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

Company Name:	Calaveras Telephone Company	U#:	U1004-C	Report Year:	2022
Reporting Unit Type:	☐ Total Company ☑ Exchange ☐ Wire Center	r Report	ing Unit Name:	Copperopolis	

				Date filed			Date filed			Date filed			Date filed	1
Measurement (Compile monthly, file quarterly)			(04/15/2022))	(07/15/2022	2)		(10/13/2022)		(01/18/2023)			
			1st Quarter			2nd Quarte			3rd Quarter		4th Quarter			
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval	(3.1)	Total # of business days	20	19	23	21	22	22	20	22	19			
Min. standard = 5 bus		Total # of service orders	18	17	37	17	14	13	11	14	14			
		Avg. # of business days	2.42	1.89	2.22	2.16	2.34	2.36	1.95	2.03	2.13			
		Total # of installation commitments	22	22	47	17	14	13	11	14	14			
Installation Commit		Total # of installation commitment met	22	22	47	17	14	13	11	14	14			
Min. standard = 95%	commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Customers		Acct # for voice or bundle, res+bus	2792	2794	2805	2776	2812	2832	2861	2868	2835			
Customer Trouble F	Report													
	6% (6 per 100 working lines for	Total # of working lines												
	\	Total # of trouble reports												
ard	units w/ ≥ 3,000 lines)	% of trouble reports												
l spu	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	2792	2794	2805	2776	2812	2832	2861	2868	2835			
Sta		Total # of trouble reports	0	0	0	5	4	4	7	1	3			
Ë	2,000 missy	% of trouble reports	0.00%	0.00%	0.00%	0.18%	0.18%	0.14%	0;.24%	0.03%	0.10%			
10% (10 per 100 working lines	Total # of working lines													
	for units w/ ≤ 1,000 lines)	Total # of trouble reports												
	101 units W/ = 1,000 inics)	% of trouble reports												
		Total # of outage report tickets	0	0	0	0	0	0	0	0	0			
Adimatad		Total # of repair tickets restored in ≤ 24hrs	0	0	0	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%	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	0.00	0.00	0.00			
IVIIII. Standard – 90%	WIUTIIT 24 TIIS	Avg. outage duration (hh:mm)	0.00	0.00	0.00	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	No	No	No			
		Total # of outage report tickets	0	0	2	5	4	4	7	1	3			
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	0	0	2	5	4	4	7	1	3			
Out of Service Repo	ort	% of repair tickets restored ≤ 24 Hours	0%	0%	100%	100%	100%	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	22:05	1:01	2:23			
		Avg. outage duration (hh:mm)	0.00	0.00	0.88	1:40	4:24	1:48	3:15	1:01	0:47			
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
		Monthly amount of refunds	0	0	0	0	0	0	0	0	0			
Answer Time (Trouble	e 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												
		%<_60 seconds				-								

Measurement (Compile monthly, file quarterly)		Date filed			Date filed			Date filed			Date filed			
		(04/15/2022)			(07/15/2022)			(10/13/2022)			(01/18/2023)			
		1st Quarter 2nd Qua				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	(2.4)	Total # of business days	20	19	23	21	22	22	20	22	19	0	0	0
	Total # of service orders	1	2	1	4	4	4	0	0	1				
	Avg. # of business days	3.17	0.68	4.01	3.56	3.19	2.97	0	0	1.95				
		Total # of installation commitments	1	3	1	4	3	3	0	0	1			

