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

Company Name:	Calaveras Telephone Company	U#: <u>100</u>	04-C	Report Year:	2016
Reporting Unit Type:	☐ Total Company ✓ Exchange ☐ Wire Center	Reporting Unit	: Name:	Copperopolis	

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2016)			Date filed (08/15/2016)				Date filed (11/15/2016)		Date filed (01-11-17)			
	moded official (compile inc	many, mo quartorry,		1st Quarter			2nd Quarter	1		3rd Quarter	0		th Quarter	D
		Total # of business days	Jan 20	Feb 20	Mar 23	Apr 22	May 20	Jun	Jul 20	Aug 23	Sep 21	Oct 21	Nov 20	Dec 21
Installation Interval Min. standard = 5 bus. days		Total # of service orders	26	27	31	20	23	22 32	30	32	27	15	17	27
		Avg. # of business days	1.37	1.17	1.53	1.53	1.01	1.6	1.38	1.32	1.91	1.51	1.6	1.55
		Total # of installation commitments	30	30	38	20	34	37	34	39	31	1.31	22	35
Installation Commi	itment	Total # of installation commitment met	30	30	38	20	34	37	34	39	31	19	22	35
Min. standard = 95% commitment met		Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
otanidara ooyi		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Customers		Acct # for voice or bundle, res+bus	10070	10070	10070	10070	10070	10070	2627	2619	2626	2618	2582	2615
Customer Trouble	Report								2027	2017	2020	2010	2002	2010
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
_	units w/ ≥ 3,000 lines)	% of trouble reports												
tandard			2.624	2.620	2 (01	2.624	2.627	2.626	2 (27	2 (10	2.626	2 (10	2.502	2.615
and	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	2,634	2,630	2,681	2,634	2,637	2,626	2,627	2,619	2,626	2,618	2,582	2,615
χ.		Total # of trouble reports	11	5	6	1	11	,	0.15	2	1	0.10	0.04	0.11
Min.		% of trouble reports	0.42	0.19	0.22	0.04	0.42	0.34	0.15	0.08	0.04	0.19	0.04	0.11
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	11	5	6	1	11	9	3	2	1	5	1	3
Adjusted		Total # of repair tickets restored in ≤ 24hrs	11	5	6	1	11	9	3	2	1	5	1	3
Adjusted Out of Service Rep	ort	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Min. standard = 90%		Sum of the duration of all outages (hh:mm)	13.25	11.25	10.75	5.00	17.50	29.50	3.50	1.00	3.00	14.50	1.00	8.00
		Avg. outage duration (hh:mm)	1.20	2.25	1.80	5.00	1.60	3.28	1.16	0.50	3.00	2.90	1.00	2.66
		Indicate if catastrpohic event is in a month								NO	NO	NO	NO	NO
		Total # of outage report tickets							4	2	1	5	1	5
Unadjusted		Total # of repair tickets restored in ≤ 24hrs							4	2	1	5	1	5
Out of Service Rep	ort	% of repair tickets restored ≤ 24 Hours							100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
		Sum of the duration of all outages (hh:mm)							4.50		3.00	14.50	1.00	16.00
		Avg. outage duration (hh:mm)							1.25	.05	3.00	2.90	1.00	3.20
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%	6 of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a menu	u option to reach live agent).	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 (05/16/2016)				Date filed 08/15/2016)			Date filed (11/15/2016)		Date filed (01-11-17)			
	` '	, , ,	Jan	1st Quarter Feb	Mar	Apr	2nd Quarter May	Jun	Jul	3rd Quarter Aug	Sep	Oct	Ith Quarter 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	5	0	4
Min. standard = 5 bu	s. days	Avg. # of business days	0.1	1.43	0.83	1.37	2.02	1.73	1.03	1.46	1.89	1.38	0	0.97
Installation Commitment		Total # of installation commitments	1	5	8	9	6	4	10	4	7	5	0	4
		Total # of installation commitment met	1	5	8	9	6	4	10	4	7	5	0	4
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%	100%	100%	100%	100%	0%	100%
Customers		Acct # for voice or bundle, res+bus							892	888	889	888	879	877
Customer Trouble I	Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
o	units w/ ≥ 3,000 lines)	% of trouble reports												
dar		Total # of working lines												
Min.	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	909	905	905	905	899	891	892	888	889	888	879	877
		Total # of trouble reports	2	2	8	4	0	0	0	2	2	0	0	0
		% of trouble reports	0.22	0.22	0.88	0.44	0.00	0.00	0.00	0.23	0.22	0.00	0.00	0.00
		Total # of outage report tickets	2	2	8	4	0	0	0	2	2	0	0	0
Adjusted		Total # of repair tickets restored in ≤ 24hrs	2	2	8	4	0	0	0	2	2	0	0	0
Out of Service Repo		% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	within 24 hrs (2.2.2 excludes catastrophic events & customer	Sum of the duration of all outages (hh:mm)	1.50	7.50	8.50	7.75	0.00	0.00	0.00	8.75	2.75	0.00	0.00	0.00
requested appt.)	additopillo evento d'oddiomer	Avg. outage duration (hh:mm)	0.75	3.75	1.07	1.94	0.00	0.00	0.00	4.38	1.38	0.00	0.00	0.00
, ,,		Indicate if catastrpohic event is in a month								NO	NO	NO	NO	NO
		Total # of outage report tickets							0	2	2	0.00	0.00	0.00
Unadjusted		Total # of repair tickets restored in ≤ 24hrs							0	2	2	0	0	0
Out of Service Repo	ort	% of repair tickets restored ≤ 24 Hours							100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
		Sum of the duration of all outages (hh:mm)							0.00	8.75	2.75	0.00	0.00	0.00
		Avg. outage duration (hh:mm)							0.00	4.38	1.38	0.00	0.00	0.00
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	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												
		% <u><</u> 60 seconds												
												T		7

