

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

Company Name: Calaveras Telephone Company

U#: U1004-C

Report Year: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Copperopolis

Measurement (Compile monthly, file quarterly)		Date filed (05/11/2020)			Date filed (07/27/2020)			Date filed (10/15/2020)			Date filed (01/04/2021)			
		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	22	19	22	21	20	22	22	21	22				
	Total # of service orders	24	17	31	50	33	22	26	35	28				
	Avg. # of business days	1.34	1.53	2.23	2.42	2.49	2.4	2.74	2.43	2.33				
Installation Commitment (3.2) Min. standard = 95% commitment met	Total # of installation commitments	30	20	36	59	45	41	41	53	49				
	Total # of installation commitment met	30	20	36	59	45	41	40	53	48				
	Total # of installation commitment missed	0	0	0	0	0	0	1	0	1				
	% of commitment met	100%	100%	100%	100%	100%	100%	98%	100%	98%				
Customers	Acct # for voice or bundle, res+bus	2536	2531	2546	2576	2600	2618	2628	2659	2671				
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	2536	2531	2546	2576	2600	2618	2628	2659	2671	0	0	0
		Total # of trouble reports	2	0	0	4	70	5	1	6	0			
		% of trouble reports	8.00%	0.00%	0.00%	16.00%	269.00%	19.00%	4.00%	23.00%	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	0	0	2	4	5	1	6	0				
	Total # of repair tickets restored in ≤ 24hrs	2	0	0	2	4	5	1	6	0				
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				
	Sum of the duration of all outages (hh:mm)	3.30	0.00	0.00	6.15	26.00	8.00	0.17	19.00	0.00				
	Avg. outage duration (hh:mm)	1.65	0.00	0.00	3.08	6.50	1.60	0.17	3.17	0.00				
	Indicate if catastrophic event is in a month	No	No	No	No	No	No	No	No	No				
Unadjusted Out of Service Report	Total # of outage report tickets	2	1	1	4	9	5	1	6	0				
	Total # of repair tickets restored in ≤ 24hrs	2	1	1	4	9	5	1	6	0				
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%				
	Sum of the duration of all outages (hh:mm)	3.30	17.40	3.25	49.75	40.00	8.00	0.17	19.00	0.00				
	Avg. outage duration (hh:mm)	1.65	17.40	3.25	12.44	4.44	1.60	0.17	3.17	0.00				
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0				
	Monthly amount of refunds	0	0	0	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 (05/11/2020)			Date filed (07/27/2020)			Date filed (10/15/2020)			Date filed (01/04/2021)			
		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	22	19	22	21	20	22	22	21	22	0	0	0	
	Total # of service orders	5	3	8	4	3	5	2	1	4				
	Avg. # of business days	2.04	1.78	1.9	2.14	2.73	2.24	3.25	3.02	2.65				
Installation Commitment (3.2) Min. standard = 95% commitment met	Total # of installation commitments	8	4	8	4	4	5	5	2	6				
	Total # of installation commitment met	8	4	8	4	4	5	5	2	6				
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0				
	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%				
Customers	Acct # for voice or bundle, res+bus	754	749	742	740	740	741	740	740	736				
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	754	749	742	740	740	741	740	740	736	0	0	0
		Total # of trouble reports	1	2	1	1	36	0	4	2	0			
		% of trouble reports	13.00%	27.00%	13.00%	14.00%	486.00%	0.00%	54.00%	27.00%	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	1	1	1	0	4	2	0				
	Total # of repair tickets restored in ≤ 24hrs	1	2	1	1	1	0	4	2	0				
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				
	Sum of the duration of all outages (hh:mm)	2.15	4.30	1.50	5.00	3.50	0.00	17.00	12.00	0.00				
	Avg. outage duration (hh:mm)	2.15	2.15	1.50	5.00	3.50	0.00	4.25	6.00	0.00				
Indicate if catastrophic event is in a month	No	No	No	No	No	No	No	No	No					
Unadjusted Out of Service Report	Total # of outage report tickets	1	5	1	1	2	0	4	2	0				
	Total # of repair tickets restored in ≤ 24hrs	1	5	1	1	2	0	4	2	0				
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				
	Sum of the duration of all outages (hh:mm)	2.15	31.95	1.50	5.00	6.00	0.00	17.00	12.00	0.00				
	Avg. outage duration (hh:mm)	2.15	6.39	1.50	5.00	3.00	0.00	4.25	6.00	0.00				
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0				
	Monthly amount of refunds	0	0	0	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	22	19	22	21	20	22	22	21	22	0	0	0
		Total # of service orders	29	20	39	54	36	27	28	36	32	0	0	0
		Avg. # of business days	3.38	3.31	4.13	4.56	5.22	4.64	5.99	5.45	4.98	0	0	0
Installation Commitment 3.2 Min. standard = 95% commitment met		Total # of installation commitments	38	24	44	63	49	46	46	55	55	0	0	0
		Total # of installation commitment met	38	24	44	63	49	46	45	55	54	0	0	0
		Total # of installation commitment missed	0	0	0	0	0	0	1	0	1	0	0	0
		% of commitment met	200.0%	200.0%	200.0%	200.0%	200.0%	200.0%	198.0%	200.0%	198.0%	0.0%	0.0%	0.0%
Customers		Acct # for voice or bundle, res+bus	3290	3280	3288	3316	3340	3359	3,368	3399	3407	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	0
		Total # of trouble reports	0	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%	0.00%
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	2536	2531	2546	2576	2600	2618	2628	2659	2671	0	0	0
		Total # of trouble reports	2	0	0	4	70	5	1	6	0	0	0	0
		% of trouble reports	8.00%	0.00%	0.00%	16.00%	269.00%	19.00%	4.00%	23.00%	0.00%	0.00%	0.00%	0.00%
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	754	749	742	740	740	741	740	740	736	0	0	0
		Total # of trouble reports	1	2	1	1	36	0	4	2	0	0	0	0
		% of trouble reports	13.00%	27.00%	13.00%	14.00%	486.00%	0.00%	54.00%	27.00%	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	2	1	3	5	5	5	8	0	0	0	0
		Total # of repair tickets restored in ≤ 24hrs	3	2	1	3	5	5	5	8	0	0	0	0
		% of repair tickets restored ≤ 24 Hours	200.0%	200.0%	200.0%	200.0%	200.0%	200.0%	200.0%	200.0%	200.0%	0.0%	0.0%	0.0%
		Sum of the duration of all outages (hh:mm)	5.45	4.30	1.50	11.15	29.50	8.00	17.17	31.00	0.00	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	3.80	2.15	1.50	8.08	10.00	1.60	4.42	9.17	0.00	0.00	0.00	0.00
		Indicate if catastrophic event is in a month	No											
Unadjusted Out of Service Report		Total # of outage report tickets	3	6	2	5	11	5	5	8	0	0	0	0
		Total # of repair tickets restored in ≤ 24hrs	3	6	2	5	11	5	5	8	0	0	0	0
		% of repair tickets restored ≤ 24 Hours	200%	200%	200%	200%	200%	200%	200%	200%	200%	0%	0%	0%
		Sum of the duration of all outages (hh:mm)	5	49	5	55	46	8	17	31	0	0	0	0
		Avg. outage duration (hh:mm)	3.80	23.79	4.75	17.44	7.44	1.60	4.42	9.17	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 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												

*July install not met - customers new home not ready to move in, customer cancelled service order from January. Customer asked for another due date, home still not ready.

Primary Utility Contact Information

Name: Yvonne Wooster or Brock Erdman

Phone: 209 785-2211

Email: berdman@caltel.com

Email: ysmythe@caltel.com