Quarter			4th Quarter				
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval (2	4)	Total # of business days	20	19	23	21	22	22	0	0	0	0	0	0
Installation Interval (3.1) Min. standard = 5 bus. days	•	Total # of service orders	1	2	1	4	4	4						
IVIII. Staridard – 5 bus. days		Avg. # of business days	3.17	0.68	4.01	3.56	3.19	2.97						
		Total # of installation commitments	1	3	1	4	3	3						

l							-	_						
Installation Commit	• •	Total # of installation commitment met	1	3	1	4	1	3						
Min. standard = 95%	commitment met	Total # of installation commitment missed	0	0	0	0	0	0						
		% of commitment met	100%	100%	100%	100%	100%	100%						
Customers		Acct # for voice or bundle, res+bus	721	719	710	741	724	720						
Customer Trouble I	Report													
	60/ /6 nor 100 working lines for	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
5	units w/ ≥ 3,000 lines)	% of trouble reports												
a		'												
ä	8% (8 per 100 working lines for	Total # of working lines												
St	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
Min. Standard		% of trouble reports												
Σ	10% (10 per 100 working lines	Total # of working lines	721	719	710	741	724	720						
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	3	0	0	1	0	0						
	10. a.m.e 11, 2 1,000 m.es)	% of trouble reports	0.42%	0.00%	0.00%	0.00%	0.00%	0.00%						
Adiustad		Total # of outage report tickets	3	0	0	0	0	0						
Adjusted		Total # of repair tickets restored in ≤ 24hrs	3	0	0	0	0	0						
Out of Service Repo		% of repair tickets restored ≤ 24 Hours	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%						
	within 24 hrs (2.2.2 excludes	Sum of the duration of all outages (hh:mm)	11.50	0.00	0.00	0.00	0.00	0.00						
• • • • • • • • • • • • • • • • • • • •	catastrophic events & customer	Avg. outage duration (hh:mm)	3.83	0.00	0.00	0.00	0.00	0.00						
requested appt.)		Indicate if catastrpohic event is in a month	No	No	No	No	No	No						
		Total # of outage report tickets	5	0	1	1	0	0						
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	5	0	1	1	0	0						
Out of Service Repo	ort	% of repair tickets restored ≤ 24 Hours	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%						
out of convice respe	5.1 0	Sum of the duration of all outages (hh:mm)	23.50	0.00	7.00	3.59	0.00	0.00						
		Avg. outage duration (hh:mm)	4.70	0.00	7.00	3.59	0.00	0.00						
Refunds		. ,	0	0.00	0	0	0.00	0.00						
Returius		Number of customers who received refunds	0	0		0	0	0						
American Times (Tuescale)	Is Danasta Dilling & Man Dilling	Monthly amount of refunds	U	U	0	U	U	U						
	le Reports, Billing & Non-Billing)	Tabel Harfard For TD Dillion O New Dillion												
	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												
		%<_60 seconds												
Common Norman		_					114.	114004.0			Damant Vacu		2022	
Company Name:		Calaveras Telephone Company					U#:	U1004-C			Report Year:		2022	
Company Name:		_					U#:	U1004-C			Report Year:		2022	
		Calaveras Telephone Company								Ctatawida	Report Year:		2022	
Company Name:	/pe:	Calaveras Telephone Company ☐ Total Company ☐ Exchange ☐ Wire Cent		- 10	22	21	Reporting	g Unit Naı		Statewide				0
		Calaveras Telephone Company ☐ Total Company ☐ Exchange ☐ Wire Cent Total # of business days	20	19	23	21	Reporting	g Unit Nai	0	0	0	0	0	0
Reporting Unit Ty	I 3.1	Calaveras Telephone Company ☐ Total Company ☐ Exchange ☐ Wire Cent Total # of business days Total # of service orders	20 19	19	38	21	22 18	g Unit Na 22 17	0	0	0 0	0	0	0
Reporting Unit Ty	I 3.1	Calaveras Telephone Company ☐ Total Company ☐ Exchange ☐ Wire Cent Total # of business days Total # of service orders Avg. # of business days	20 19 5.59	19 2.57	38 6.23	21 5.72	22 18 5.53	g Unit Nat 22 17 5.33	0 0 0	0 0 0	0 0	0 0 0	0 0 0	0
