California Public Utilities Commission Service Quality Standards Reporting

Company Name: Reporting Unit Type:		Calaveras Telephone Company	General Order No. 133-D Calaveras Telephone Company U#: U1004-C Report Ye									ar: <u>2022</u>				
		□ Total Company	er				Reportin	g Unit Naı	me:	Copperopoli	S			-		
	Measurement (Compile mo	onthly, file quarterly)		Date filed (04/15/2022) 1st Quarter		Date filed (07/15/2022) 2nd Quarter				Date filed (10/13/2022 3rd Quarte			Date filed (01/18/2023) 4th Quarter			
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
		Total # of business days	20	19	23	21	22	22	20	22	19	21	22	22		
Installation Interva		Total # of service orders	18	17	37	17	14	13	11	14	14	16	10	13		
Min. standard = 5 bi	us. days	Avg. # of business days	2.42	1.89	2.22	2.16	2.34	2.36	1.95	2.03	2.13	1.98	1.45	1.63		
		Total # of installation commitments	22	22	47	17	14	13	11	14	14	16	10	13		
Installation Comm	itment (3.2)	Total # of installation commitment met	22	22	47	17	14	13	11	14	14	16	10	13		
Min. standard = 95%	6 commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0		
		% of commitment met	100%	100%	100%	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	2813	2827	2807		
Customer Trouble	Report															
	6% (6 per 100 working lines for	Total # of working lines Total # of trouble reports														
ą	units w/ ≥ 3,000 lines)	% of trouble reports						1								
Min. Standard		Total # of working lines	2792	2794	2805	2776	2812	2832	2861	2868	2835	2813	2827	2807		
an	8% (8 per 100 working lines for	Total # of trouble reports	0	0	2803	5	4	4	2801	2000	2055	2815	2027	6		
S	units w/ 1,001 - 2,999 lines)	% of trouble reports	0.00%	0.00%	0.00%	0.18%	4	4 0.14%	0;.24%	1	0.10%	0.07%	0.035%	0.21%		
Ē			0.0070	0.0070	0.0076	0.18%	0.18%	0.14%	0;.24%	0.03%	0.10%	0.07%	0.035%	0.21%		
2	10% (10 per 100 working lines for units w/ \leq 1,000 lines)	Total # of working lines														
		Total # of trouble reports														
		% of trouble reports														
		Total # of outage report tickets	0	0	0	0	0	0	0	0	0	0	0	0		
Adjusted		Total # of repair tickets restored in <u><</u> 24hrs	0	0	0	0	0	0	0	0	0	0	0	0		
Out of Service Rep	oort	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
Min. standard = 90%		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	0.00	0.00	0.00		
		Avg. outage duration (hh:mm)	0.00	0.00	0.00	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	No	No	No		
		Total # of outage report tickets	0	0	2	5	4	4	7	1	3	2	1	6		
Unadjusted		Total # of repair tickets restored in < 24hrs	0	0	2	5	4	4	7	1	3	2	1	6		
Out of Service Rep	port	% of repair tickets restored ≤ 24 Hours	0%	0%	100%	100%	100%	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	25:44	22:32	8:55		
		Avg. outage duration (hh:mm)	0.00	0.00	0.88	1:40	4:24	1:48	3:15	1:01	0:47	22:32	22:32	5:43		
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0		
		Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	0		
Answer Time (Trout	ble Reports, Billing & Non-Billing)												1			
		Total # of calls for TR, Billing & Non-Billing														
	u option to reach live agent).	Total # of call seconds to reach live agent														
5 .		%<_60 seconds														
													1	1		

Reporting Unit Type:

 Reporting Unit Name:

Jenny Lind

	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)		
			1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
- 6	Installation Interval (2.1)	Total # of business days	20	19	23	21	22	22	20	22	19	21	22	22
	Installation Interval (3.1) Min. standard = 5 bus. days	Total # of service orders	1	2	1	4	4	4	0	0	1	0	2	0
Ľ		Avg. # of business days	3.17	0.68	4.01	3.56	3.19	2.97	0	0	1.95	0	1.62	0
Γ		Total # of installation commitments	1	3	1	4	3	3	0	0	1	0	2	0

