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

Company Name: Reporting Unit Type:		Calaveras Telephone Company			Orderiv	U#: <u>U1004-C</u>		Report Y		Report Year:	ear: 2025			
		☐ Total Company ☑ Exchange ☐ Wire C	☐ Total Company ☑ Exchange ☐ Wire Center					Unit Name	: :	Copperopoli	S			•
	Measurement (Compile	monthly, file quarterly)		(05/15/25) (08/15 1st Quarter 2nd Qu			2nd Quarte	Date filed (08/15/25) 2nd Quarter		Date filed (xx/xx/xx) 3rd Quarte		Date filed (xx/xx/xx) 4th Quarter		
Total # of business days		Jan	Feb 14	Mar 11	Apr 26	May 24	Jun 15	Jul	Aug	Sep	Oct	Nov	Dec	
nstallation Interval	(3.1)	Total # of service orders	3	5	4	10	12	5						
lin. standard = 5 bu	s. days	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
		Total # of installation commitments	9	6	10	15	13	9	0.00	0.00	0.00	0.00	0.00	0.00
nstallation Commit	tment (3.2)	Total # of installation commitment met	9	6	10	15	13	9						
lin. standard = 95%	• •	Total # of installation commitment met	0	0	0	0	0	0	0	0	0	0	0	0
iiii. Staridard – 9070	Communent met	% of commitment met	100%		100%	100%	100%	100%	0%	0%	0%	0%	0%	0%
ustomers	_	Acct # for voice or bundle, res+bus	2339	2299	2288	2273	2251	2237	070	070	070	070	070	070
ustomer Trouble I	Panart	Acct # for voice of buridle, res+bus	2339	2299	2200	2213	2231	2237						
Min. Standard	6% (6 per 100 working lines for	Total # of working lines Total # of trouble reports												
	units w/ ≥ 3,000 lines)	'												
		% of trouble reports	2.770			2.700	2.170							
	8% (8 per 100 working lines for	Total # of working lines	2573	2532	2523	2500	2479	2458						
	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	2	1	2	6	6	1	0.000/	0.000/		0.000/		0.000/
	,	% 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%	0.00%
	10% (10 per 100 working lines	Total # of working lines												
	for units w/ ≤ 1,000 lines)	Total # of trouble reports									.00% 0.00% 0.00% 0.0			
		% of trouble reports												
		Total # of outage report tickets	2	1	2	5	6	0						
diustod		Total # of repair tickets restored in ≤ 24hrs	2	1	2	5	6	0						
djusted	a #4	% of repair tickets restored ≤ 24 Hours	100.09	6 100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
out of Service Repo lin. standard = 90%		Sum of the duration of all outages (hh:mm)	18:57	2:31	9:09	49:12	9:47	0						
iii. Stariuaru – 90 /0) WIUIII1 24 1115	Avg. outage duration (hh:mm)	9:29	2:31	4:34	9:50	1:38	0						
		Indicate if catastrpohic event is in a month	No	No	No	No	No	No						
		Total # of outage report tickets	2	1	2	6	6	0						
nadjusted		Total # of repair tickets restored in < 24hrs	2	1	2	6	6	0						
out of Service Repo	ort	% of repair tickets restored ≤ 24 Hours	100.09	6 100.0%	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)		2:31	9:09	74:23	9:47	0	0.070	0.070	0107.0	0,070	0.075	0.075
		Avg. outage duration (hh:mm)	9:29	2:31	4:34	12:24	1:38	0						
Number of customers who received refunds Monthly amount of refunds				0	0	0	0	0						
		0	0	0	0	0	0							
nswer Time (Troub	le Reports, Billing & Non-Billing)	mentally amount of forundo		Ŭ		Ť	Ů							
fin. standard = 80% of calls < 60 seconds to reach ve 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		Total # of calls for TR. Billing & Non-Billing												
3.5 · · · (11/6 11/6116		%< 60 seconds												
Reporting Unit Type:		☐ Total Company ☐ Exchange ☐ Wire C	enter				Reporting	Unit Name	j .	Jenny Lind		4		