Reporting Unit Ty Installation Interval Min. standard = 5 bu	I 3.1 Is. days	Calaveras Telephone Company Total Company Exchange Wire Cent Total # of business days Total # of service orders Avg. # of business days Total # of installation commitments	20 19 5.59 23	19 2.57 25	38 6.23 48	21 5.72 21	22 18 5.53	g Unit Nat 22 17 5.33 16	0 0 0 0	0 0 0 0	0 0 0	0 0 0	0 0 0	0 0
Reporting Unit Ty Installation Interval Min. standard = 5 bu Installation Commit	I 3.1 Is. days tment 3.2	Calaveras Telephone Company Total Company Exchange Wire Cent Total # of business days Total # of service orders Avg. # of business days Total # of installation commitments Total # of installation commitment met	20 19 5.59 23 23	19 2.57 25 25	38 6.23 48 48	21 5.72 21 21	22 18 5.53 17	g Unit Na 22 17 5.33 16 16	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0
Reporting Unit Ty Installation Interval Min. standard = 5 bu Installation Commit	I 3.1 Is. days tment 3.2	Calaveras Telephone Company Total Company Exchange Wire Cent Total # of business days Total # of service orders Avg. # of business days Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed	20 19 5.59 23 23 0	19 2.57 25 25 0	38 6.23 48 48 0	21 5.72 21 21 0	Reporting 22 18 5.53 17 15 0	g Unit Nat 22 17 5.33 16 16	0 0 0 0 0	0 0 0 0 0	0 0 0 0 0	0 0 0 0 0	0 0 0 0 0	0 0 0 0
Reporting Unit Ty Installation Interval Min. standard = 5 bu Installation Commit Min. standard = 95%	I 3.1 Is. days tment 3.2	Calaveras Telephone Company Calaveras Telephone Company Exchange Exchange Wire Cent Total # of business days Total # of service orders Avg. # of business days Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed of commitment met	20 19 5.59 23 23 0 200.0%	19 2.57 25 25 0 200.0%	38 6.23 48 48 0 200.0%	21 5.72 21 21 0 200.0%	Reporting 22 18 5.53 17 15 0 200.0%	g Unit Nat 22 17 5.33 16 16 0 200.0%	0 0 0 0 0 0 0	0 0 0 0 0 0 0 0	0 0 0 0 0 0	0 0 0 0 0 0	0 0 0 0 0 0	0 0 0 0 0 0
Reporting Unit Ty Installation Interval Min. standard = 5 bu Installation Commit Min. standard = 95% Customers	tment 3.2 commitment met	Calaveras Telephone Company Total Company Exchange Wire Cent Total # of business days Total # of service orders Avg. # of business days Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed	20 19 5.59 23 23 0	19 2.57 25 25 0	38 6.23 48 48 0	21 5.72 21 21 0	Reporting 22 18 5.53 17 15 0	g Unit Nat 22 17 5.33 16 16	0 0 0 0 0	0 0 0 0 0	0 0 0 0 0	0 0 0 0 0	0 0 0 0 0	0 0 0 0
Reporting Unit Ty Installation Interval Min. standard = 5 bu Installation Commit Min. standard = 95%	tment 3.2 commitment met	Calaveras Telephone Company Calaveras Telephone Company Exchange Exchange Wire Cent Total # of business days Total # of service orders Avg. # of business days Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed of commitment met Acct # for voice or bundle, res+bus	20 19 5.59 23 23 0 200.0%	19 2.57 25 25 0 200.0%	38 6.23 48 48 0 200.0% 3515	21 5.72 21 21 0 200.0% 3517	22 18 5.53 17 15 0 200.0% 3536	g Unit Nat 22 17 5.33 16 16 0 200.0% 3552	0 0 0 0 0 0 0 0 0.0%	0 0 0 0 0 0 0 0 0.0%	0 0 0 0 0 0 0 0.0%	0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0.0%
Reporting Unit Ty Installation Interval Min. standard = 5 bu Installation Commit Min. standard = 95% Customers	I 3.1 Is. days tment 3.2 commitment met Report	Calaveras Telephone Company Calaveras Telephone Company Exchange Vire Cent Total # of business days Total # of service orders Avg. # of business days Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed of commitment met Acct # for voice or bundle, res+bus Total # of working lines	20 19 5.59 23 23 0 200.0% 3513	19 2.57 25 25 0 200.0% 3513	38 6.23 48 48 0 200.0% 3515	21 5.72 21 21 0 200.0% 3517	Reporting 22 18 5.53 17 15 0 200.0% 3536	g Unit Nat 22 17 5.33 16 16 0 200.0% 3552	0 0 0 0 0 0 0 0 0.0%	0 0 0 0 0 0 0 0 0.0%	0 0 0 0 0 0 0 0 0 0.0%	0 0 0 0 0 0 0 0 0.0% 0	0 0 0 0 0 0 0 0 0.0% 0	0 0 0 0 0 0 0.0%
