California Public Utilities Commission

Service Quality Standards Reporting

Mathematical (1,1) Tool if of numbers days 19 19 20 25 29 19 22 19 22 19 22 19 22 19 22 19 22 19 21 11 <th colspan="2">Company Name:</th> <th>Calaveras Telephone Company</th> <th></th> <th>Genera</th> <th>al Order</th> <th>No. 13</th> <th></th> <th>U1004-C</th> <th></th> <th></th> <th>Report Year</th> <th>:</th> <th colspan="3">2023</th>	Company Name:		Calaveras Telephone Company		Genera	al Order	No. 13		U1004-C			Report Year	:	2023		
Network Construction	Reporting Unit Ty	ype:	□ Total Company	er				Reportin	g Unit Nai	me:	Copperopolis	S				
Horization Horizat		Measurement (Compile mo	onthly, file quarterly)		(05/10/2023)		(07/25/23)			(10/30/23				(02/02/24)		
Statistics interval (2.1) Min. standard = 50x. Urgs Total # of basiness days Arg. # 0 derive a days 19 22 20 23 23 23 23 23 23 23 23 23 23 13		· ·	<i></i>							Jul	-				Dec	
Min. standard = 5 bus. dip Table at primote matrix Table at primote matrix <thtable at="" matrix<<="" primote="" th=""><th>Installation Intonya</th><th>1 (2 1)</th><th>Total # of business days</th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th>21</th></thtable>	Installation Intonya	1 (2 1)	Total # of business days												21	
Adjusted Out of Service Report Constructions Calls 2 / 2 / 2 / 2 / 2 / 2 / 2 / 2 / 2 / 2 /		. ,	Total # of service orders			,							11		12	
Installation Commitment (3.2) Min. standard = 0% commitment met Total # of installation commitment met 100 11 10 11 10 11 10 11 10 11 10 11 10 11 10 11 10 11 10 11 10 11 10 11 10 11 10 10 10 10 10 10 10 10 100 <td colspan="2"></td> <td></td> <td>1</td>															1	
Min. standard = 95% sommitmeit mei Total # of matabolino commitment missed 0					11	-								1		
Number Number North 100%		. ,				-									11	
Customer Act # for value or hundle, res+bus 2913 2830 2805 2763 2764 2749 2745 2735	Min. standard = 95%	o commitment met		-	-	-	>	Ŷ	v			-	Ŷ			
Guistemer Trouble Report Total # of working lines Total #															100%	
Py ON: Constrained and the properties Data Put and the properits Data Put and the proproperits Data Data			Acct # for voice or bundle, res+bus	2913	2839	2805	2763	2767	2764	2749	2745	2750	2745	2737	2729	
Mark Disk (b per 100 working lines for trubble reports Low Low <thlow< th=""> Low Low Lo</thlow<>	Customer Trouble	Report	Tradition P										 	───		
Provide Inits wir 2 3,000 lines) Ioad and bracket reports Data Ioad		6% (6 per 100 working lines for											 			
By Unit By Concision (Concernence) By Concentration (Concernence) Concentration (C			· · · · · · · · · · · · · · · · · · ·											───		
E Not if couple reports 0.41% 0.01% 0.39% 0.22% 0.13% 0.41% 0.44% 0.29% 0.07% 0.33% 10% (10 per 100 working lines for units wf \$ 1,000 lines) Total # of working lines for units wf \$ 1,000 lines) Total # of working lines for of mobile reports Image: Comparing the co	ard		% of trouble reports										L			
E No Outpoint	uda Bu		Total # of working lines	2913	2839	2805	2763	2767	2764	2749	2745	2750	2745	2737	2729	
E No No </td <td>òtai</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>4</td> <td>4</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>9</td>	òtai							4	4						9	
