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

Company Name:	Calaveras Telephone	Company	U#:	U1004-C	Report Year:	2023
Reporting Unit Type:	☐ Total Company ☑ Exchange	☐ Wire Center	Reportir	ng Unit Name:	Copperopolis	

				Date filed			Date filed			Date filed		Date filed			
Measurement (Compile monthly, file quarterly)			05/10/2023			(07/25/23)			()		()				
			1st Quarter		2nd Quarter				3rd Quarter		4th Quarter				
		T	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Interval	(3.1)	Total # of business days	19	19	22	20	23	22						<del></del>	
Min. standard = 5 bus	s. days	Total # of service orders	10	11	9	18	13	13							
		Avg. # of business days Total # of installation commitments	2.12	2.45	2.21	2.56	2.22	2.39							
			10	11	9	18	14	13							
Installation Commit		Total # of installation commitment met	10	11	9	18	14	13							
Min. standard = 95%	commitment met	Total # of installation commitment missed	0	0	0	0	0	0						<b></b>	
		% of commitment met	100%	100%	100%	100%	100%	100%						<b></b>	
Customers		Acct # for voice or bundle, res+bus	2913	2839	2805	2763	2767	2764							
<b>Customer Trouble F</b>	Report														
	6% (6 per 100 working lines for	Total # of working lines													
	units w/ ≥ 3,000 lines)	Total # of trouble reports													
ard	units w/ 2 3,000 inles)	% of trouble reports													
Standard	8% (8 per 100 working lines for	Total # of working lines	2913	2839	2805	2763	2767	2764							
Sta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	12	3	11	6	4	4						i	
Ė		% of trouble reports	0.41%	0.10%	0.39%	0.22%	0.14%	0.14%							
Min.	10% (10 per 100 working lines	Total # of working lines													
	for units w/ ≤ 1,000 lines)	Total # of trouble reports													
	lor drike w/ = 1,000 lines/	% of trouble reports													
		Total # of outage report tickets	0	0	0	0	0	0							
Adimatad		Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0							
Adjusted	4	% 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						i	
IVIIII. Standard – 90%	WILLIII 24 IIIS	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	12	3	11	6	4	4							
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	12	3	11	6	4	4						i	
Out of Service Report		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%							
		Sum of the duration of all outages (hh:mm)	83:21	42:40	91:49	46:08	7:56	29:51						i	
		Avg. outage duration (hh:mm)	6:45	14:13	8:20	7:48	1:14	5:50						i	
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)														
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>&lt;</u> 60 seconds													
														i l	

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

		Date filed		Date filed		Date filed			Date filed			Date filed		
Mossu	Management (Committe monthly file greatents)		(05/10/2023)	)		(07/25/23)	)		()			()		
Measurement (Compile monthly, file quarterly)			1st Quarter		2	2nd Quarte	er		3rd Quarter	'	-	4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Interval (2.1)	Total # of business days	19	19	22	20	23	22							
Installation Interval (3.1) Min. standard = 5 bus. days	Total # of service orders	8	1	1	3	1	0							
	Avg. # of business days	3.54	2.17	1.76	2.64	2.1	0							
	Total # of installation commitments	8	1	1	3	1	0							

