California Public Utilities Commission Service Quality Standards Reporting

		General Order No. 133-D General Order No. 133-D Calaveras Telephone Company 2025													
Company Name: Reporting Unit Type: Measurement (Compile mo		Calaveras Telephone Company		U#: <u>U1004-C</u>								2025			
		☐ Total Company	er				Reporting	Unit Name):	Copperopoli	S			-	
		onthly, file quarterly)	(05/15		Date filed (05/15/25) Ist Quarter		Date filed (xx/xx/xx) 2nd Quart)		Date filed (xx/xx/xx) 3rd Quarter		Date filed (xx/xx/xx) 4th Quarter			
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Interva	al (3 1)	Total # of business days	4	14	11									_	
Min. standard = 5 b		Total # of service orders	3	5	4										
		Avg. # of business days	1.33	2.80	2.75	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
		Total # of installation commitments	9	6	10						-			───	
Installation Comm		Total # of installation commitment met	9	6	10		•	•		0		•	•		
Min. standard = 959	% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
<u> </u>		% of commitment met	100%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Customers	Dement	Acct # for voice or bundle, res+bus	2339	2299	2288			-							
Customer Trouble	Report	Total # of working lines												+	
	6% (6 per 100 working lines for	Total # of working lines Total # of trouble reports													
	units $w/ \ge 3,000$ lines)	·													
ard	. ,	% of trouble reports												<u> </u>	
Min. Standard	8% (8 per 100 working lines for	Total # of working lines	2573	2532	2523										
	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	2	1	2										
		% of trouble reports	0.08%	2.00%	0.08%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines													
		Total # of trouble reports													
		% of trouble reports													
		Total # of outage report tickets	2	1	2										
A dimete d		Total # of repair tickets restored in \leq 24hrs	2	1	2										
Adjusted	aart	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Out of Service Rep Min. standard = 909		Sum of the duration of all outages (hh:mm)	18:57	2:31	9:09										
iviin. Stanuaru – 90	70 WILLIN 24 HIS	Avg. outage duration (hh:mm)	9:29	2:31	4:34										
		Indicate if catastrpohic event is in a month	No	No	No										
		Total # of outage report tickets	2	1	2										
Unadjusted		Total # of repair tickets restored in < 24hrs	2	1	2									+	
Out of Service Rep	port	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	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)	18:57	2:31	9:09									<u>† </u>	
		Avg. outage duration (hh:mm)	9:29	2:31	4:34									1	
		Number of customers who received refunds	0	0	0									1	
		Monthly amount of refunds	0	0	0										
Answer Time (Trou	ble Reports, Billing & Non-Billing)														
Min. standard = 809	% of calls <u>< 6</u> 0 seconds to reach	Total # of calls for TR, Billing & Non-Billing													
live agent (w/a men	u option to reach live agent).	Total # of call seconds to reach live agent													
		% <u><</u> 60 seconds													

Reporting Unit Type:

Total Company 🗹 Exchange Jenny Lind

				Date filed			Date filed			Date filed		Date filed		
	Measurement (Compile mo	onthly, file quarterly)		(05/15/25)			(xx/xx/xx)			(xx/xx/xx)		(xx/xx/xx)		
				1st Quarter Feb	Mar	Apr	2nd Quarte	er Jun	Jul	3rd Quarte	Sep	Oct	4th Quarter Nov	Dec
		Total # of business days	Jan 3	0	1	Арі	Мау	Juli	Jui	Aug	Sep		NOV	Dec
Installation Interval	· · ·	Total # of service orders	1	0	1									
Min. standard = 5 bus. days		Avg. # of business days	3.00	0.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Total # of installation commitments	1	1	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Installation Commi	tment (3.2)	Total # of installation commitment met	1	1	1									
Min. standard = 95%		Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
		% of commitment met	100%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Customers	-	Acct # for voice or bundle, res+bus	559	554	551	0,70	070	07.0		0,0		0,70	0,70	0,10
Customer Trouble	Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports										1		
D	units w/ \geq 3,000 lines)	% of trouble reports												
Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
itar		Total # of trouble reports												
s S		% of trouble reports												
Min	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	567	564	561									
		Total # of trouble reports	1	2	2									
		% of trouble reports	0.18%	0.35%	0.36%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Adlandard		Total # of outage report tickets	1	2	2									
Adjusted		Total # of repair tickets restored in < 24hrs	1	2	2									
Out of Service Rep		% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	within 24 hrs (2.2.2 excludes catastrophic events & customer	Sum of the duration of all outages (hh:mm)	6:37	1:45	3:19									
requested appt.)		Avg. outage duration (hh:mm)	6:37	0:52	1:39									
requested appl.)		Indicate if catastrpohic event is in a month	No	No	No									
		Total # of outage report tickets	1	2	2									
Unadjusted		Total # of repair tickets restored in \leq 24hrs	1	2	2									
Out of Service Rep	ort	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	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)	6:37	1:45	3:19									
		Avg. outage duration (hh:mm)	6:37	0:52	1:39									
Refunds		Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	0	0	0									
Answer Time (Trouble Reports, Billing & Non-Billing)														
		Total # of calls for TR, Billing & Non-Billing										L		<u> </u>
live agent (w/a menu	live agent (w/a menu option to reach live agent). Total # of call seconds to reach											L		
		% <u><</u> 60 seconds										L		Į
														<u> </u>

State-Wide Reporting													
Installation Interval 3.1	Total # of business days	7	14	12	0	0	0	0	0	0	0	0	0
Min. standard = 5 bus. days	Total # of service orders	4	5	5	0	0	0	0	0	0	0	0	0
Mill. Standard – 5 bus. days	Avg. # of business days	1.75	2.80	2.40	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Total # of installation commitments	10	7	11	0	0	0	0	0	0	0	0	0
Installation Commitment 3.2	Total # of installation commitment met	10	7	11	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
	% of commitment met	100%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Customers	Acct # for voice or bundle, res+bus	2898	2853	2839	0	0	0	0	0	0	0	0	0

Customer Trouble F	Report													
Standard		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
	units w/ ≥ 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%
	8% (8 per 100 working lines for	Total # of working lines	2573	2532	2523	0	0	0	0	0	0	0	0	0
	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	2	1	2	0	0	0	0	0	0	0	0	0
i i		% of trouble reports	0.08%	0.04%	0.08%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Ē	10% (10 per 100 working lines	Total # of working lines	567	564	561	0	0	0	0	0	0	0	0	0
	for units w/ \leq 1,000 lines)	Total # of trouble reports	1	2	2	0	0	0	0	0	0	0	0	0
		% of trouble reports	0.18%	0.35%	0.36%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Adjusted		Total # of outage report tickets	3	3	4	0	0	0	0	0	0	0	0	0
Out of Service Repo	art	Total # of repair tickets restored in < 24hrs	3	3	4	0	0	0	0	0	0	0	0	0
-	within 24 hrs (2.2.2 excludes	% of repair tickets restored \leq 24 Hours	200.0%	200.0%	200.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	atastrophic events & customer	Sum of the duration of all outages (hh:mm)	1:34	4:16	12:28	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00
requested appt.)		Avg. outage duration (hh:mm)	16:06	3:23	6:13	0:00	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	No									
		Total # of outage report tickets	3	3	4	0	0	0	0	0	0	0	0	0
Unadjusted		Total # of repair tickets restored in < 24hrs	3	3	4	0	0	0	0	0	0	0	0	0
Out of Service Repo	ort	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	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)	1:34	4:16	12:28	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00
		Avg. outage duration (hh:mm)	16:06	3:23	6:13	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	N/A Under 5,000 lines. % <u><</u> 60 seconds													

Primary Utility Contact Information

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