Installation Commi	itment (2.2)	Total # of installation commitment met	1	2	1	4	1	3	0	0	1			
Min. standard = 95%		Total # of installation commitment met Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
IVIIII. Stariuaru – 9570	Communent met	% of commitment met	100%	100%	100%	100%	100%	100%	0%	0%	100%			-
Customers		Acct # for voice or bundle, res+bus	721	719	710	741	724	720	720	711	699			
Customer Trouble	Danart	Acci # for voice or buridle, restbus	/21	/19	/10	/41	724	720	720	/11	099			-
Customer Trouble	Report	Total # of working lines												-
	6% (6 per 100 working lines for	Total # of trouble reports												-
_	units w/ ≥ 3,000 lines)													-
Min. Standard		% of trouble reports												
<u> </u>	8% (8 per 100 working lines for	Total # of working lines												
Sta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
Ė	a	% of trouble reports												
Ξ	10% (10 per 100 working lines	Total # of working lines	721	719	710	741	724	720	720	711	699			
		Total # of trouble reports	3	0	0	1	0	0	0	5	2			
	for units w/ ≤ 1,000 lines)	% of trouble reports	0.42%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.70%	0.57%			
		Total # of outage report tickets	3	0	0	0	0	0	0	3	2			
Adjusted		Total # of repair tickets restored in ≤ 24hrs	3	0	0	0	0	0	0	3	2			
Out of Service Rep		% of repair tickets restored ≤ 24 Hours	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%			
	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	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	0.00	0.00	0.00			
requested appt.)		Indicate if catastrpohic event is in a month	No	No	No									
		Total # of outage report tickets	5	0	1	1	0	0	0	3	2.			
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	5	0	1	1	0	0	0	3	2			
Out of Service Rep	ort	% of repair tickets restored ≤ 24 Hours	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			
		Sum of the duration of all outages (hh:mm)	23.50	0.00	7.00	3.59	0.00	0.00	0.00	3:44	3:09			
		Avg. outage duration (hh:mm)	4.70	0.00	7.00	3.59	0.00	0.00	0.00	2:20	1:23			
Refunds		Number of customers who received refunds	0	0.00	0	0	0.00	0.00	0	0	0			
rtorundo		Monthly amount of refunds	0	0	0	0	0	0	0	0	0			
Answer Time (Troub	ole Reports, Billing & Non-Billing)	Monthly amount of formation		Ü	·	·	V	V	Ü	Ů	Ü			
	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												
iive agent (w/a ment	option to reach live agent).	%<60 seconds												
		70 <u>-</u> 00 00001140												
	te-Wide Reporting	Total # of business days	20	19	23	21	22	22	20	22	19	0	0	T 0
Installation Interval		Total # of service orders	19	19	38	21	18	17	11	14	15	0	0	0
Min. standard = 5 bu	ıs. days	Avg. # of business days	5.59	2.57	6.23	5.72	5.53	5.33	1.95	2.03	4.08	0	0	0
		Total # of installation commitments	23	25	48	21	17	16	11	14	15	0	0	0
Installation Commi	tment 3.2	Total # of installation commitment met	23	25	48	21	15	16	11	14	15	0	0	0
Min. standard = 95%	commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
		% of commitment met	200.0%	200.0%	200.0%	200.0%	200.0%	200.0%	100.0%	100.0%	200.0%	0.0%	0.0%	0.0%
Customers		Acct # for voice or bundle, res+bus	3513	3513	3515	3517	3536	3552	3,581	3579	3534	0.070	0.070	0.070
Customer Trouble	Report								2,202				-	
		Total # of working lines	0	0	0	0	0	0	0	0	0	0	0	0
	6% (6 per 100 working lines for	Total # of trouble reports	0	0	0	0	0	0	0	0	0	0	0	0
5	units w/ ≥ 3,000 lines)	% 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%
						0.00		0.00.0				0.00		
anc	8% (8 per 100 working lines for	Total # of working lines	2792	2794	2805	2776	2812	2832	2861	2868	2835	0	0	0
Min. Standa	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	0	0	0	5	4	4	7	1	3	0	0	0
<u>.</u> <u>:</u>	· ·	% of trouble reports	0.00%	0.00%	0.00%	0.18%	0.18%	0.14%	#VALUE!	0.03%	0.10%	0.00%	0.00%	0.00%
Ξ	10% (10 per 100 working lines	Total # of working lines	721	719	710	741	724	720	720	711	699	0	0	0
	for units w/ ≤ 1.000 lines)	Total # of trouble reports	3	0	0	1	0	0	0	5	2	0	0	0
	10. drillo W = 1,000 lilles)	% of trouble reports	0.42%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.70%	0.57%	0.00%	0.00%	0.00%
Adimeted		Total # of outage report tickets	3	0	0	0	0	0	0	3	2	0	0	0
Adjusted		Total # of repair tickets restored in ≤ 24hrs	3	0	0	0	0	0	0	3	2	0	0	0

0.0%

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No

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Sum of the duration of all outages (hh:mm)

Indicate if catastrophonc event is in a month

% of repair tickets restored ≤ 24 Hours

Avg. outage duration (hh:mm)

Total # of outage report tickets

Out of Service Report

requested appt.)

Min. standard = 90% within 24 hrs (2.2.2 excludes

Sunday,fed holiday,catastrophic events & customer

Unadjusted	Total # of repair tickets restored in ≤ 24hrs	5	0	3	1	4	1	7	4	5	0	0	0
Out of Service Report	% of repair tickets restored ≤ 24 Hours	100%	0%	200%	200%	200%	200%	200%	200%	200%	0%	0%	0%
·	Sum of the duration of all outages (hh:mm)	24	0	9	4	0	0	1	0	0	0	0	0
	Avg. outage duration (hh:mm)	4.70	0.00	7.88	3.66	0.18	0.08	0.14	0.14	0.09	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 - Installation/Trouble Report	Phone: (209) 785-2211	Email:	berdman@caltel.com
		Email:	