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

Company Name:	Calaveras Telephone C	Company	U#:	U1004-C	Report Year:	2017
Reporting Unit Type:	☐ Total Company ✓ Exchange	☐ Wire Center	Reporti	ng Unit Name:	Copperopolis	

Measurement (Compile monthly, file quarterly)		Date filed (04/11/2017) 1st Quarter			Date filed (07/10/2017) 2nd Quarter			Date filed (10/15/2017) 3rd Quarter			Date filed (01/15/18) 4th Quarter			
					Mar	Apr	May	er Jun	Jul	Aug	Sep	Oct	Nov Nov	Dec
Total # of business days				Feb 20	23	20	21	22	 	, tug	СОР		1101	
nstallation Interv		Total # of service orders	29	20	25	24	24	24						
/lin. standard = 5 b	ous. days	Avg. # of business days	1.16	0.99	1.88	1.54	1.57	1.53						
		Total # of installation commitments	33	28	32	28	32	32						
Installation Commitment		Total # of installation commitment met	33	28	32	28	32	32						
∕lin. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0						
		% of commitment met	100%	100%	100%	100%	100%	100%						
Customers		Acct # for voice or bundle, res+bus	2620	2623	2636	2636	2622	2612						
Customer Trouble	e Report													
	20/ (2 / 102 / 11 / 11 /	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
7	units w/ ≥ 3,000 lines)	% of trouble reports												
Standard		Total # of working lines	2,620	2,623	2,636	2,636	2,622	2,612	0	0	0	0	0	
tan	8% (8 per 100 working lines for	Total # of trouble reports	5	1	5	2,030	1	2,012					Ü	
Š	units w/ 1,001 - 2,999 lines)	% of trouble reports	0.19	0.04	0.19	0.08	0.04	0.08						
⊠ in		Total # of working lines	0.17	0.04	0.17	0.00	0.01	0.00						
	10% (10 per 100 working lines	Total # of trouble reports												
	for units w/ ≤ 1,000 lines)	·												
		% of trouble reports Total # of outage report tickets		1		2	1	2						
		·	5	1	5	2	1	2						
djusted		Total # of repair tickets restored in ≤ 24hrs	4	100.00/	100.00/	100.00/	100.000	100.00/						
out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	80.0%	100.0%		100.0%		100.0%						
lin. standard = 90	% within 24 hrs	Sum of the duration of all outages (hh:mm)	38.25	2.25		8.00	1.00	2.00						
		Avg. outage duration (hh:mm)	7.65	2.25		4.00		1.00						
		Indicate if catastrpohic event is in a month	No	No	No	No	No	No						
		Total # of outage report tickets	5	1	7	2	5	2						
Inadjusted		Total # of repair tickets restored in ≤ 24hrs	4	1	7	2	5	2						
ut of Service Re	eport	% of repair tickets restored ≤ 24 Hours	80%	100%	100%	100%	100%	100%						
		Sum of the duration of all outages (hh:mm)	38.25	2.25	19.50	8.00	6.50	2.00						
		Avg. outage duration (hh:mm)	7.65	2.25	2.78	4.00	1.30	1.00						
Refunds		Number of customers who received refunds	0	0	0	0	0	0						
		Monthly amount of refunds	0	0	0	0	0	0						
nswer Time (Trou	uble Reports, Billing & Non-Billing)													
/lin. standard = 80	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
ve agent (w/a mer	nu option to reach live agent).	Total # of call seconds to reach live agent												
		%<_60 seconds												

Reporting Unit Type:	Total Company	Exchange	☐ Wire Center		Report	ting Unit Nar	ne:	Jenny Lind		
				Date filed	Date file	ed		Date filed		Date filed

