

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

Company Name: Calaveras Telephone Company

U#: U1004-C

Report Year: 2021

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Copperopolis

Measurement (Compile monthly, file quarterly)		Date filed (04/12/2021)			Date filed (07/15/2021)			Date filed (10/13/2021)			Date filed (01/18/2022)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval (3.1)</b> Min. standard = 5 bus. days	Total # of business days	20	19	23	22	19	22	22	22	21	21	21	
	Total # of service orders	26	27	25	35	15	27	26	21	20	20	19	
	Avg. # of business days	2.35	1.6	1.87	2.34	2.05	1.99	2.37	2.31	1.92	2.97	2.67	2.23
<b>Installation Commitment (3.2)</b> Min. standard = 95% commitment met	Total # of installation commitments	35	42	38	51	25	42	34	41	33	31	25	
	Total # of installation commitment met	35	41	38	51	25	42	34	41	33	31	25	
	Total # of installation commitment missed	0	1	0	0	0	0	0	0	0	0	0	
	% of commitment met	100%	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	2708	2729	2742	2767	2778	2778	2781	2802	2790	2797	2793	
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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	2708	2729	2742	2767	2778	2778	2781	2802	2790	2797	2793
		Total # of trouble reports	2	2	5	8	8	4	0	2	6	3	5
		% of trouble reports	0.07%	0.07%	0.18%	0.29%	0.29%	0.14%	0.00%	0.07%	0.22%	0.11%	0.18%
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	2	3	8	8	4	0	2	5	3	5	
	Total # of repair tickets restored in ≤ 24hrs	1	2	3	8	8	4	0	2	5	3	5	
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	
	Sum of the duration of all outages (hh:mm)	1.00	8.50	2.10	21.00	13.08	7.00	0.00	6.15	5.75	1.75	9.50	
	Avg. outage duration (hh:mm)	1.00	4.25	0.70	2.63	1.64	1.75	0.00	3.08	1.15	0.58	1.90	
	Indicate if catastrophic event is in a month	No	No	No	No	No	No	No	No	No	No	No	
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	2	2	5	8	8	4	0	2	6	3	5	
	Total # of repair tickets restored in ≤ 24hrs	2	2	5	8	8	4	0	2	6	3	5	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	0%	100%	100%	100%	100%	
	Sum of the duration of all outages (hh:mm)	3.00	8.50	9.60	21.00	13.08	7.00	0.00	6.15	10.50	1.75	9.50	
	Avg. outage duration (hh:mm)	1.50	4.25	1.92	2.63	1.64	1.75	0.00	3.08	1.75	0.58	1.90	
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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 (04/12/2021)			Date filed (07/15/2021)			Date filed (10/13/2021)			Date filed (01/18/2022)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval (3.1)</b> Min. standard = 5 bus. days	Total # of business days	20	19	23	22	19	22	22	22	21	21	21	
	Total # of service orders	5	3	2	6	2	3	5	3	3	7	2	
	Avg. # of business days	1.84	3.15	1.98	1.72	2.08	2.77	1.69	1.14	1.11	2.94	1.67	
<b>Installation Commitment (3.2)</b> Min. standard = 95% commitment met	Total # of installation commitments	6	3	2	7	2	3	7	6	3	7	2	
	Total # of installation commitment met	5	3	2	7	2	3	7	6	3	7	2	
	Total # of installation commitment missed	1	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	736	736	733	735	733	726	724	726	724	727	723	
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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	736	736	733	735	733	726	724	726	724	727	723
		Total # of trouble reports	5	6	1	0	5	1	0	0	0	4	2
		% of trouble reports	0.68%	0.82%	0.14%	0.00%	0.68%	0.14%	0.00%	0.00%	0.00%	0.55%	0.28%
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs (2.2.2 excludes Sunday, fed holiday, catastrophic events & customer requested appt.)	Total # of outage report tickets	5	6	1	0	5	1	0	0	0	4	2	
	Total # of repair tickets restored in ≤ 24hrs	5	6	1	0	5	1	0	0	0	4	2	
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	0.0%	100.0%	100.0%	0.0%	0.0%	0.0%	100.0%	100.0%	