Installation Com	mitment (2.2)	Total # of installation commitment met	8	1	1	3	1	0						
	5% commitment met	Total # of installation commitment met	0	0	0	0	0	0						
IVIIII. Staridard – 30	7/0 COMMINITIEM MET	% of commitment met	100%	100%	100%	100%	100%	100%						
Customers		Acct # for voice or bundle, res+bus	701	708	677	662	656	653						
Customer Troubl	e Report	Acct # 101 voice of buildie, lest bus	701	700	077	002	030	033						
oustomer froub	•	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
5	units w/ ≥ 3,000 lines)	% of trouble reports												
Min. Standard		,												
auc	8% (8 per 100 working lines for	Total # of working lines												
₹ 5	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
<u>≓</u>		% of trouble reports												
≥	10% (10 per 100 working lines	Total # of working lines	701	708	677	662	656	653						
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	14	4	4	4	1	0						
		% of trouble reports	1.99%	0.56%	0.59%	0.60%	0.15%	0.00%						
Adjusted		Total # of outage report tickets	0	0	0	0	0	0						
Out of Service Re	eport	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0						
Min. standard = 90	0% within 24 hrs (2.2.2 excludes	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%						
Sunday,fed holida	y,catastrophic events & customer	Sum of the duration of all outages (hh:mm)  Avg. outage duration (hh:mm)	0.00	0.00	0.00	0.0%	0.0%	0.0%						
requested appt.)		Indicate if catastrpohic event is in a month	No	No	No	No	No	No						
		Total # of outage report tickets		4	1	4	1	0						<del>                                     </del>
Unadjusted		9 .	14	4	4		1	,						
Out of Service Re	enort	Total # of repair tickets restored in ≤ 24hrs % of repair tickets restored ≤ 24 Hours	14 100.0%	100.0%	100.0%	4 100.0%	100.0%	100.0%						
Out of Service IX	sport	Sum of the duration of all outages (hh:mm)	91:02	26:18	66:01	26:58	2:30	0:00						
		Avg. outage duration (hh:mm)	07:35	6:34	16:30	5:39	2:30	0:00						
Refunds		Number of customers who received refunds	07.55	0.54	0	0	0	0.00						
Refullus		Monthly amount of refunds	0	0	0	0	0	0						
Answer Time (Tro	uble Reports, Billing & Non-Billing)	Monthly amount of refunds	0	0	0	· ·	0	0						
	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
	nu option to reach live agent).	Total # of call seconds to reach live agent												
3 (* 1		%< 60 seconds												
			•			•					-			•
		_												
S	state-Wide Reporting		1.0	1.0										
Installation Interv	val 3.1	Total # of business days	19	19	22	20	23	22	0	0	0	0	0	0
Min. standard = 5		Total # of service orders	18	12	10	21	14	13	0	0	0	0	0	0
		Avg. # of business days	5.66	4.62	3.97	5.2	4.32	2.39	0	0	0	0	0	0
In atallation Com		Total # of installation commitments	18	12	10	21	15	13	0	0	0		0	0
Installation Com		Total # of installation commitment met	18	12	10	21	15	13	0	0	0	0	0	0
iviiri. Staridard – 93	5% commitment met	Total # of installation commitment missed	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Customers		% of commitment met Acct # for voice or bundle, res+bus	3614	3547	3482	3425	3423	3416	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Customers Customer Trouble	a Panort	Acci # 101 voice of buildle, festbus	3014	3347	3462	3423	3423	3410	U	U	U	U	U	U
Customer 11000	•	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)	<u>'</u>	·					-						
		% 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%
Min. Standa	8% (8 per 100 working lines for	Total # of working lines	2913	2839	2805	2763	2767	2764	0	0	0	0	0	0
St	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	12	3	11	6	4	4	0	0	0	0	0	0
. <u>⊆</u>		% of trouble reports	0.41%	0.10%	0.39%	0.22%	0.14%	0.14%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Σ	10% (10 per 100 working lines	Total # of working lines	701	708	677	662	656	653	0	0	0	0	0	0
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	14	4	4	4	1	0	0	0	0	0	0	0
	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	% of trouble reports	1.99%	0.56%	0.59%	0.60%	0.15%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Adjusted		Total # of outage report tickets	0	0	0	0	0	0	0	0	0	0	0	0
Out of Service Re	eport	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	0	0	0	0	0
	0% within 24 hrs (2.2.2 excludes	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	y,catastrophic events & customer	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	1.92	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
requested appt.)		Avg. outage duration (hh:mm)	0.00	0.00	0.00	0.33	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			l	1					l	1

15

No 7

26

Indicate if catastrophonc event is in a month

Total # of outage report tickets

Unadjusted	Total # of repair tickets restored in ≤ 24hrs	26	7	15	4	5	4	0	0	0	0	0	0
Out of Service Report	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%
	Sum of the duration of all outages (hh:mm)	7	3	7	3	0	1	0	0	0	0	0	0
	Avg. outage duration (hh:mm)	0.60	0.87	1.03	0.56	0.16	0.24	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: rock.erdman@caltelcorp.co
		Email: