

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

Company Name: Calaveras Telephone Company

U#: 1004-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)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Interval Min. standard = 5 bus. days	Total # of business days	20	20	23	22	20	22	20	23	21	21	20	21	
	Total # of service orders	26	27	31	20	23	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	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	30	30	38	20	34	37	34	39	31	19	22	35	
	Total # of installation commitment met	30	30	38	20	34	37	34	39	31	19	22	35	
	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%	100%	100%	
Customers	Acct # for voice or bundle, res+bus							2627	2619	2626	2618	2582	2615	
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	2,634	2,630	2,681	2,634	2,637	2,626	2,627	2,619	2,626	2,618	2,582	2,615
		Total # of trouble reports	11	5	6	1	11	9	4	2	1	5	1	3
		% 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												
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	11	5	6	1	11	9	3	2	1	5	1	3	
	Total # of repair tickets restored in ≤ 24hrs	11	5	6	1	11	9	3	2	1	5	1	3	
	% 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%	
	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 catastrophoc event is in a month								NO	NO	NO	NO	NO	
Unadjusted Out of Service Report	Total # of outage report tickets							4	2	1	5	1	5	
	Total # of repair tickets restored in ≤ 24hrs							4	2	1	5	1	5	
	% 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	1.00	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% 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 (05/16/2016)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (01-11-17)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Interval Min. standard = 5 bus. days	Total # of business days	20	20	23	22	20	22	20	23	21	21	20	21	
	Total # of service orders	1	5	7	9	4	3	9	3	6	5	0	4	
	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 Min. standard = 95% commitment met	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	
	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 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	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
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	2	2	8	4	0	0	0	2	2	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	2	2	8	4	0	0	0	2	2	0	0	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%	100.0%	100.0%	100.0%	
	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	
	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 catastrophic event is in a month								NO	NO	NO	NO	NO	
Unadjusted Out of Service Report	Total # of outage report tickets							0	2	2	0.00	0.00	0.00	
	Total # of repair tickets restored in ≤ 24hrs							0	2	2	0	0	0	
	% 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 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	20	20	23	22	20	22	20	23	21	21	20	21	
		Total # of service orders	27	32	38	29	27	35	39	35	33	20	17	31	
		Avg. # of business days	1.47	2.6	2.36	2.9	3.03	3.33	2.41	2.78	3.8	2.89	1.6	2.52	
Installation Commitment 3.2 Min. standard = 95% commitment met		Total # of installation commitments	31	35	46	29	40	41	44	43	38	24	22	39	
		Total # of installation commitment met	31	35	46	29	40	41	44	43	38	24	22	39	
		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															
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines							0	0	0	0	0	0	
		Total # of trouble reports							0	0	0	0	0	0	
		% of trouble reports							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	3,543	3,535	3,586	3,539	3,536	3,517	2,627	2,619	2,626	2,618	2,582	2,615	
		Total # of trouble reports	13	7	14	5	11	9	4	2	1	5	1	3	
		% 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	
	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	
		% of trouble reports							0.00	0.23	0.22	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	13	7	14	5	11	9	3	4	3	5	1	3
			Total # of repair tickets restored in ≤ 24hrs	13	7	14	5	11	9	3	4	3	5	1	3
			% 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%
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	
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 catastrophic event is in a month										NO	NO	NO	NO	NO	
Unadjusted Out of Service Report		Total # of outage report tickets							4	4	3	5	1	5	
		Total # of repair tickets restored in ≤ 24hrs							4	4	3	5	1	5	
		% 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 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													