Reporting Unit Ty Installation Interval Min. standard = 5 bu Installation Commit Min. standard = 95% Customers	I 3.1 Is. days tment 3.2 commitment met Report 6% (6 per 100 working lines for	Calaveras Telephone Company Calaveras Telephone Company Exchange Exchange Wire Cent Total # of business days Total # of service orders Avg. # of business days Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed of commitment met Acct # for voice or bundle, res+bus	20 19 5.59 23 23 0 200.0%	19 2.57 25 25 0 200.0%	38 6.23 48 48 0 200.0% 3515	21 5.72 21 21 0 200.0% 3517	22 18 5.53 17 15 0 200.0% 3536	g Unit Nat 22 17 5.33 16 16 0 200.0% 3552	0 0 0 0 0 0 0 0 0.0%	0 0 0 0 0 0 0 0 0.0%	0 0 0 0 0 0 0 0.0%	0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0.0%
Reporting Unit Ty Installation Interval Min. standard = 5 bu Installation Commit Min. standard = 95% Customers Customer Trouble I	I 3.1 Is. days tment 3.2 commitment met Report	Calaveras Telephone Company Calaveras Telephone Company Exchange Vire Cent Total # of business days Total # of service orders Avg. # of business days Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed of commitment met Acct # for voice or bundle, res+bus Total # of working lines	20 19 5.59 23 23 0 200.0% 3513	19 2.57 25 25 0 200.0% 3513	38 6.23 48 48 0 200.0% 3515	21 5.72 21 21 0 200.0% 3517	Reporting 22 18 5.53 17 15 0 200.0% 3536	g Unit Nat 22 17 5.33 16 16 0 200.0% 3552	0 0 0 0 0 0 0 0 0.0%	0 0 0 0 0 0 0 0 0.0%	0 0 0 0 0 0 0 0 0 0.0%	0 0 0 0 0 0 0 0 0.0% 0	0 0 0 0 0 0 0 0 0.0% 0	0 0 0 0 0 0 0.0%
Reporting Unit Ty Installation Interval Min. standard = 5 bu Installation Commit Min. standard = 95% Customers Customer Trouble I	I 3.1 Is. days tment 3.2 o commitment met Report 6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Calaveras Telephone Company □ Total Company □ Exchange □ Wire Cent Total # of business days Total # of service orders Avg. # of business days Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus Total # of working lines Total # of trouble reports % of trouble reports	20 19 5.59 23 0 200.0% 3513 0 0 0.00%	19 2.57 25 25 0 200.0% 3513 0 0 0.00%	38 6.23 48 48 0 200.0% 3515 0 0 0.00%	21 5.72 21 0 200.0% 3517 0 0 0.00%	Reporting 22 18 5.53 17 15 0 200.0% 3536 0 0 0.00%	g Unit Nat 22 17 5.33 16 0 200.0% 3552 0 0 0.00%	0 0 0 0 0 0 0 0.0% 0	0 0 0 0 0 0 0.0% 0	0 0 0 0 0 0 0 0.0% 0	0 0 0 0 0 0 0 0 0.0% 0	0 0 0 0 0 0 0 0 0.0% 0	0 0 0 0 0 0 0.0% 0
Reporting Unit Ty Installation Interval Min. standard = 5 bu Installation Commit Min. standard = 95% Customers Customer Trouble I	I 3.1 Is. days tment 3.2 commitment met Report 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) 8% (8 per 100 working lines for	Calaveras Telephone Company □ Total Company □ Exchange □ Wire Cent Total # of business days Total # of service orders Avg. # of business days Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus Total # of working lines Total # of trouble reports % of trouble reports Total # of working lines	20 19 5.59 23 0 200.0% 3513 0 0.00% 2792	19 2.57 25 25 0 200.0% 3513 0 0 0.00% 2794	38 6.23 48 48 0 200.0% 3515 0 0.00% 2805	21 5.72 21 0 200.0% 3517 0 0 0.00% 2776	Reporting 22 18 5.53 17 15 0 200.0% 3536 0 0 0.00% 2812	g Unit Nat 22 17 5.33 16 0 200.0% 3552 0 0 0.00% 2832	0 0 0 0 0 0 0 0.0% 0	0 0 0 0 0 0 0.0% 0	0 0 0 0 0 0 0 0.0% 0	0 0 0 0 0 0 0 0.0% 0	0 0 0 0 0 0 0 0 0.0% 0	0 0 0 0 0 0 0.0% 0 0
