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

Company Name:		Calaveras Telephone Company		General Order No. 133-D U#: <u>U1004-C</u>						Report Year:			2023		
														ı	
Reporting Unit Type:		☐ Total Company ☐ Exchange ☐ Wire Cent	er				Reportin	g Unit Na	me:	Copperopolis	8				
				Date filed			Date filed			Date filed			Date filed		
Measurement (Compile monthly, file quarterly)			(05/10/2023)				()			()		()			
				1st Quarter			2nd Quart			3rd Quarter			4th Quarter		
		Total # of business days	<b>Jan</b> 19	<b>Feb</b> 19	Mar 22	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
nstallation Interval	(3.1)	Total # of business days  Total # of service orders	19	11	9										
Min. standard = 5 bus	s. days	Avg. # of business days	2.12	2.45	2.21										
		Total # of installation commitments	10	11	9										
nstallation Commit	ment (3.2)	Total # of installation commitment met	10	11	9										
Min. standard = 95%		Total # of installation commitment met	0	0	0										
viiri. Staridard – 5070	Communications most	% of commitment met	100%	100%	100%										
Customers		Acct # for voice or bundle, res+bus	2913	2839	2805										
Customer Trouble F	Renort	Acct # 101 voice of buridic, resibus	2713	2037	2003										
bustomer frouble i		Total # of working lines													
	6% (6 per 100 working lines for	Total # of trouble reports													
ъ	units w/ ≥ 3,000 lines)	,													
units		% of trouble reports											-		
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	2913	2839	2805										
		Total # of trouble reports	12	3	11										
		% of trouble reports	0.41%	0.10%	0.39%										
	10% (10 per 100 working lines	Total # of working lines													
	for units w/ ≤ 1,000 lines)	Total # of trouble reports													
		% of trouble reports													
Adjusted Out of Service Report Min. standard = 90% within 24 hrs		Total # of outage report tickets	0	0	0										
		Total # of repair tickets restored in ≤ 24hrs	0	0	0										
		% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%										
		Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00										
		Avg. outage duration (hh:mm)	0.00	0.00	0.00										
		Indicate if catastrpohic event is in a month	No	No	No										
		Total # of outage report tickets	12	3	11										
Jnadjusted		Total # of repair tickets restored in < 24hrs	12	3	11										
Out of Service Repo	ort	% of repair tickets restored ≤ 24 Hours	100%	100%	100%										
		Sum of the duration of all outages (hh:mm)	83:21	42:40	91:49										
		Avg. outage duration (hh:mm)	6:45	14:13	8:20										
Refunds		Number of customers who received refunds	0	0	0										
		Monthly amount of refunds	0	0	0										
	e Reports, Billing & Non-Billing)														
Min. standard = 80%	of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing													
ive agent (w/a menu	option to reach live agent).	Total # of call seconds to reach live agent													
		% <u>&lt; 6</u> 0 seconds													
Reporting Unit Ty	pe:	☐ Total Company ☑ Exchange ☐ Wire Cent	er				Reportin	g Unit Na	me:	Jenny Lind				,	
				Date filed			Date filed			Date filed			Date filed		
	Measurement (Compile me	onthly, file quarterly)		(05/10/2023)		()		()				()			
		onting, ine quarterly)		1st Quarter			2nd Quart			3rd Quarter			4th Quarter	_	
		Total # of business days	Jan 10	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
nstallation Interval	(3.1)	Total # of business days	<b>19</b>	19	22			-							
Min. standard = 5 bus	s. days	Total # of service orders  Avg. # of business days	3.54	2.17	1.76	-		1							
		Total # of installation commitments	8	2.17	1.70	-		1							
		. J.C. // Of Indianation John Intinionto	9	-			1	1					1		

