

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

Company Name: Calaveras Telephone Company

U#: U1004-C

Report Year: 2026

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	
<b>Installation Interval (3.1)</b> Min. standard = 5 bus. days	Total # of business days	2	15	4										
	Total # of service orders	2	8	2										
	Avg. # of business days	1.00	1.88	2.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
<b>Installation Commitment (3.2)</b> Min. standard = 95% commitment met	Total # of installation commitments	2	8	3										
	Total # of installation commitment met	2	8	3										
	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%	
<b>Customers</b>		Acct # for voice or bundle, res+bus	2169	2149	2137									
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	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	2238	2187	2126									
		Total # of trouble reports	2	1	2									
		% of trouble reports	0.09%	2.00%	0.09%	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												
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	3	3	0										
	Total # of repair tickets restored in ≤ 24hrs	3	3	0										
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	0.0%	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)	22:03	13:48	0:00										
	Avg. outage duration (hh:mm)	7:21	4:36	0:00										
	Indicate if catastrophic event is in a month	No	No	No	No	No	No	No	No	No	No	No	No	
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	5	4	0										
	Total # of repair tickets restored in ≤ 24hrs	5	3	0										
	% of repair tickets restored ≤ 24 Hours	100.0%	75.0%	0.0%	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)	93:17	247:13:00	0:00										
	Avg. outage duration (hh:mm)	18:39	61:46:25	0:00										
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	0	
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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 (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
<b>Installation Interval (3.1)</b> Min. standard = 5 bus. days	Total # of business days	0	0	0									
	Total # of service orders	0	0	0									
	Avg. # of business days	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
<b>Installation Commitment (3.2)</b> 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	
	% of commitment met	100%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	
<b>Customers</b>		Acct # for voice or bundle, res+bus	520	520	509								
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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	516	513	497								
		Total # of trouble reports	1	2	2								
		% of trouble reports	0.19%	0.39%	0.40%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs (2.2.2 excludes Sunday, fed holiday, catastrophic events & customer requested appt.)	Total # of outage report tickets	3	0	2									
	Total # of repair tickets restored in ≤ 24hrs	3	0	2									
	% of repair tickets restored ≤ 24 Hours	100.0%	0.0%	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)	31:19	0:00	6:01									
	Avg. outage duration (hh:mm)	10:26	0:00	3:00									
	Indicate if catastrophic event is in a month	No	No	No	No	No	No	No	No	No	No	No	
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	3	0	2									
	Total # of repair tickets restored in ≤ 24hrs	3	0	2									
	% of repair tickets restored ≤ 24 Hours	100.0%	0.0%	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)	31:19	0	6:01									
	Avg. outage duration (hh:mm)	10:26	0	3:00									
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval 3.1</b> Min. standard = 5 bus. days	Total # of business days	2	15	4	0	0	0	0	0	0	0	0	0
	Total # of service orders	2	8	2	0	0	0	0	0	0	0	0	0
	Avg. # of business days	1.00	1.88	2.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Installation Commitment 3.2</b> Min. standard = 95% commitment met	Total # of installation commitments	3	9	4	0	0	0	0	0	0	0	0	0
	Total # of installation commitment met	3	9	4	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%
<b>Customers</b>	Acct # for voice or bundle, res+bus	2689	2669	2646	0	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	2238	2187	2126	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	0.09%	0.05%	0.09%	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	516	513	497	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	0.19%	0.39%	0.40%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Adjusted Out of Service Report</b>		Total # of outage report tickets	6	3	2	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.)		Total # of repair tickets restored in ≤ 24hrs	6	3	2	0	0	0	0	0	0	0	
		% of repair tickets restored ≤ 24 Hours	200.0%	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)	5:22	13:48	6:01								
		Avg. outage duration (hh:mm)	17:47	4:36	3:00								
		Indicate if catastrophic event is in a month	No	No	No	No	No	No	No	No	No	No	
<b>Unadjusted Out of Service Report</b>		Total # of outage report tickets	8	4	2	0	0	0	0	0	0	0	
		Total # of repair tickets restored in ≤ 24hrs	8	3	2	0	0	0	0	0	0	0	
		% of repair tickets restored ≤ 24 Hours	100.0%	75.0%	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)	4:36	7:13	6:01								
		Avg. outage duration (hh:mm)	5:05	13:46	3:00								
<b>Refunds</b>		Number of customers who received refunds	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	
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b>													
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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