

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 (08/15/25) 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	26	24	15						
	Total # of service orders	3	5	4	10	12	5						
	Avg. # of business days	1.33	2.80	2.75	2.60	2.00	3.00	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	15	13	9						
	Total # of installation commitment met	9	6	10	15	13	9						
	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%	0%	0%	0%	0%	0%	0%
Customers		Acct # for voice or bundle, res+bus	2339	2299	2288	2273	2251	2237					
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	2500	2479	2458					
		Total # of trouble reports	2	1	2	6	6	1					
		% of trouble reports	0.08%	2.00%	0.08%	0.24%	0.24%	0.04%	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	5	6	0					
		Total # of repair tickets restored in ≤ 24hrs	2	1	2	5	6	0					
		% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	100.0%	100.0%	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	49:12	9:47	0					
		Avg. outage duration (hh:mm)	9:29	2:31	4:34	9:50	1:38	0					
		Indicate if catastrophich event is in a month	No	No	No	No	No	No					
Unadjusted Out of Service Report	Total # of outage report tickets	2	1	2	6	6	0						
	Total # of repair tickets restored in ≤ 24hrs	2	1	2	6	6	0						
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	100.0%	100.0%	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	74:23	9:47	0						
	Avg. outage duration (hh:mm)	9:29	2:31	4:34	12:24	1:38	0						
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 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												

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 (08/15/25)			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	0	2	0						
	Total # of service orders	1	0	1	0	1	0						
	Avg. # of business days	3.00	0.00	1.00	0.00	2.00	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	0	1	0						
	Total # of installation commitment met	1	1	1	0	1	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%	100%	0%	0%	0%	0%	0%	0%	0%
Customers		Acct # for voice or bundle, res+bus	559	554	551	547	549	542					
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	557	558	550					
		Total # of trouble reports	1	2	2	1	1	2					
		% of trouble reports	0.18%	0.35%	0.36%	0.18%	0.18%	0.36%	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	1	0	1						
	Total # of repair tickets restored in ≤ 24hrs	1	2	2	1	0	1						
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	100.0%	0.0%	100.0%	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	1:51	0	1:35						
	Avg. outage duration (hh:mm)	6:37	0:52	1:39	1:51	0	1:35						
	Indicate if catastrophich event is in a month	No	No	No	No	No	No						
Unadjusted Out of Service Report	Total # of outage report tickets	1	2	2	1	1	2						
	Total # of repair tickets restored in ≤ 24hrs	1	2	2	1	1	2						
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	1:51	24:30	27:50						
	Avg. outage duration (hh:mm)	6:37	0:52	1:39	1:51	24:30	13:55						
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 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	26	26	15	0	0	0	0	0	0
	Total # of service orders	4	5	5	10	13	5	0	0	0	0	0	0
	Avg. # of business days	1.75	2.80	2.40	2.60	2.00	3.00	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	15	14	9	0	0	0	0	0	0
	Total # of installation commitment met	10	7	11	15	14	9	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%	100%	100%	100%	0%	0%	0%	0%	0%	0%
Customers		Acct # for voice or bundle, res+bus	2898	2853	2839	2820	2800	2779	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	2500	2479	2458	0	0	0	0	0	
		Total # of trouble reports	2	1	2	6	6	1	0	0	0	0	0	
		% of trouble reports	0.08%	0.04%	0.08%	0.24%	0.24%	0.04%	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	557	558	550	0	0	0	0	0	
		Total # of trouble reports	1	2	2	1	1	2	0	0	0	0	0	
		% of trouble reports	0.18%	0.35%	0.36%	0.18%	0.18%	0.36%	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	6	6	1	0	0	0	0	0	
		Total # of repair tickets restored in ≤ 24hrs	3	3	4	6	6	1	0	0	0	0	0	0
		% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	51:03	9:47	1:35	0:00	0:00	0:00	0:00	0:00	0:00
		Avg. outage duration (hh:mm)	16:06	3:23	6:13	8:30	1:38	1:35	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	7	7	2	0	0	0	0	0	
		Total # of repair tickets restored in ≤ 24hrs	3	3	4	7	7	2	0	0	0	0	0	0
		% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	0.0%	100.0%	100.0%	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	76:14	34:17	27:50	0:00	0:00	0:00	0:00	0:00	0:00
		Avg. outage duration (hh:mm)	16:06	3:23	6:13	10:53	4:54	13:55	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												

Primary Utility Contact Information

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