Reporting Unit Ty Installation Interval Min. standard = 5 bu Installation Commit Min. standard = 95% Customers Customer Trouble I	I 3.1 Is. days tment 3.2 o commitment met Report 6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Calaveras Telephone Company □ Total Company □ Exchange □ Wire Cent Total # of business days Total # of service orders Avg. # of business days Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus Total # of working lines Total # of trouble reports % of trouble reports Total # of working lines Total # of working lines Total # of trouble reports	20 19 5.59 23 23 0 200.0% 3513 0 0 0.00% 2792	19 2.57 25 25 0 200.0% 3513 0 0 0.00% 2794 0	38 6.23 48 48 0 200.0% 3515 0 0.00% 2805 0	21 5.72 21 0 200.0% 3517 0 0.00% 2776 5	Reporting 22 18 5.53 17 15 0 200.0% 3536 0 0 0.00% 2812	g Unit Nat 22 17 5.33 16 0 200.0% 3552 0 0 0.00% 2832 4	0 0 0 0 0 0 0.0% 0	0 0 0 0 0 0 0.0% 0 0 0 0 0 0	0 0 0 0 0 0 0 0.0% 0	0 0 0 0 0 0 0 0.0% 0 0	0 0 0 0 0 0 0 0.0% 0 0	0 0 0 0 0 0 0.0% 0 0 0 0 0 0
Reporting Unit Ty Installation Interval Min. standard = 5 bu Installation Commit Min. standard = 95% Customers Customer Trouble I	I 3.1 Is. days tment 3.2 commitment met Report 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) 8% (8 per 100 working lines for	Calaveras Telephone Company □ Total Company □ Exchange □ Wire Cent Total # of business days Total # of service orders Avg. # of business days Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus Total # of working lines Total # of trouble reports % of trouble reports Total # of working lines Total # of trouble reports % of trouble reports % of trouble reports % of trouble reports	20 19 5.59 23 0 200.0% 3513 0 0.00% 2792 0 0.00%	19 2.57 25 0 200.0% 3513 0 0 0.00% 2794 0 0.00%	38 6.23 48 48 0 200.0% 3515 0 0.00% 2805 0	21 5.72 21 0 200.0% 3517 0 0.00% 2776 5 0.18%	Reporting 22 18 5.53 17 15 0 200.0% 3536 0 0 0.00% 2812 4 0.18%	g Unit Nat 22 17 5.33 16 0 200.0% 3552 0 0 0.00% 2832 4 0.14%	0 0 0 0 0 0 0.0% 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0.0% 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0.0% 0 0 0 0 0.00%	0 0 0 0 0 0 0 0 0.0% 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0.0% 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0.0% 0 0 0 0.00% 0 0 0.00%
Reporting Unit Ty Installation Interval Min. standard = 5 bu Installation Commit Min. standard = 95% Customers	I 3.1 Is. days tment 3.2 commitment met Report 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) 8% (8 per 100 working lines for	Calaveras Telephone Company □ Total Company □ Exchange □ Wire Cent Total # of business days Total # of service orders Avg. # of business days Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus Total # of working lines Total # of trouble reports % of trouble reports Total # of working lines Total # of working lines Total # of trouble reports % of trouble reports % of trouble reports % of trouble reports % of trouble reports Total # of working lines	20 19 5.59 23 0 200.0% 3513 0 0 0 0.00% 2792 0 0.00%	19 2.57 25 0 200.0% 3513 0 0 0.00% 2794 0 0.00% 719	38 6.23 48 48 0 200.0% 3515 0 0.00% 2805 0 0.00% 710	21 5.72 21 0 200.0% 3517 0 0.00% 2776 5	Reporting 22 18 5.53 17 15 0 200.0% 3536 0 0 0.00% 2812 4 0.18% 724	g Unit Nat 22 17 5.33 16 0 200.0% 3552 0 0 0.00% 2832 4 0.14% 720	0 0 0 0 0 0 0.0% 0 0 0 0.00% 0 0 0.00%	0 0 0 0 0 0 0.0% 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0.0% 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0.0% 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0.0% 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0.0% 0 0 0 0.00% 0 0 0.00%
