California Public	Utilities	Commission

Company Name:	Calaveras Telephone Company	U#:	1004-C	Report Year:	2016
Reporting Unit Type:		Reportin	ng Unit Name:	Copperopolis	

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2016) 1st Quarter			Date filed (08/15/2016) 2nd Quarter			Date filed (11/15/2016) <b>3rd Quarter</b>			Date filed (01-11-17) 4th Quarter			
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	Total # of business days		20	20	23	22	20	22	20	23	21			
Installation Interval		Total # of service orders	26	27	31	20	23	32	30		27			
Min. standard = 5 bus. days	5	Avg. # of business days	1.37	1.17	1.53	1.53	1.01	1.60	1.38		1.91			
		Total # of installation commitments	30	30	38	20	34	37	34		31			
Installation Commitment		Total # of installation commitment met	30	30	38	20	34	37	34		31			
Min. standard = 95% comn	nitment met	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							2627	2619	2626			
<b>Customer Trouble Repor</b>	t	·												
•	6% (6 per 100 working	Total # of working lines												
	lines for units w/ ≥ 3,000	Total # of trouble reports												
rd P	lines)	% of trouble reports												
ndard	8% (8 per 100 working	Total # of working lines	2634	2630	2681	2634	2637	2626	2,627	2,619	2,626			
Star		Total # of trouble reports	11	5	6	1	11	9	4	2	1			
_		% of trouble reports	0.42	0.19	0.22	0.04	0.42	0.34	0.15	0.08	0.04			
Min	3	Total # of working lines												
		Total # of trouble reports												
	lines)	% of trouble reports												
		Total # of outage report tickets	11	5	6	1	11	9	3	2	1			
A 11		Total # of repair tickets restored in ≤ 24hrs	11	5	6	1	11	9	3	2	1			
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%			
Out of Service Report Min. standard = 90% within	24 hre	Sum of the duration of all outages (hh:mm)	13.25	11.25	10.75	5	17.5	29.5	3.50	1.00	3.00			
Willing Standard = 90 % Within	24 1113	Avg. outage duration (hh:mm)	1.2	2.25	1.8	5	1.6	3.28	1.16	0.50	3.00			
		Indicate if catastrpohic event is in a month								NO	NO			
		Total # of outage report tickets							4	2	1			
Unadjusted		Total # of repair tickets restored in ≤ 24hrs							4	2	1			
Out of Service Report		% of repair tickets restored ≤ 24 Hours							100.0%	100.0%	100.0%			
		Sum of the duration of all outages (hh:mm)							4.50	1.00	3.00			
		Avg. outage duration (hh:mm)							1.25	.05	3.00			
		Number of customers who received refunds							0	0	0			
		Monthly amount of refunds							0	0	0			
Answer Time (Trouble Rep	orts, Billing & Non-Billing)													
Min. standard = 80% of cal	ls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a menu option	n to reach live agent).	Total # of call seconds to reach live agent												
		%<_60 seconds												

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2016) <b>1st Quarter</b>			Date filed (08/15/2016) 2nd Quarter			Date filed (11/15/2016) 3rd Quarter			Date filed (01-11-17) 4th Quarter			
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	Total # of business days		20	20	23	22	20	22	20	23	21	21	20	21
Installation Interval		Total # of service orders	1	5	7	9	4	3	9	3	6			
Min. standard = 5 bus. da	ays	Avg. # of business days	0.1	1.43	0.83	1.37	2.02	1.73	1.03	1.46	1.89			
		Total # of installation commitments	1	5	8	9	6	4	10	4	7			
Installation Commitme	nt	Total # of installation commitment met	1	5	8	9	6	4	10	4	7			
Min. standard = 95% cor	nmitment met	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							892	888	889			
Customer Trouble Rep	ort	·												
	6% (6 per 100 working	Total # of working lines												
	lines for units w/ ≥ 3,000	Total # of trouble reports												
5	lines)	% of trouble reports												
q	8% (8 per 100 working	Total # of working lines												
Standard	lines for units w/ 1,001 -	Total # of trouble reports												
	2,999 lines)	% of trouble reports												
E	10% (10 per 100 working		909	905	905	905	899	891	892	888	889			
	lines for units w/ ≤ 1,000	Total # of trouble reports	2	2	8	4	0	0	0	2	2			
	lines)	% of trouble reports	0.22	0.22	0.88	0.44	0	0	0.00	0.23	0.22			
		Total # of outage report tickets	2	2	8	4	0	0	0	2	2			
Adjusted		Total # of repair tickets restored in ≤ 24hrs	2	2	8	4	0	0	0	2	2			
Out of Service Report		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%			
	hin 24 hrs (2.2.2 excludes	Sum of the duration of all outages (hh:mm)	1.5	7.5	8.5	7.75	0	0	0.00	8.75	2.75			
requested appt.)	strophic events & customer	Avg. outage duration (hh:mm)	0.75	3.75	1.07	1.94	0	0	0.00	4.38	1.38			
requested appl.)		Indicate if catastrpohic event is in a month								NO	NO			
		Total # of outage report tickets							0	2	2			
Unadjusted		Total # of repair tickets restored in ≤ 24hrs							0	2	2			
Out of Service Report		% of repair tickets restored ≤ 24 Hours							100.0%	100.0%	100.0%			
		Sum of the duration of all outages (hh:mm)							0.00	8.75	2.75			
		Avg. outage duration (hh:mm)							0.00	4.38	1.38			
Refunds Number of customers who r		Number of customers who received refunds							0	0	0			
		Monthly amount of refunds							0	0	0			
Answer Time (Trouble Reports, Billing & Non-Billing)														
		Total # of calls for TR, Billing & Non-Billing												
live agent (w/a menu opt		Total # of call seconds to reach live agent												
, ,	<b>5</b> ,	%< 60 seconds												

