

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			
	Total # of service orders	27	32	38	29	27	35	39	35	33			
	Avg. # of business days	1.47	2.6	2.36	2.9	3.03	3.33	2.41	2.78	3.8			
Installation Commitment 3.2 Min. standard = 95% commitment met	Total # of installation commitments	31	35	46	29	40	41	44	43	38			
	Total # of installation commitment met	31	35	46	29	40	41	44	43	38			
	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			
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3543	3535	3586	3539	3536	3517	0	0	0		
		Total # of trouble reports	13	7	14	5	11	9	0	0	0		
		% of trouble reports	0.37%	0.20%	0.39%	0.14%	0.31%	0.26%	0.00%	0.00%	0.00%		
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines							2,627	2,619	2,626		
		Total # of trouble reports							4	2	1		
		% of trouble reports							0	0.08	0.04		
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines							892	888	889		
		Total # of trouble reports							0	2	2		
		% of trouble reports							0.00	0.23	0.22		
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			
	Total # of repair tickets restored in ≤ 24hrs	13	7	14	5	11	9	3	4	3			
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%			
	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			
	Avg. outage duration (hh:mm)	1.13	2.68	1.38	2.55	1.59	3.28	1.16	4.88	4.38			
	Indicate if catastrophic event is in a month								NO	NO			
Unadjusted Out of Service Report	Total # of outage report tickets							4	4	3			
	Total # of repair tickets restored in ≤ 24hrs							4	4	3			
	% 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 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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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