_		7												
Sta	ate-Wide Reporting	Total # of business days	20	1 20	72	1 22	20	1 22	20	22	21	21	20 1	21
Installation Interva	al 3.1	Total # of business days Total # of service orders	20	32	38	22 29	20 27	22 35	20 39	23 35	21 33	21 20	20 17	21 31
Min. standard = 5 b	us. days						.						•	
		Avg. # of business days Total # of installation commitments	1.47 31	2.6	2.36	2.9	3.03	3.33	2.41	2.78 43	3.8	2.89 24	1.6	2.52 39
Installation Comm	itment 3.2	Total # of installation commitment met	31	35	46	29	40	41	44	43	38	24	22	39
Min. standard = 95%		Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
		% of commitment met	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Customers		Acct # for voice or bundle, res+bus							3,519	3507	3515	3506	3461	3492
Customer Trouble	Report								,					
		Total # of working lines							0	0	0	0	0	0
	6% (6 per 100 working lines for	Total # of trouble reports							0	0	0	0	0	0
ā	units w/ ≥ 3,000 lines)	% of trouble reports							0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Standar	20/ (0 per 100 weaking lines for	Total # of working lines	3,543	3,535	3,586	3,539	3,536	3,517	2,627	2,619	2,626	2,618	2,582	2,615
Star	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports	13	7	14	5	11	9	4	2	1	5	1	3
<u>.</u>	2,333 iiiea)	% of trouble reports	0.00	0.00	0.00	0.00	0.00	0.00	0.15	0.08	0.04	0.19	0.04	0.11
Ψ	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines							892	888	889	888	879	877
		Total # of trouble reports							0	2	2	0	0	0
	101 units w/ 2 1,000 inies)	% of trouble reports							0.00	0.23	0.22	0.00	0.00	0.00
		Total # of outage report tickets	13	7	14	5	11	9	3	4	3	5	1	3
Adjusted		Total # of repair tickets restored in ≤ 24hrs	13	7	14	5	11	9	3	4	3	5	1	3
Out of Service Rep	% within 24 hrs (2.2.2 excludes	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	catastrophic events & customer	Sum of the duration of all outages (hh:mm)	14.75	18.75	19.25	12.75	17.50	29.50	3.50	9.75	5.75	14.50	1.00	8.00
requested appt.)	godiaotropriio everno a edeterrior	Avg. outage duration (hh:mm)	1.13	2.68	1.38	2.55	1.59	3.28	1.16	4.88	4.38	2.90	1.00	2.66
		Indicate if catastrophonc event is in a month								NO	NO	NO	NO	NO
		Total # of outage report tickets							4	4	3	5	1	5
Unadjusted		Total # of repair tickets restored in ≤ 24hrs							4	4	3	5	1	5
Out of Service Rep	port	% of repair tickets restored ≤ 24 Hours							100%	100%	100%	100%	100%	100%
		Sum of the duration of all outages (hh:mm)							5	10	6	15	1	16
		Avg. outage duration (hh:mm)							1.25	4.43	4.38	2.90	1.00	3.20
Refunds		Number of customers who received refunds							0	0	0	0	0	0
		Monthly amount of refunds							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	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a men	u option to reach live agent).	Total # of call seconds to reach live agent												
N/A Under 5,000 lines.		% <u><</u> 60 seconds												