State-Wide	e Reporting												
Installation Interval 3.1		Total # of business days	20	20	23	22	20	22	20	23	21		
Min. standard = 5 bus. days		Total # of service orders	27	32	38	29	27	35	39	35	33		
iviiri. Staridard = 5 bus. days		Avg. # of business days	1.47	2.6	2.36	2.9	3.03	3.33	2.41	2.78	3.8		
		Total # of installation commitments	31	35	46	29	40	41	44	43	38		
Installation Commitment	3.2	Total # of installation commitment met	31	35	46	29	40	41	44	43	38		
Min. standard = 95% comm	itment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0		
		% of commitment met	100%	100%	100%	100%	100%	100%	200.0%	200.0%	200.0%		
Customers		Acct # for voice or bundle, res+bus							3,519	3507	3515		
<b>Customer Trouble Report</b>													
	6% (6 per 100 working	Total # of working lines	3543	3535	3586	3539	3536	3517	0	0	0		
	lines for units w/ ≥ 3,000	Total # of trouble reports	13	7	14	5	11	9	0	0	0		
rd	lines)	% of trouble reports	0.37%	0.20%	0.39%	0.14%	0.31%	0.26%	0.00%	0.00%	0.00%		
ρη	8% (8 per 100 working	Total # of working lines							2,627	2,619	2,626		
Standard	lines for units w/ 1,001 -	Total # of trouble reports							4	2	1		
	2,999 lines)	% of trouble reports							0	0.08	0.04		
•	10% (10 per 100 working	Total # of working lines							892	888	889		
	lines for units w/ ≤ 1,000 lines)	Total # of trouble reports							0	2	2		
		% of trouble reports							0.00	0.23	0.22		
		Total # of outage report tickets	13	7	14	5	11	9	3	4	3		
Adjusted		Total # of repair tickets restored in ≤ 24hrs	13	7	14	5	11	9	3	4	3		
Out of Service Report Min. standard = 90% within	24 hrs (2.2.2 avaludas	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%		
Sunday,fed holiday,catastro	·	Sum of the duration of all outages (hh:mm)	14.75	18.75	19.25	12.75	17.5	29.5	3.50	9.75	5.75		
requested appt.)	priid eventa di dastorner	Avg. outage duration (hh:mm)	1.13	2.68	1.38	2.55	1.59	3.28	1.16	4.88	4.38		
. oquotica app.i.)		Indicate if catastrophonc event is in a month								NO	NO		
		Total # of outage report tickets							4	4	3		
Unadjusted		Total # of repair tickets restored in ≤ 24hrs							4	4	3		
Out of Service Report		% of repair tickets restored ≤ 24 Hours							100%	100%	100%		
		Sum of the duration of all outages (hh:mm)							5	10	6		
		Avg. outage duration (hh:mm)							1.25	4.43	4.38		
Refunds		Number of customers who received refunds							0	0	0		
		Monthly amount of refunds							0.00	0.00	0.00		
Answer Time (Trouble Reports, Billing & Non-Billing)													
Min. standard = 80% of calls < 60 seconds to reach		Total # of calls for TR, Billing & Non-Billing											
live agent (w/a menu option	to reach live agent).	Total # of call seconds to reach live agent											
N/A Under	5,000 lines.	%<60 seconds										 	

## **Primary Utility Contact Information**

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Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

1/24/17 per Greg Rubenstein PUC we are exempt from "Answered Time". Less than 10,000 lines