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Installation Commitment (3.2)		Total # of installation commitment met	8	1	1									
Min. standard = 95% commitment met		Total # of installation commitment missed	0	0	0									
		% of commitment met	100%	100%	100%									
Customers		Acct # for voice or bundle, res+bus	701	708	677									
Customer Trouble	Report													
	6% (6 per 100 working lines for	Total # of working lines												
_ units w/ ≥ 3,000 lines)		Total # of trouble reports												
5		% of trouble reports												
ρί	00/ (0 100 15 15 15-	Total # of working lines												
tar	8% (8 per 100 working lines for	Total # of trouble reports												
ω.	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Min. Standard		Total # of working lines	701	708	677									
_	10% (10 per 100 working lines	Total # of trouble reports	14	4	4									
	for units w/ ≤ 1,000 lines)	% of trouble reports	1.99%	0.56%	0.59%									
		Total # of outage report tickets		0.36%	0.39%									
Adjusted			0	0	0									
Out of Service Rep	ort	Total # of repair tickets restored in ≤ 24hrs	_	0.0%	0.0%									
	within 24 hrs (2.2.2 excludes	% of repair tickets restored ≤ 24 Hours	0.0%											<del>                                     </del>
Sunday,fed holiday,c	catastrophic events & customer	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00									<b> </b>
requested appt.)		Avg. outage duration (hh:mm)	0.00	0.00	0.00									<del>                                     </del>
		Indicate if catastrpohic event is in a month	No	No	No									
Handing 4		Total # of outage report tickets	14	4										
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	14	4	100.00									
Out of Service Rep	ort	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%									
		Sum of the duration of all outages (hh:mm)	91:02	26:18	66:01									
		Avg. outage duration (hh:mm)	07:35	6:34	16:30									
Refunds		Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	0	0	0									
	le 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												
		% <u>&lt;</u> 60 seconds												
														ļ
21		-												
Sta	te-Wide Reporting	Tatal # af husings days	10	10	1 22	0		0	0	0	1 0	0	0	1 0
Installation Interval	3.1	Total # of business days	19 18	19 12	10	0	0	0	0	0	0	0	0	0
Min. standard = 5 bu	s. days	Total # of service orders	_	4.62	3.97	0	0	0	0	0	0	0	0	0
	•	Avg. # of business days Total # of installation commitments	5.66	12	10	0	0	0	0	0	0	0	0	0
Imatallatian Camuni	t							v	·		Ů	·	_	
Installation Commit		Total # of installation commitment met	18	12	10	0	0	0	0	0	0	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
Cuatamara		% of commitment met	200.0%	200.0%	200.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Customers	Down a set	Acct # for voice or bundle, res+bus	3614	3547	3482	0	0	0	0	0	0	0	0	0
Customer Trouble	Keport	Tatal # of consider times	0	0	0	0		0	0	0		0	^	_
	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)	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%
ndķ		Total # of working lines	2913	2839	2805	0	0	0	0	0	0	0	0	0
Min. Standar		Total # of trouble reports	12	3	11	0	0	0	0	0	0	0	0	0
		% of trouble reports	0.41%	0.10%	0.39%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	10% (10 per 100 working lines	Total # of working lines	701	708	677	0	0	0	0	0	0	0	0	0
		Total # of working lines  Total # of trouble reports	14	4	4	0	0	0	0	0	0	0	0	0
for units w/ ≤ 1,000 lines)		% of trouble reports	1.99%	0.56%	0.59%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
						0.00%								1
Adjusted		Total # of outage report tickets  Total # of repair tickets restored in < 24hrs	0	0	0	0	0	0	0	0	0	0	0	0
Out of Service Report Min. standard = 90% within 24 hrs (2.2.2 excludes Sunday,fed holiday,catastrophic events & customer requested appt.)		% of repair tickets restored in ≤ 24nrs	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%
		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 catastrophonc event is in a month	No	No			_						_	_
		Total # of outage report tickets	26	7	11	0	0	0	0	0	0	0	0	0

Unadjusted	Total # of repair tickets restored in ≤ 24hrs	26	7	11	0	0	0	0	0	0	0	0	0
Out of Service Report	% 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)	7	3	7	0	0	0	0	0	0	0	0	0
	Avg. outage duration (hh:mm)	0.60	0.87	1.03	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												
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>&lt;</u> 60 seconds												

## **Primary Utility Contact Information**

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