E 10% (10 per 100 working lines for units wi ≤ 1.000 lines) Total # of working lines to units wi ≤ 1.000 lines) Total # of working lines to unuble reports % of trunche reports v	о -		% of trouble reports	0.41%	0.10%	0.39%	0.22%	0.14%	0.14%	0.15%	0.11%	0.44%	0.29%	0.070%	0.33%	
Interview Total # of trouble reports for units w's 1.000 lines) Total # of trouble reports % of trouble reports Interview <	<u> </u>		Total # of working lines											1		
Industries Note integrat Note of the set of outgoe reports Note of the set of the set of outgoe reports Note of the set of the set of outgoe reports Note of the set of the			*										l	<u>+</u>		
Adjusted Out of Service Report Total # of outage report tickets 0													l	+		
Adjusted Out of Service Report Min. standard = 90% within 24 hrs Total # of repair tickets restored \$ 24 Hours 0.0% <td colspan="2" rowspan="3"></td> <td>· · · · · · · · · · · · · · · · · · ·</td> <td>0</td>			· · · · · · · · · · · · · · · · · · ·	0	0	0	0	0	0	0	0	0	0	0	0	
Reliable Out of Service Report Min. standard = 90% within 24 hrs % of repair tickets restored 5 24 Hours 0.0%				-			ů	0	0			-			0	
Sum of the duration of all outages (hhrmm) 0.00				0.0%	0.0%	-	0.0%	0.0%	0.0%			0.0%	0.0%		0.0%	
Mill: standard = 90% within 24 fits Avg. outage duration (thmm) 0.00 0															0.00	
Indicate if catastrpohic event is in a month No	Min. standard = 90% within 24 hrs														0.00	
Unadjusted Out of Service Report Total # of outage report tickets 12 3 11 6 4 4 4 3 12 8 2 9 Out of Service Report Dot of repart tickets restored in ≤ 24 Hours 12 3 11 6 4 4 4 4 3 12 8 2 9 Out of Service Report Ør repart tickets restored ≤ 24 Hours 100% <t< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>No</td></t<>															No	
Unadjusted Out of Service Report Total # of organi tockets restored in ≤ 24hrs 12 3 11 6 4 4 3 12 8 2 9 Out of Service Report Total # of organi tockets restored in ≤ 24hrs 12 3 11 6 4 4 4 3 12 8 2 9 Out of Service Report Sum of the duration of all outages (bulk to stored in ≤ 24hrs) 12 3 11 6 4 4 4 3 12 8 2 9 Out of Service Report Sum of the duration of all outages (bulk to stored in ≤ 24hrs) 12 3 11 6 4 4 4 3 12 8 2 9 Muse of customers who received refunds 0					2	11		4	4		2	12	0		0	
Out of Service Report Image: Control of particulates restored 2 24 Hours 100% 1	Unadiusted				3	11		4	4	•	-		-	-		
Sum of the duration of all outages (hh.mm) 83:21 42:40 91:49 46:08 7:56 29:51 6:26 2:02 76:59 82:34 20:11 92:52 Refunds Number of customers who received refunds 0		ort			-			4	4		-		ş	2	100%	
Avg. outage duration (hh:mm) 6:45 14:13 8:20 7:48 1:14 5:50 1:36 *00:40 6:24 10:19 10:05 16:2 Refunds Number of customers who received refunds 0						-										
Refunds Number of customers who received refunds 0															16:20	
Monthly amount of refunds 0 <td>Refunds</td> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>	Refunds					1										
Answer Time (Trouble Reports, Billing & Non-Billing) Total # of calls for TR, Billing & Non-Billing Image: Comparison of calls < 60 seconds to reach live agent Image: Comparison of calls < 60 seconds				v	· · ·	-	0	v	v	-		Ť	, ,	, ,		
