California Public Utilities Commission Service Quality Standards Reporting

.		Colorenza Tolenkowa Communi				l Order						-				
Company Name: Reporting Unit Type:		Calaveras Telephone Company						U#:	U1004-C			Report Year:		2023		
		🗌 Total Company 🛛 🗹	er	Reporting Unit Name:							Copperopolis					
				(Date filed 05/10/2023)			Date filed (07/25/23)			Date filed			Date filed		
	Measurement (Compile me	onthly, file quarter	rly)		1st Quarter		2nd Quarter				3rd Quarter		4th Quarter			
				Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Interval	(2.1)	Total # of business da	ays	19	19	22	20	23	22	19	22	20				
Min. standard = 5 bu	· · ·	Total # of service ord	ers	10	11	9	18	13	13	13	16	12				
win. standaru – 5 bu	s. uays	Avg. # of business da		2.12	2.45	2.21	2.56	2.22	2.39	10.53	5.68	5.23				
		Total # of installation		10	11	9	18	14	13	13	16	12				
Installation Commit		Total # of installation	commitment met	10	11	9	18	14	13	13	16	12				
Min. standard = 95%	commitment met		commitment missed	0	0	0	0	0	0	0	0	0				
		% of commitment me		100%	100%	100%	100%	100%	100%	100%	100%	100%				
Customers		Acct # for voice or bu	ndle, res+bus	2913	2839	2805	2763	2767	2764	2749	2745	2750				
Customer Trouble I	Report															
	6% (6 per 100 working lines for	Total # of working line														
	units w/ \geq 3,000 lines)	Total # of trouble repo	orts													
ard		% of trouble reports														
Min. Standard	8% (8 per 100 working lines for	Total # of working line	es	2913	2839	2805	2763	2767	2764	2749	2745	2750				
	units w/ 1,001 - 2,999 lines)	Total # of trouble rep		12	3	11	6	4	4	4	3	12				
	units w/ 1,001 - 2,000 mics)	% of trouble reports		0.41%	0.10%	0.39%	0.22%	0.14%	0.14%	0.15%	0.11%	0.44%				
	10% (10 per 100 working lines for units $w/ \leq 1,000$ lines)	Total # of working line	es													
		Total # of trouble rep														
	for units $W \leq 1,000$ lines)	% of trouble reports														
		Total # of outage rep	ort tickets	0	0	0	0	0	0	0	0	0				
A allowed and		Total # of repair ticke	ts restored in < 24hrs	0	0	0	0	0	0	0	0	0				
Adjusted		% of repair tickets res	stored ≤ 24 Hours	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				
Out of Service Repo Min. standard = 90%			of all outages (hh:mm)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00				
win. standard = 90%	within 24 hrs	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 catastrpohi	ic event is in a month	No	No	No	No	No	No	No	No	No				
		Total # of outage rep	ort tickets	12	3	11	6	4	4	4	3	12				
Unadjusted			ts restored in < 24hrs	12	3	11	6	4	4	4	3	12				
Out of Service Repo	ort	% of repair tickets res		100%	100%	100%	100%	100%	100%	100%	100%	100%				
		Sum of the duration of		83:21	42:40	91:49	46:08	7:56	29:51	6:26	2:02	76:59				
		Avg. outage duration	(hh:mm)	6:45	14:13	8:20	7:48	1:14	5:50	1:36	*00:40	6:24				
Refunds			s who received refunds	0	0	0	0	0	0	0	0	0				
		Monthly amount of re		0	0	0	0	0	0	0	0	0				
Answer Time (Troub	e Reports, Billing & Non-Billing)															
	of calls < 60 seconds to reach	Total # of calls for TR	R, Billing & Non-Billing													
live agent (w/a menu	option to reach live agent).		Is to reach live agent													
	_ ,	% <u>< 60 seconds</u>	-													

Reporting Unit Type:

□ Total Company ☑ Exchange □ Wire Center

Reporting Unit Name:

Jenny Lind

Measurement (Compile monthly, file quarterly)		Date filed (05/10/2023) 1st Quarter			Date filed (07/25/23) 2nd Quarter			Date filed			Date filed		
									()		() 4th Quarter		
									3rd 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	19	22	20			
Installation Interval (3.1) Min. standard = 5 bus. days	Total # of service orders	8	1	1	3	1	0	0	0	1			
	Avg. # of business days	3.54	2.17	1.76	2.64	2.1	0	0	0	1			