Measurement (Compile monthly, file quarterly)				Date filed Date filed						Date filed			Date filed			
				(05/15/25)			(08/15/25)			(xx/xx/xx)		(xx/xx/xx)				
	measurement (compile	monthly, me qualterly,		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		7	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
stallation Interval	(3.1)	Total # of business days	3	0	1	0	2	0								
n. standard = 5 bu	• •	Total # of service orders	1	0	1 00	0	1	0	0.00	0.00	0.00	0.00	0.00	0.00		
		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		
		Total # of installation commitments	1	1	1	0	1	0						+		
stallation Commit		Total # of installation commitment met	1	1	1	0	1	0								
in. 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%	100%	0%	0%	0%	0%	0%	0%	0%		
ustomers		Acct # for voice or bundle, res+bus	559	554	551	547	549	542								
ustomer Trouble F	Report															
	6% (6 per 100 working lines for	Total # of working lines												 		
	units w/ ≥ 3,000 lines)	Total # of trouble reports														
בֿב		% of trouble reports														
ndar	00/ (0 man 400	Total # of working lines														
<u>fa</u>	8% (8 per 100 working lines for	Total # of trouble reports												1		
S.	units w/ 1,001 - 2,999 lines)	% of trouble reports												+		
Ā		Total # of working lines	567	564	561	557	558	550								
	10% (10 per 100 working lines	Total # of trouble reports	1	2	2	1	1	2					†	+		
	for units w/ ≤ 1,000 lines)	% 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%	0.00		
	Total # of outage report tickets	1	2	2	1	0	1	0.0070	0.0070	0.0070	0.0070	0.0070	- 0.00			
djusted		Total # of repair tickets restored in < 24hrs	1	2	2	1	0	1						+		
ut of Service Repo		% 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		
	within 24 hrs (2.2.2 excludes	Sum of the duration of all outages (hh:mm)	6:37	1:45	3:19	1:51	0	1:35	0.070	0.070	0.070	0.070	0.070	- 0.0		
	atastrophic events & customer	Avg. outage duration (hh:mm)	6:37	0:52	1:39	1:51	0	1:35					1	+		
quested appt.)		Indicate if catastrpohic event is in a month	No	No	No	No	No	No						+		
		Total # of outage report tickets	1	2	2	1	1	2						+		
nadjusted		Total # of repair tickets restored in ≤ 24hrs	1	2	2	1	1	2						+		
ut of Service Repo	ort	% 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	37373		01070	0.075	0,0,0	1		
		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)		and the second s				Ť	Ŭ	<u> </u>						†		
	of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												†		
	option to reach live agent).	Total # of call seconds to reach live agent												+		
iivo agont (w/a mond option to redoi live agent).		%< 60 seconds												+		
		· - · · · · · · · · · · · · · · · · ·				_	 	1					+	+		

State-Wide Reporting													
Installation Interval 2.4	Total # of business days	7	14	12	26	26	15	0	0	0	0	0	0
Installation Interval 3.1	Total # of service orders	4	5	5	10	13	5	0	0	0	0	0	0
Min. standard = 5 bus. days	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
	Total # of installation commitments	10	7	11	15	14	9	0	0	0	0	0	0
Installation Commitment 3.2	Total # of installation commitment met	10	7	11	15	14	9	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%	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	0

Customer Trouble R	Report													
	00/ /0 100 1: 1: 1: 1:	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
ard	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%
l v	8% (8 per 100 working lines for	Total # of working lines	2573	2532	2523	2500	2479	2458	0	0	0	0	0	0
Sta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	2	1	2	6	6	1	0	0	0	0	0	0
<u>ن</u>	2,000 mics)	% 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%	0.00%
Ē	10% (10 per 100 working lines	Total # of working lines	567	564	561	557	558	550	0	0	0	0	0	0
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	1	2	2	1	1	2	0	0	0	0	0	0
	101 dilite W/ 2 1,000 iii100)	% 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%	0.00%
Adjusted		Total # of outage report tickets	3	3	4	6	6	1	0	0	0	0	0	0
Out of Service Repo	, pr4	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%
Min. standard = 90% within 24 hrs (2.2.2 excludes Sunday,fed holiday,catastrophic events & customer requested appt.)		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
requested appti.)		Indicate if catastrophonc event is in a month	No	No	No									
		Total # of outage report tickets	3	3	4	7	7	2	0	0	0	0	0	0
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	3	3	4	7	7	2	0	0	0	0	0	0
Out of Service Repo		% 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	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
	e Reports, Billing & Non-Billing)													
Min. standard = 80% of calls < 60 seconds to reach		Total # of calls for TR, Billing & Non-Billing												
	option to reach live agent).	Total # of call seconds to reach live agent												
N/A	Under 5,000 lines.	% <u><</u> 60 seconds												

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