	Sum of the duration of all outages (hh:mm)	13.50	14.00	3.00	0.00	11.00	2.50	0.00	0.00	0.00	9.25	9.25	
	Avg. outage duration (hh:mm)	2.70	2.33	3.00	0.00	2.20	2.50	0.00	0.00	0.00	2.31	4.63	
	Indicate if catastrophic event is in a month	No	No	No	No	No	No	No	No	No	No	No	
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	5	6	1	0	5	1	0	0	0	4	3	
	Total # of repair tickets restored in ≤ 24hrs	5	6	1	0	5	1	0	0	0	4	3	
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	0.0%	100.0%	100.0%	0.0%	0.0%	0.0%	100.0%	100.0%	
	Sum of the duration of all outages (hh:mm)	13.50	14.00	3.00	0.00	11.00	2.50	0.00	0.00	0.00	9.25	9.00	
	Avg. outage duration (hh:mm)	2.70	2.33	3.00	0.00	2.20	2.50	0.00	0.00	0.00	2.31	3.00	
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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														
<b>Installation Interval 3.1</b> Min. standard = 5 bus. days		Total # of business days	20	19	23	22	19	22	22	22	21	21	20	21
		Total # of service orders	31	30	27	41	17	30	31	24	23	27	17	21
		Avg. # of business days	4.19	4.75	3.85	4.06	4.13	4.76	4.06	3.45	3.03	5.91	4.88	3.9
<b>Installation Commitment 3.2</b> Min. standard = 95% commitment met		Total # of installation commitments	41	45	40	58	27	45	41	47	36	38	23	27
		Total # of installation commitment met	40	44	40	58	27	45	41	47	36	38	23	27
		Total # of installation commitment missed	1	1	0	0	0	0	0	0	0	0	0	0
		% of commitment met	198.0%	198.0%	200.0%	200.0%	200.0%	200.0%	200.0%	200.0%	200.0%	200.0%	200.0%	200.0%
<b>Customers</b>		Acct # for voice or bundle, res+bus	3444	3465	3475	3502	3511	3504	3,505	3528	3514	3524	3521	3516
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	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	2708	2729	2742	2767	2778	2778	2781	2802	2790	2797	2798	2793
		Total # of trouble reports	2	2	5	8	8	4	0	2	6	3	5	7
		% of trouble reports	0.07%	0.07%	0.18%	0.29%	0.29%	0.14%	0.00%	0.07%	0.22%	0.11%	0.18%	0.25%
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	736	736	733	735	733	726	724	726	724	727	723	723
		Total # of trouble reports	5	6	1	0	5	1	0	0	0	4	2	2
		% of trouble reports	0.68%	0.82%	0.14%	0.00%	0.68%	0.14%	0.00%	0.00%	0.00%	0.55%	0.28%	0.28%
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs (2.2.2 excludes Sunday, fed holiday, catastrophic events & customer requested appt.)		Total # of outage report tickets	6	8	4	8	13	5	0	2	5	7	7	9
		Total # of repair tickets restored in ≤ 24hrs	6	8	4	8	13	5	0	2	5	7	7	9
		% of repair tickets restored ≤ 24 Hours	200.0%	200.0%	200.0%	100.0%	200.0%	200.0%	0.0%	100.0%	100.0%	200.0%	200.0%	200.0%
		Sum of the duration of all outages (hh:mm)	14.50	22.50	5.10	21.00	24.08	9.50	0.00	6.15	5.75	11.00	18.75	18.00
		Avg. outage duration (hh:mm)	3.70	6.58	3.70	2.63	3.84	4.25	0.00	3.08	1.15	2.89	6.53	4.89
		Indicate if catastrophic event is in a month	No	No	No	No	No	No	No	No	No	No		
<b>Unadjusted Out of Service Report</b>		Total # of outage report tickets	7	8	6	8	13	5	0	2	6	7	7	10
		Total # of repair tickets restored in ≤ 24hrs	7	8	6	8	13	5	0	2	6	7	7	10
		% of repair tickets restored ≤ 24 Hours	200%	200%	200%	100%	200%	200%	0%	100%	100%	200%	200%	200%
		Sum of the duration of all outages (hh:mm)	17	23	13	21	24	10	0	6	11	11	19	37
		Avg. outage duration (hh:mm)	4.20	6.58	4.92	2.63	3.84	4.25	0.00	3.08	1.75	2.89	6.53	6.93
<b>Refunds</b>		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												

January - 785 not met Bus customer not ready for service yet. 786- not met customer couldn't move in until other customer moved out.

**Primary Utility Contact Information**

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**Brock Erdman - Trouble Reports**

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