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Installation Commitment (3.2)		Total # of installation commitment met	1	2	1	4	1	2	0	0	1	0	2	0
Min. standard = 95% commitment met		Total # of installation commitment met Total # of installation commitment missed	1	0	1	4	1	3	0	0	0	0	2	0
			0	0	0	0	0	0	•	0%	100%	0	0	\$
0		% of commitment met	100%	100%	100%	100%	100%	100%	0%			0%	100%	0%
Customers		Acct # for voice or bundle, res+bus	721	719	710	741	724	720	720	711	699	695	700	701
Customer Trouble R	(eport	Table U. Street data a linear												
	6% (6 per 100 working lines for	Total # of working lines												
	units w/ \geq 3,000 lines)	Total # of trouble reports												
ard		% of trouble reports												
Standard	8% (8 per 100 working lines for	Total # of working lines												
ŝta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	units w/ 1,001 - 2,855 intes/	% of trouble reports												
Min	10% (10 per 100 working lines	Total # of working lines	721	719	710	741	724	720	720	711	699	695	700	701
	for units w/ \leq 1,000 lines)	Total # of trouble reports	3	0	0	1	0	0	0	5	2	2	4	3
	for units w/ \leq 1,000 lines)	% of trouble reports	0.42%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.70%	0.57%	0.29%	0.57%	0.43%
		Total # of outage report tickets	3	0	0	0	0	0	0	3	2	2	4	3
Adjusted		Total # of repair tickets restored in < 24hrs	3	0	0	0	0	0	0	3	2	2	4	3
Out of Service Repo		% of repair tickets restored ≤ 24 Hours	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%	100.0%	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	0.00	0.00	0.00
	atastrophic 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	0.00	0.00	0.00
requested appt.)		Indicate if catastrpohic event is in a month	No	No	No	No	No	No	No	No	No	No	No	No
		Total # of outage report tickets	5	0	1	1	0	0	0	3	2	2	4	3
Unadjusted		Total # of repair tickets restored in < 24hrs	5	0	1	1	0	0	0	3	2	2	4	3
Out of Service Repo	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%	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	23:02	5:27	3:07
		Avg. outage duration (hh:mm)	4.70	0.00	7.00	3.59	0.00	0.00	0.00	2:20	1:23	11:31	1:21	1:02
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
Mont		Monthly amount of refunds	0	0	0	0	0	0	0	0	0	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>< 6</u> 0 seconds												

Stat	e-Wide Reporting													
Installation Interval 3.1		Total # of business days	20	19	23	21	22	22	20	22	19	21	22	22
Min. standard = 5 bus		Total # of service orders	19	19	38	21	18	17	11	14	15	16	12	13
Will Standard - 5 bus	s. uays	Avg. # of business days	5.59	2.57	6.23	5.72	5.53	5.33	1.95	2.03	4.08	1.98	3.07	1.63
		Total # of installation commitments	23	25	48	21	17	16	11	14	15	16	12	13
Installation Commit	ment 3.2	Total # of installation commitment met	23	25	48	21	15	16	11	14	15	16	12	13
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%	100.0%	200.0%	100.0%
Customers		Acct # for voice or bundle, res+bus	3513	3513	3515	3517	3536	3552	3,581	3579	3534	3508	3527	3508
Customer Trouble F	Report													
	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
ard		% 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%
pu	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	2813	2827	2807
Sta		Total # of trouble reports	0	0	0	5	4	4	7	1	3	2	1	6
ć		% of trouble reports	0.00%	0.00%	0.00%	0.18%	0.18%	0.14%	#VALUE!	0.03%	0.10%	0.07%	0.04%	0.21%
Ξ	10% (10 per 100 working lines	Total # of working lines	721	719	710	741	724	720	720	711	699	695	700	701
	for units $w \le 1,000$ lines)	Total # of trouble reports	3	0	0	1	0	0	0	5	2	2	4	3
		% of trouble reports	0.42%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.70%	0.57%	0.29%	0.57%	0.43%
Adjusted		Total # of outage report tickets	3	0	0	0	0	0	0	3	2	2	4	3
Out of Service Repo	ort	Total # of repair tickets restored in <u><</u> 24hrs	3	0	0	0	0	0	0	3	2	2	4	3
		% of repair tickets restored ≤ 24 Hours	100.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Min. standard = 90% within 24 hrs (2.2.2 excludes Sunday,fed holiday,catastrophic events & customer	Sum of the duration of all outages (hh:mm)	11.50	0.00	0.00	0.32	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
requested appt.)		Avg. outage duration (hh:mm)	3.83	0.00	0.00	0.07	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
.oquootou uppt.)		Indicate if catastrophonc event is in a month	No	No										L
		Total # of outage report tickets	5	0	3	1	4	4	7	4	5	4	5	9

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Unadjusted	Total # of repair tickets restored in \leq 24hrs	5	0	3	1	4	4	7	4	5	4	5	9
Out of Service Report	% of repair tickets restored ≤ 24 Hours	100%	0%	200%	200%	200%	200%	200%	200%	200%	200%	200%	200%
	Sum of the duration of all outages (hh:mm)	24	0	9	4	0	0	1	0	0	2	1	1
	Avg. outage duration (hh:mm)	4.70	0.00	7.88	3.66	0.18	0.08	0.14	0.14	0.09	1.42	1.00	0.28
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.	% <u>< 6</u> 0 seconds												

Primary Utility Contact Information

Name: Brock Erdman - Installation/Trouble Report

Phone: (209) 785-2211

Email: <u>berdman@caltel.com</u> Email: _____