Reporting Unit Ty Installation Interval Min. standard = 5 bu Installation Commit Min. standard = 95% Customers Customer Trouble I	I 3.1 Is. days tment 3.2 commitment met Report 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Calaveras Telephone Company □ Total Company □ Exchange □ Wire Cent Total # of business days Total # of service orders Avg. # of business days Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus Total # of working lines Total # of trouble reports % of trouble reports Total # of working lines Total # of working lines Total # of trouble reports % of trouble reports Total # of trouble reports % of trouble reports Total # of trouble reports Total # of working lines Total # of trouble reports	20 19 5.59 23 23 0 200.0% 3513 0 0 0 0.00% 2792 0 0.00% 721	19 2.57 25 25 0 200.0% 3513 0 0 0.00% 2794 0 0.00% 719 0	38 6.23 48 48 0 200.0% 3515 0 0 0.00% 2805 0 0.00% 710	21 5.72 21 21 0 200.0% 3517 0 0 0.00% 2776 5 0.18% 741	Reporting 22 18 5.53 17 15 0 200.0% 3536 0 0 0.00% 2812 4 0.18% 724 0	g Unit Nat 22 17 5.33 16 0 200.0% 3552 0 0 0.00% 2832 4 0.14% 720 0	0 0 0 0 0 0 0.0% 0 0 0.00% 0 0.00%	0 0 0 0 0 0 0.0% 0 0 0 0 0.00% 0 0 0 0 0	0 0 0 0 0 0 0 0.00% 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0.09% 0 0 0.00% 0 0.00% 0	0 0 0 0 0 0 0 0.0% 0 0 0 0.00% 0 0 0.00% 0	0 0 0 0 0 0.0% 0 0 0 0.00% 0 0 0.00%
Reporting Unit Ty Installation Interval Min. standard = 5 bu Installation Commit Min. standard = 95% Customers Customer Trouble I	I 3.1 Is. days tment 3.2 commitment met Report 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) 10% (10 per 100 working lines	Calaveras Telephone Company Calaveras Telephone Company Exchange Wire Cent Total # of business days Total # of service orders Avg. # of business days Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed of commitment met Acct # for voice or bundle, res+bus Total # of working lines Total # of trouble reports of trouble reports Total # of working lines Total # of working lines Total # of trouble reports Total # of trouble reports of trouble reports Total # of trouble reports	20 19 5.59 23 0 200.0% 3513 0 0 0 0.00% 2792 0 0.00% 721 3 0.42%	19 2.57 25 0 200.0% 3513 0 0 0.00% 2794 0 0.00% 719	38 6.23 48 48 0 200.0% 3515 0 0 0.00% 2805 0 0.00% 710 0	21 5.72 21 21 0 200.0% 3517 0 0 0.00% 2776 5 0.18% 741 1	Reporting 22 18 5.53 17 15 0 200.0% 3536 0 0 0.00% 2812 4 0.18% 724 0 0.00%	g Unit Nat 22 17 5.33 16 0 200.0% 3552 0 0 0.00% 2832 4 0.14% 720 0 0.00%	0 0 0 0 0 0 0.0% 0 0 0.00% 0 0.00%	0 0 0 0 0 0.0% 0 0 0 0 0.00% 0 0 0 0.00%	0 0 0 0 0 0 0 0.0% 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0.0% 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0.0% 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0.0% 0 0 0 0 0 0.00% 0 0 0.00%
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	Total # of outage report tickets	5	0	3	1	4	4	0	0	0	0	0	0
Unadjusted	Total # of repair tickets restored in ≤ 24hrs	5	0	3	1	4	4	0	0	0	0	0	0
Out of Service Report	% of repair tickets restored ≤ 24 Hours	100%	0%	200%	200%	200%	200%	0%	0%	0%	0%	0%	0%
	Sum of the duration of all outages (hh:mm)	24	0	9	4	0	0	0	0	0	0	0	0
	Avg. outage duration (hh:mm)	4.70	0.00	7.88	3.66	0.18	0.08	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												
live agent (w/a menu option to reach live agent).	Total # of call seconds to reach live agent												
N/A Under 5,000 lines.	%<60 seconds												

Primary Utility Contact Information

Name: Brock Erdman - Trouble Reports	Phone: (209) 785-2211	Email:	berdman@caltel.com
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