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Installation Commitment (3.2)		Total # of installation commitments	8	1	1	3	1	0	0	0	1		
		Total # of installation commitment met	8	1	1	3	1	0	0	0	1		
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	701	708	677	662	656	653	645	641	635		
Customer Trouble F	Report												
	COV (C non 100 working lines for	Total # of working lines											
	6% (6 per 100 working lines for units w/ \geq 3,000 lines)	Total # of trouble reports											
P	units w/ \geq 3,000 lines)	% of trouble reports											
Standard	8% (8 per 100 working lines for	Total # of working lines											
îta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports											
	units w/ 1,001 - 2,355 mies)	% of trouble reports											
Min.	10% (10 per 100 working lines	Total # of working lines	701	708	677	662	656	653	645	641	635		
	for units $w/ \leq 1.000$ lines)	Total # of trouble reports	14	4	4	4	1	0	1	1	1		
		% of trouble reports	1.99%	0.56%	0.59%	0.60%	0.15%	0.00%	0.16%	0.16%	0.16%		
Adjusted Out of Service Report		Total # of outage report tickets	0	0	0	0	0	0	0	0	0		
		Total # of repair tickets restored in \leq 24hrs	0	0	0	0	0	0	0	0	0		
		% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
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)	0.00	0.00	0.00	0.0%	0.0%	0.0%	0.00	0.00	0.00		
requested appt.)		Avg. outage duration (hh:mm)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
requested appr.)		Indicate if catastrpohic event is in a month	No										
		Total # of outage report tickets	14	4	4	4	1	0	1	1	1		
Unadjusted		Total # of repair tickets restored in < 24hrs	14	4	4	4	1	0	1	1	1		
Out of Service Repo	ort	% of repair tickets restored ≤ 24 Hours	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)	91:02	26:18	66:01	26:58	2:30	0:00	1:35	2:20	6:01		
		Avg. outage duration (hh:mm)	07:35	6:34	16:30	5:39	2:30	0:00	1:35	2:20	6:01		
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		
	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										L	
		% <u><</u> 60 seconds											

State-Wide Reporting														
Installation Interval	2.4	Total # of business days	19	19	22	20	23	22	19	22	20	0	0	0
Min. standard = 5 bus. days		Total # of service orders	18	12	10	21	14	13	13	16	13	0	0	0
		Avg. # of business days	5.66	4.62	3.97	5.2	4.32	2.39	10.53	5.68	6.23	0	0	0
Installation Commitment 3.2		Total # of installation commitments	18	12	10	21	15	13	13	16	13	0	0	0
		Total # of installation commitment met	18	12	10	21	15	13	13	16	13	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%	200.0%	200.0%	200.0%	0.0%	0.0%	0.0%
Customers		Acct # for voice or bundle, res+bus	3614	3547	3482	#REF!	3423	3416	3,394	3386	3385	0	0	0
Customer Trouble Report														
	6% (6 per 100 working lines for units w/ \geq 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	2913	2839	2805	2763	2767	2764	2749	2745	2750	0	0	0
Sta		Total # of trouble reports	12	3	11	6	4	4	4	3	12	0	0	0
Ľ.		% of trouble reports	0.41%	0.10%	0.39%	0.22%	0.14%	0.14%	0.15%	0.11%	0.44%	0.00%	0.00%	0.00%
Ξ	10% (10 per 100 working lines	Total # of working lines	701	708	677	662	656	653	645	641	635	0	0	0
	for units w/ \leq 1,000 lines)	Total # of trouble reports	14	4	4	4	1	0	1	1	1	0	0	0
		% of trouble reports	1.99%	0.56%	0.59%	0.60%	0.15%	0.00%	0.16%	0.16%	0.16%	0.00%	0.00%	0.00%
Adjusted		Total # of outage report tickets	0	0	0	0	0	0	0	0	0	0	0	0
Adjusted		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		% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%
	`	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
Sunday,fed holiday,catastrophic events & customer 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

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	Indicate if catastrophonc event is in a month	No	No										
	Total # of outage report tickets	26	7	15	4	5	4	5	4	13	0	0	0
Unadjusted	Total # of repair tickets restored in < 24hrs	26	7	15	4	5	4	5	4	13	0	0	0
Out of Service Report	% of repair tickets restored ≤ 24 Hours	200%	200%	200%	200%	200%	200%	200%	200%	200%	0%	0%	0%
	Sum of the duration of all outages (hh:mm)	7	3	7	3	0	1	0	0	3	0	0	0
	Avg. outage duration (hh:mm)	0.60	0.87	1.03	0.56	0.16	0.24	0.13	#VALUE!	0.52	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><</u> 60 seconds												

Primary Utility Contact Information

Name: Brock Erdman - Installation/Trouble Report

Phone: (209) 785-2211

Email: <u>ock.erdman@caltelcorp.co</u> Email: