

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

Company Name:Calaveras Telephone Company

U#:U1004-C

Report Year:2025

Reporting Unit Type:☐ Total Company☒ Exchange☐ Wire Center

Reporting Unit Name:Copperopolis

| Measurement (Compile monthly, file quarterly) | | Date filed (05/15/25) 1st Quarter | | | Date filed (xx/xx/xx) 2nd Quarter | | | 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 Interval (3.1) Min. standard = 5 bus. days | Total # of business days | 4 | 14 | 11 | | | | | | | | | |
| | 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 |
| Installation Commitment (3.2) Min. standard = 95% commitment met | Total # of installation commitments | 9 | 6 | 10 | | | | | | | | | |
| | Total # of installation commitment met | 9 | 6 | 10 | | | | | | | | | |
| | 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 | 2339 | 2299 | 2288 | | | | | | | | |
| Customer Trouble Report | | | | | | | | | | | | | |
| Min. Standard | 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) | Total # of working lines | | | | | | | | | | | |
| | | Total # of trouble reports | | | | | | | | | | | |
| | | % of trouble reports | | | | | | | | | | | |
| | 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) | Total # of working lines | 2573 | 2532 | 2523 | | | | | | | | |
| | | 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% |
| | 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) | Total # of working lines | | | | | | | | | | | |
| | | Total # of trouble reports | | | | | | | | | | | |
| | | % of trouble reports | | | | | | | | | | | |
| | Adjusted Out of Service Report Min. standard = 90% within 24 hrs | Total # of outage report tickets | 2 | 1 | 2 | | | | | | | | |
| | | Total # of repair tickets restored in ≤ 24hrs | 2 | 1 | 2 | | | | | | | | |
| | | % 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% |
| | | Sum of the duration of all outages (hh:mm) | 18:57 | 2:31 | 9:09 | | | | | | | | |
| | | Avg. outage duration (hh:mm) | 9:29 | 2:31 | 4:34 | | | | | | | | |
| | Unadjusted Out of Service Report | Indicate if catastrophc event is in a month | No | No | No | | | | | | | | |
| | | Total # of outage report tickets | 2 | 1 | 2 | | | | | | | | |
| | | Total # of repair tickets restored in ≤ 24hrs | 2 | 1 | 2 | | | | | | | | |
| | | % 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% |
| | | Sum of the duration of all outages (hh:mm) | 18:57 | 2:31 | 9:09 | | | | | | | | |
| | Refunds | Avg. outage duration (hh:mm) | 9:29 | 2:31 | 4:34 | | | | | | | | |
| | | Number of customers who received refunds | 0 | 0 | 0 | | | | | | | | |
| | Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/a menu option to reach live agent). | Monthly amount of refunds | 0 | 0 | 0 | | | | | | | | |
| | | | | | | | | | | | | | |
| | | Total # of calls for TR, Billing & Non-Billing | | | | | | | | | | | |
| | | Total # of call seconds to reach live agent | | | | | | | | | | | |
| | %≤ 60 seconds | | | | | | | | | | | | |
| | | | | | | | | | | | | | |

Reporting Unit Type:☐ Total Company☒ Exchange☐ Wire Center

Reporting Unit Name:Jenny Lind

| Measurement (Compile monthly, file quarterly) | | Date filed (05/15/25) | | | Date filed (xx/xx/xx) | | | Date filed (xx/xx/xx) | | | Date filed (xx/xx/xx) | | |
|--|--|--|--------|--------|--------------------------|-------|-------|--------------------------|-------|-------|--------------------------|-------|-------|
| | | 1st Quarter | | | 2nd Quarter | | | 3rd Quarter | | | 4th Quarter | | |
| | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
| Installation Interval (3.1) Min. standard = 5 bus. days | Total # of business days | 3 | 0 | 1 | | | | | | | | | |
| | Total # of service orders | 1 | 0 | 1 | | | | | | | | | |
| | 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 |
| Installation Commitment (3.2) Min. standard = 95% commitment met | Total # of installation commitments | 1 | 1 | 1 | | | | | | | | | |
| | Total # of installation commitment met | 1 | 1 | 1 | | | | | | | | | |
| | 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 | | | | | | | | |
| Customer Trouble Report | | | | | | | | | | | | | |
| Min. Standard | 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) | Total # of working lines | | | | | | | | | | | |
| | | Total # of trouble reports | | | | | | | | | | | |
| | | % of trouble reports | | | | | | | | | | | |
| | 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) | Total # of working lines | | | | | | | | | | | |
| | | Total # of trouble reports | | | | | | | | | | | |
| | | % of trouble reports | | | | | | | | | | | |
| | 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% |
| | Adjusted Out of Service Report Min. standard = 90% within 24 hrs (2.2.2 excludes Sunday,fed holiday,catastrophic events & customer requested appt.) | Total # of outage report tickets | 1 | 2 | 2 | | | | | | | | |
| | | Total # of repair tickets restored in ≤ 24hrs | 1 | 2 | 2 | | | | | | | | |
| | | % 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% |
| | | 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 | | | | | | | | |
| | | Indicate if catastrophich event is in a month | No | No | No | | | | | | | | |
| Unadjusted Out of Service Report | Total # of outage report tickets | 1 | 2 | 2 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 1 | 2 | 2 | | | | | | | | | |
| | % 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) 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 | | | | | | | | | | | |
| | | | | | | | | | | | | | |

| State-Wide Reporting | | | | | | | | | | | | | |
|---|---|-------------------------------------|------|------|------|------|------|------|------|------|------|------|------|
| Installation Interval 3.1 Min. standard = 5 bus. days | Total # of business days | 7 | 14 | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total # of service orders | 4 | 5 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 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 |
| Installation Commitment 3.2 Min. standard = 95% commitment met | Total # of installation commitments | 10 | 7 | 11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total # of installation commitment met | 10 | 7 | 11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 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 |

| Customer Trouble Report | | | | | | | | | | | | | | |
|--|---|--|--------|--------|--------|-------|-------|-------|-------|-------|-------|-------|-------|------|
| Min. Standard | 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) | Total # of working lines | 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 | |
| | | % 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% | |
| | 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) | Total # of working lines | 2573 | 2532 | 2523 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | | Total # of trouble reports | 2 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | | % 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% | |
| | 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) | Total # of working lines | 567 | 564 | 561 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | | Total # of trouble reports | 1 | 2 | 2 | 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% | |
| Adjusted Out of Service Report Min. standard = 90% within 24 hrs (2.2.2 excludes Sunday,fed holiday,catastrophic events & customer requested appt.) | | Total # of outage report tickets | 3 | 3 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | | Total # of repair tickets restored in ≤ 24hrs | 3 | 3 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | % of repair tickets restored ≤ 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% |
| | | 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 |
| | | Indicate if catastrophonc event is in a month | No | No | No | | | | | | | | | |
| Unadjusted Out of Service Report | | Total # of outage report tickets | 3 | 3 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | | Total # of repair tickets restored in < 24hrs | 3 | 3 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | % 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 | |
| | | 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 live agent (w/a menu option to reach live agent). N/A Under 5,000 lines. | | | | | | | | | | | | | | |
| | | Total # of calls for TR, Billing & Non-Billing | | | | | | | | | | | | |
| | | Total # of call seconds to reach live agent | | | | | | | | | | | | |
| | | %≤ 60 seconds | | | | | | | | | | | | |

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