Standard	(01/15/18)
Sep Oct Installation Interval Min. standard = 5 bus. days	
Installation Interval Min. standard = 5 bus. days Total # of business days Total # of service orders 3	1101 500
Total # of service orders 3 8 3 5 4 5 5 5 5 5 5 5 5	0 0
Avg. # of business days 1.16 1.12 1.21 1.22 1.04 1.44	
Total # of installation commitments 3 9 3 5 4 6 6 6	
Min. standard = 95% commitment met Total # of installation commitment missed % of commitment met 100% 100% 100% 100% 100% 100% Customers Acct # for voice or bundle, res+bus 875 876 868 865 856 Customer Trouble Report 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) Total # of installation commitment missed 0 0 0 0 0 0 0 100% 100% 100% 100% 875 876 868 865 856 852 Total # of working lines Total # of trouble reports	
Customers Acct # for voice or bundle, res+bus 875 876 868 865 852 Customer Trouble Report Total # of working lines for units w/ ≥ 3,000 lines) Total # of trouble reports Total # of trouble reports	
Customers Acct # for voice or bundle, res+bus 875 876 868 865 852 Customer Trouble Report 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) Total # of trouble reports Total # of trouble reports	
Customer Trouble Report Total # of working lines 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) Total # of trouble reports	
6% (6 per 100 working lines for units w/ ≥ 3,000 lines) Total # of working lines Total # of trouble reports	
6% (6 per 100 working lines for units w/ ≥ 3,000 lines) Total # of trouble reports	
units w/ ≥ 3,000 lines)	
Total # of working lines	
8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) Total # of trouble reports Total # of trouble reports Total # of trouble reports	
e % of trouble reports	
Total # of working lines 875 876 868 865 856 852 0 0 0 0	0 0
10% (10 per 100 working lines for units w/ ≤ 1,000 lines) Total # of trouble reports 0 0 0 1 0 0	
% of trouble reports 0.00 0.00 0.00 0.12 0.00 0.00	
Total # of outage report tickets 0 0 0 1 0 0	
Adjusted Total # of repair tickets restored in < 24hrs 0 0 0 1 0 0	
Out of Service Report % of repair tickets restored ≤ 24 Hours 0.0% 0.0% 0.0% 0.0% 0.0% 0.0%	
Min. standard = 90% within 24 hrs (2.2.2 excludes Sunday, fed holiday, catastrophic events & customer Sunday, fed holiday,	
requested appt.) Avg. outage duration (hh:mm) 0.00 0.00 0.00 0.00 0.00 0.00 0.00	
Indicate if catastrpohic event is in a month No No No No No No No	
Total # of outage report tickets 0 0 0 1.00 0 0	
Unadjusted Total # of repair tickets restored in ≤ 24hrs 0 0 1 0	
Out of Service Report We of repair tickets restored ≤ 24 Hours 0.0% 0.0	
Sum of the duration of all outages (hh:mm) 0.00 0.00 0.00 7.00 0.00 0.00	
Avg. outage duration (hh:mm) 0.00 0.00 0.00 7.00 0.00 0.00	
Refunds Number of customers who received refunds 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	

		_												
State	e-Wide Reporting	T	0.1	20	1 22	20	21	22	0		0			
Installation Interval 3.1 Min. standard = 5 bus. days		Total # of business days	21	20	23	20	21	22	0	0	0	0	0	0
		Total # of service orders	32	28	28	29	28	29	0	0	0	0	0	0
		Avg. # of business days	2.32	2.11	3.09	2.76	2.61	2.97	0	0	0	0	0	0
		Total # of installation commitments	36	37	35	33	36	38	0	0	0	0	0	0
Installation Commite		Total # of installation commitment met	36	37	35	33	36	38	0	0	0	0	0	0
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		200.0%	200.0%	200.0%	200.0%	200.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Customers		Acct # for voice or bundle, res+bus	3495	3499	3504	3501	3478	3464	0	0	0	0	0	0
Customer Trouble R	eport													
	60/ /6 per 100 working lines for	Total # of working lines	0	0	0	0	0	0	0	0	0	0	0	0
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports	0	0	0	0	0	0	0	0	0	0	0	0
5	arme ur 2 e,eee mieer	% 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%
Min. Standard	20/ (2 per 100 working lines for	Total # of working lines	2,620	2,623	2,636	2,636	2,622	2,612	0	0	0	0	0	0
Star	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports	5	1	5	2	1	2	0	0	0	0	0	0
<u>.</u> :		% of trouble reports	0.19	0.04	0.19	0.08	0.04	0.08	0	0.00	0.00	0.00	0.00	0.00
Σ	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	875	876	868	865	856	852	0	0	0	0	0	0
		Total # of trouble reports	0	0	0	1	0	0	0	0	0	0	0	0
		% of trouble reports	0.00%	0.00%	0.00%	12.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
		Total # of outage report tickets	5	1	5	3	1	2	0	0	0	0	0	0
Adjusted		Total # of repair tickets restored in ≤ 24hrs	4	1	5	3	1	2	0	0	0	0	0	0
Out of Service Repo		% of repair tickets restored ≤ 24 Hours	80.0%	100.0%	100.0%	200.0%	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	within 24 hrs (2.2.2 excludes atastrophic events & customer	Sum of the duration of all outages (hh:mm)	38.25	2.25	14.50	15.00	1.00	2.00	0.00	0.00	0.00	0.00	0.00	0.00
requested appt.)	additopino ovonto di odotomor	Avg. outage duration (hh:mm)	7.65	2.25	2.90	11.00	1.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00
		Indicate if catastrophonc event is in a month	No	No	No	No								
		Total # of outage report tickets	5	1	7	3	5	2	0	0	0	0	0	0
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	4	1	7	3	5	2	0	0	0	0	0	0
Out of Service Repo	rt	% of repair tickets restored ≤ 24 Hours	80%	100%	100%	200%	100%	100%	0%	0%	0%	0%	0%	0%
		Sum of the duration of all outages (hh:mm)	38	2	20	15	7	2	0	0	0	0	0	0
		Avg. outage duration (hh:mm)	7.65	2.25	2.78	11.00	1.30	1.00	0.00	0.00	0.00	0.00	0.00	0.00
Refunds		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	e Reports, Billing & Non-Billing)													
		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 U	Jnder 5,000 lines.	%<_60 seconds												
		•												

Primary Utility Contact Information

Name: Yvonne Wooster or Dan Richardson Phone: 209 785-2211 Email: ysmythe@caltel.com

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

2/17/17 Greg explained Adjusted and Unadjusted to Dan and YW,