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

ompany Name:	lame: Calaveras Telephone Company				Report Year:	2017
eporting Unit Type:	☐ Total Company ☑ Exchange	☐ Wire Center	Reporting	g Unit Name:	Copperopolis	

Measurement (Compile monthly, file quarterly)			Date filed (04/11/2017) 1st Quarter			Date filed (07/10/2017) 2nd Quarter				Date filed (10/3/2017) 3rd Quarter		Date filed (01/15/18) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	21	20	23	20	21	22	20	23	20		1	
nstallation Interval		Total # of service orders	29	20	25	24	24	24	31	21	18			
/lin. standard = 5 bu	s. days	Avg. # of business days	1.16	0.99	1.88	1.54	1.57	1.53	1.59	1.56	1.12			
		Total # of installation commitments	33	28	32	28	32	32	40	27	26			
nstallation Commi	tment	Total # of installation commitment met	33	28	32	28	32	32	40	27	26			
Min. standard = 95%	commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Customers		Acct # for voice or bundle, res+bus	2620	2623	2636	2636	2622	2612	2613	2609	2606			
Customer Trouble I	Report													
		Total # of working lines												
	6% (6 per 100 working lines for units w/ 3,000 lines)	Total # of trouble reports												
o	units w/ 3,000 lines)	% of trouble reports												
Min. Standard		Total # of working lines	2,620	2,623	2,636	2,636	2,622	2,612	2,613	2,609	2,606			
fa	8% (8 per 100 working lines for	Total # of trouble reports	5	1	5	2	1	2	1	6	4			
ς.	units w/ 1,001 - 2,999 lines)	% of trouble reports	0.19	0.04	0.19	0.08	0.04	0.08	0.04	0.23	0.15			
10% (10 per 100	10% (10 per 100 working lines	Total # of working lines	0.127		0.12									
		Total # of trouble reports												
	for units w/ 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	5	1	5	2	1	2	1	6	4			
		Total # of repair tickets restored in < 24hrs	4	1	5	2	1	2	1	6	4			
Adjusted		% of repair tickets restored 24 Hours	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			
out of Service Rep		Sum of the duration of all outages (hh:mm)	38.25	2.25	14.50	8.00	1.00	2.00	4.00	33.75	4.50			
Min. standard = 90%	within 24 hrs	Avg. outage duration (hh:mm)	7.65	2.25	2.90	4.00	1.00	1.00	4.00	6.63	1.13		1	
		Indicate if catastrpohic event is in a month	No	No No	No No	No	No	No	No	No	No			
		Total # of outage report tickets	5	1	7	2	5	2	1	6	5			
Inadiusted		Total # of outage report tickets Total # of repair tickets restored in < 24hrs	4	1	7	2	5	2	1	6	5			
out of Service Rep	ort	% of repair tickets restored 24 Hours	80%	100%	100%	100%	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	4.00	33.75	7.00			
		Avg. outage duration (hh:mm)	7.65	2.25	2.78	4.00	1.30	1.00	4.00	5.63	1.40		+	
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
Retuilus		Monthly amount of refunds	0	0	0	0	0	0	0	0	0			
nswer Time (Troub	le Reports, Billing & Non-Billing)	Internally amount of fedulus	U	U	U	U	0	0	0	0	0			
, , , , , ,		Total # of calls for TR, Billing & Non-Billing												
	_	Total # of call seconds to reach live agent												
• • • • • • • • • • • • • • • • • • • •		%< 60 seconds												
		/0 <u>< 00 seconos</u>												

Reporting Unit Type:	☐ Total Company ☑ Exchange ☐ Wire C	Center				Reportir	ng Unit Na	ame:	Jenny Lind				-	
Massurament (Compi	lo monthly file quarterly)		Date filed 4/11/201	ate filed 11/2017)		Date filed (07/10/2017)			Date filed (10/3/2017)			Date filed (01/15/18)		
Measurement (Compile monthly, file quarterly) Installation Interval	ie montiny, me quarterry)	1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
	Total # of business days	21	20	23	20	21	22	20	23	20				
Min. standard = 5 bus. days	Total # of service orders	3	8	3	5	4	5	5	5	4				
Willi. Staridard = 3 bus. days	Avg. # of business days	1.16	1.12	1.21	1.22	1.04	1.44	1.67	1.3	1.3				
Installation Commitment	Total # of installation commitments	3	9	3	5	4	6	6	5	5				
	Total # of installation commitment met	3	9	3	5	4	6	6	5	5				
Min. standard = 95% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0				
	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%				
Customers	Acct # for voice or bundle_res+bus	875	876	868	865	856	852	850	844	838				

Customer Trouble Report

6% (6 per 100 working line units w/ 3,000 lines) 8% (8 per 100 working line units w/ 1,001 - 2,999 lines)

10% (10 per 100 working I for units w/ 1,000 lines)

Adjusted Out of Service Report Min. standard = 90% within 24 hrs (2.2.2 excludes

Sunday,fed holiday,catastrophic events & customer requested appt.)

Unadjusted **Out of Service Report**

Refunds Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls \leq 60 seconds to reach live agent (w/a menu option to reach live agent).