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 % ≤ 60 seconds Image: Call Seconds to reach live agent % ≤ 60 seconds Image: Call Seconds to reach live agent % ≤ 60 seconds Image: Call Seconds to reach live agent % ≤ 60 seconds Image: Call Seconds	Answer Time (Troub	le Reports, Billing & Non-Billing)					~	, v	Ť				ř.	Ť		
Inive agent (w/a menu option to reach live agent). Total # of call seconds to reach live agent Image: Total # of call seconds to reach live agent Image: Total # of call seconds Image: Total # of call # of service orders Date filed (05/10/2023) Date filed (07/25/23) Date filed (10/30/23) Date filed (02/02/24) Measurement (Compile monthly, file quarterly) Image: Total # of business days Image: Total # of business days Image: Total # of business days Image: Total # of service orders Image: Total # of service orde			Total # of calls for TR. Billing & Non-Billing										l	1		
Measurement (Compile monthly, file quarterly) Date filed (05/10/2023) Date filed (07/25/23) Date filed (10/30/23) Date filed (02/02/24) Installation Interval (3.1) Total # of business days 19 1 3 0			ž											1		
Reporting Unit Type: Total Company Exchange Wire Center Reporting Unit Name: Jenny Lind Measurement (Compile monthly, file quarterly) Date filed (05/10/2023) Date filed (07/25/23) Date filed (10/30/23) Date filed (02/02/24) Installation Interval (3.1) Total # of business days 19 19 22 20 22 10 0 1 0 1 0 1 0 1 0 1 0 1 0 1 0 1 0 1 0 1 0 1 0 1 0 1 0 1 1 0 1 0 1 0 1 1 1 1 0 1 1 1 1 1 1 1 0 1 </td <td>5 ()</td> <td></td> <td>¥</td> <td></td> <td>1</td> <td></td>	5 ()		¥											1		
Measurement (Compile monthly, file quarterly) Date filed (05/10/2023) Date filed (07/25/23) Date filed (10/30/23) Date filed (02/02/24) Installation Interval (3.1) Total # of business days 19 19 22 20 23 22 19 22 20 23 22 10 0 1 1			-											1		
Measurement (Compile monthly, file quarterly) (05/10/2023) (07/25/23) (10/30/23) (02/02/24) Ist Quarter 2nd Quarter 3rd Quarter 4th Quarter Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov De Installation Interval (3.1) Total # of service orders 8 1 1 3 1 0 0 1 0 1 1 1	Reporting Unit Ty	ype:	☐ Total Company	er				Reportin	g Unit Na	me:	Jenny Lind					
Measurement (Compile monthly, file quarterly) (05/10/2023) (07/25/23) (10/30/23) (02/02/24) Ist Quarter 2nd Quarter 3rd Quarter 4th Quarter Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov De Installation Interval (3.1) Total # of service orders 8 1 1 3 1 0 0 1 0 1 1 1					Date filed			Date filed			Date filed			Date filed		
Installation Interval (3.1) Total # of service orders 8 1 1 3 1 0 0 1 0 1 1 1		Moasuroment (Compile me	anthly file questarly)													
Installation Interval (3.1) Total # of business days 19 19 22 20 23 22 19 22 20 22 19 21 Installation Interval (3.1) Total # of service orders 8 1 1 3 1 0 0 1 0 1 1		weasurement (Complie mo	Sinniy, me quarteriy)	· · · · · · · · · · · · · · · · · · ·												
Installation Interval (3.1)															Dec	
	Installation Interva	 (3.1)	· · · · · · · · · · · · · · · · · · ·		19	22	20	23	22			20		19	21	
			Total # of service orders	8	1	1	3	1	0	0	0	1	0	1	1	