	Total # of insta
	% of commitme
	Acct # for voice
,	Total # of work
es for	Total # of troub
	% of trouble re
es for	Total # of work
)	Total # of troub
,	% of trouble re
ines	Total # of work
11162	Total # of troub
	% of trouble re

king lines ble reports ports ing lines ble reports ports ing lines 875 876 868 865 856 852 850 844 838 ole reports 0 0 1 0 0 2 3 5 0.00 0.00 0.00 0.12 0.00 0.00 0.24 0.36 0.60 ports Total # of outage report tickets 0 0 1 0 0 2 3 5 Total # of repair tickets restored in < 24hrs 0 0 0 1 0 0 2 3 5 % of repair tickets restored 24 Hours 0.0% 0.0% 0.0% 100.0% 0.0% 0.0% 100.0% 100.0% 100.0% Sum of the duration of all outages (hh:mm) 0.00 0.00 0.00 7.00 0.00 0.00 2.00 6.50 16.25 0.00 0.00 0.00 7.00 0.00 0.00 2.00 2.16 3.25 Avg. outage duration (hh:mm) No No No No Indicate if catastrpohic event is in a month No No No No No Total # of outage report tickets 0 2 3 5 Total # of repair tickets restored in ≤ 24hrs 0 0 0 2 5 1 % of repair tickets restored 24 Hours 0.0% 0.0% 0.0% 100.0% 0.0% 0.0% 100.0% 100.0% 100.0% 0.00 0.00 0.00 4.00 16.25 0.00 7.00 0.00 6.50 Sum of the duration of all outages (hh:mm) 0.00 0.00 0.00 7.00 0.00 0.00 2.00 2.16 3.25 Avg. outage duration (hh:mm) 0 0 0 Number of customers who received refunds 0 0 0 0 0 0 0 0 Monthly amount of refunds 0 0 0 0 Total # of calls for TR, Billing & Non-Billing Total # of call seconds to reach live agent %<u>< 60</u> seconds

State-Wide Reporting

Measurement (Compile monthly, file quarterly)		0			0				0		0			
	measurement (compile me	miny, me quarterry)	Jan	st Quarte	_		nd Quart			3rd Quarter			4th Quarter	
	Total # of husiness days			Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval 3.1		Total # of business days	32	20	23	20 29	21 28	22 29	20 36	23	20	 		
Min. standard = 5 bus	s. days	Total # of service orders		28						26		 		
		Avg. # of business days Total # of installation commitments	2.32	2.11	3.09	2.76	2.61 36	2.97 38	3.26 46	2.86 32	2.42 31	 	\vdash	
Installation Commit		Total # of installation commitment met	36	37	35	33	36	38	46	32	31			
Min. standard = 95%		Total # of installation commitment met	0	0	0	0	0	0	0	0	0			
Wiiii. Standard = 9570	communent met	% of commitment met	200.0%	200.0%	200.0%	200.0%	200.0%	200.0%	200.0%	200.0%	200.0%			
Customers		Acct # for voice or bundle, res+bus	3495	3499	3504	3501	3478	3464	3,463	3453	3444			
Customer Trouble R	enort	7 toot in for voice of Barrate, reembac	3173	31//	3301	3301	3170	5101	3,103	3 133	3111			
Oustomer Trouble IV		Total # of working lines	0	0	0	0	0	0	0	0	0			
	6% (6 per 100 working lines for	Total # of trouble reports	0	0	0	0	0	0	0	0	0			
-	units w/ 3,000 lines)	% of trouble reports	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			
dard		Total # of working lines	2,620	2,623	2,636	2,636	2,622	2,612	2,613	2,609	2,606			
auc	8% (8 per 100 working lines for	Total # of trouble reports	5	2,023	5	2,030	2,022	2,012	2,013	6	2,000			
<u>ئ</u>	units w/ 1,001 - 2,999 lines)	% of trouble reports	0.19	0.04	0.19	0.08	0.04	0.08	0	0.23	0.15			
Min. Standard	10% (10 per 100 working lines for units w/ 1,000 lines)	Total # of working lines	875	876	868	865	856	852	850	844	838			
		Total # of trouble reports	0	0	0	1	0	0	2	3	5			
		% of trouble reports	0.00%	0.00%	0.00%	12.00%	0.00%	0.00%	24.00%	36.00%	60.00%			
		Total # of outage report tickets	5	1	5	3	1	2	3	9	9			
Adjusted		Total # of repair tickets restored in < 24hrs	4	1	5	3	1	2	3	9	9		 	
Out of Service Repo		% of repair tickets restored 24 Hours	80.0%	100.0%	100.0%	200.0%	100.0%	100.0%	100.0%	100.0%	100.0%		 	
	within 24 hrs (2.2.2 excludes	Sum of the duration of all outages (hh:mm)	38.25	2.25	14.50	15.00	1.00	2.00	6.00	40.25	20.75		 	
	atastrophic events & customer	Avg. outage duration (hh:mm)	7.65	2.25	2.90	11.00	1.00	1.00	6.00	8.79	4.38		 	
requested appt.)		Indicate if catastrophonc event is in a month	7.03 No	No	No	No	No	No	No	No	4.36 No			
		Total # of outage report tickets	5	1	7	3	5	2	3	9	10	 		
Unadjusted		<u> </u>	4	1	7	3	5	2	3	9	10			
Out of Service Repo	rt	Total # of repair tickets restored in ≤ 24hrs % of repair tickets restored 24 Hours	80%	100%	100%	200%	100%	100%	100%	100%	100%			
out of confide Rope	••	Sum of the duration of all outages (hh:mm)	38	2	20	15	7	2	8	40	23			
		Avg. outage duration (hh:mm)	7.65	2.25	2.78	11.00	1.30	1.00	6.00	7.79	4.65			
Refunds		Number of customers who received refunds	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			
Answer Time (Trouble Reports, Billing & Non-Billing)		,		0.00			****							
		Total # of calls for TR, Billing & Non-Billing												
		Total # of call seconds to reach live agent												
• ,	Jnder 5,000 lines.	%< 60 seconds												
1477 611461 6,000 111166.		_												
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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,