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IVIIII. staliualu – J Dus. uays		Avg. # of business days	3.54	2.17	1.76	2.64	2.1	0	0	0	1	0	2.67	3.23
Installation Commitment (3.2)		Total # of installation commitments	8	1	1	3	1	0	0	0	1	0	0	1
		Total # of installation commitment met	8	1	1	3	1	0	0	0	1	0	0	1
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	701	708	677	662	656	653	645	641	635	633	631	627
Customer Trouble	Report													
	6% (6 per 100 working lines for	Total # of working lines												
_	units w/ \geq 3,000 lines)	Total # of trouble reports												
Min. Standard	. ,	% of trouble reports												
pu	8% (8 per 100 working lines for	Total # of working lines												
Sta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
<u> </u>		% of trouble reports												
Σ	10% (10 per 100 working lines	Total # of working lines	701	708	677	662	656	653	645	641	635	633	631	627
	for units $w \le 1,000$ lines)	Total # of trouble reports	14	4	4	4	1	0	1	1	1	8	0	0
		% of trouble reports	1.99%	0.56%	0.59%	0.60%	0.15%	0.00%	0.16%	0.16%	0.16%	1.26%	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 Rep	port	Total # of repair tickets restored in \leq 24hrs	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%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	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	0.0%	0.0%	0.0%
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	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
Line diverte d		Total # of outage report tickets	14	4	4	4		0	1	1	1	ļ		
Unadjusted Out of Service Rep	art	Total # of repair tickets restored in \leq 24hrs	14	4	4	4	1	0	100.00/	l	l	100.00/	100.00/	100.00/
		% of repair tickets restored \leq 24 Hours	100.0% 91:02	100.0% 26:18	100.0%	100.0% 26:58	100.0% 2:30	100.0%	100.0% 1:35	100.0% 2:20	100.0% 6:01	100.0% 59:32	100.0% 0:00	100.0% 0:00
		Sum of the duration of all outages (hh:mm) Avg. outage duration (hh:mm)	07:35	6:34	66:01 16:30	5:39	2:30	0:00	1:35	2:20	6:01	7:26	0:00	0:00
Refunds		Number of customers who received refunds	07.55	0.34	0	0	2.30	0.00	0	0	0.01	0	0.00	0.00
		Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	0
Answer Time (Trouble Reports, Billing & Non-Billing)			•	0		Ū	Ū	Ū		•		0	0	0
	% of calls <u>< 60</u> seconds to reach	Total # of calls for TR, Billing & Non-Billing												
	u option to reach live agent).	Total # of call seconds to reach live agent												
		% <u><</u> 60 seconds												
		-												
Sta	ate-Wide Reporting	Total # of business days	10	10	1 22	20	1 22	22	10		20	1 22	10	21
Installation Interval 3.1		Total # of business days Total # of service orders	19 18	19 12	22 10	20 21	23	22 13	<u>19</u> 13	22 16	20	22	19 12	21 13
Min. standard = 5 bi	us. days	Avg. # of business days	5.66	4.62	3.97	5.2	4.32	2.39	10.53	5.68	6.23	6.1	6.48	4.23
		Total # of installation commitments	18	12	10	21	4.32	13	10.55	16	13	11	12	4.23
Installation Comm	itment 3.2	Total # of installation commitment met	18	12	10	21	15	13	13	16	13	11	12	12
Min. standard = 95%		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%	200.0%	200.0%	200.0%
Customers		Acct # for voice or bundle, res+bus	3614	3547	3482	#REF!	3423	3416	3,394	3386	3385	3378	3368	3356
Customer Trouble Report														
andard		Total # of working lines	0	0	0	0	0	0	0	0	0	0	0	0
	6% (6 per 100 working lines for units w/ \geq 3,000 lines)	Total # of trouble reports	0	0	0	0	0	0	0	0	0	0	0	0
	units w/ \leq 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%
		Total # of working lines	2913	2839	2805	2763	2767	2764	2749	2745	2750	2745	2737	2729
	8% (8 per 100 working lines for units $w/1001 - 2000$ lines)	Total # of trouble reports	12	3	11	6	4	4	4	3	12	8	2/3/	9
	units w/ 1,001 - 2,999 lines)	% of trouble reports	0.41%	0.10%	0.39%	0.22%	0.14%	0.14%	0.15%	0.11%	0.44%	0.29%	0.07%	0.33%
Mir		Total # of working lines	701	708	677	662	656	653	645	641	635	633	631	627
104	10% (10 per 100 working lines	Total # of trouble reports	14	4	4	4	1	033	1	1	1	8	0	027
for units w/ \leq 1,000 lines)		% of trouble reports	1.99%	0.56%	0.59%	0.60%	0.15%	0.00%	0.16%	0.16%	0.16%	1.26%	0.00%	0.00%
		Total # of outage report tickets	0	0.5070	0	0.0070	0.1370	0.0070	0.1070	0.1070	0.1070	0	0.0070	0.0070
Adjusted		Total # of repair tickets restored in < 24 brs	0	0	0	0	0	0	Û.	0	0	<u> </u>	<u> </u>	ů Ú

Adjusted Out of Service Report

Min_standard - 00% within 24 hrs (2.2.2 avoludes

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Total # of repair tickets restored in < 24hrs

% of repair tickets restored ≤ 24 Hours

Sunday,fed holiday,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
requested appl.)	Indicate if catastrophonc event is in a month	No	No										
	Total # of outage report tickets	26	7	15	4	5	4	5	4	13	8	2	9
Unadjusted	Total # of repair tickets restored in < 24hrs	26	7	15	4	5	4	5	4	13	8	2	9
Out of Service Report	% of repair tickets restored ≤ 24 Hours	200%	200%	200%	200%	200%	200%	200%	200%	200%	200%	200%	200%
	Sum of the duration of all outages (hh:mm)	7	3	7	3	0	1	0	0	3	6	1	4
	Avg. outage duration (hh:mm)	0.60	0.87	1.03	0.56	0.16	0.24	0.13	#VALUE!	0.52	0.74	0.42	0.68
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: