

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

Company Name: Calaveras Telephone Company

U#: U1004-C

Report Year: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Copperopolis

Measurement (Compile monthly, file quarterly)		Date filed (04/11/2017)			Date filed (07/10/2017)			Date filed (10/3/2017)			Date filed (01/15/18)		
		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	21	20	23	20	21	22	20	23	20			
	Total # of service orders	29	20	25	24	24	24	31	21	18			
	Avg. # of business days	1.16	0.99	1.88	1.54	1.57	1.53	1.59	1.56	1.12			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	33	28	32	28	32	32	40	27	26			
	Total # of installation commitment met	33	28	32	28	32	32	40	27	26			
	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 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	2,620	2,623	2,636	2,636	2,622	2,612	2,613	2,609	2,606		
		Total # of trouble reports	5	1	5	2	1	2	1	6	4		
		% 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 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	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			
	% of repair tickets restored 24 Hours	80.0%	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)	38.25	2.25	14.50	8.00	1.00	2.00	4.00	33.75	4.50			
	Avg. outage duration (hh:mm)	7.65	2.25	2.90	4.00	1.00	1.00	4.00	6.63	1.13			
	Indicate if catastrophic event is in a month	No	No	No	No	No	No	No	No	No			
Unadjusted Out of Service Report	Total # of outage report tickets	5	1	7	2	5	2	1	6	5			
	Total # of repair tickets restored in ≤ 24hrs	4	1	7	2	5	2	1	6	5			
	% 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			
	Monthly amount of refunds	0	0	0	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 (04/11/2017)			Date filed (07/10/2017)			Date filed (10/3/2017)			Date filed (01/15/18)		
		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												
	Total # of service orders	3	8	3	5	4	5	5	5	4			
	Avg. # of business days	1.16	1.12	1.21	1.22	1.04	1.44	1.67	1.3	1.3			
Installation Commitment Min. standard = 95% commitment met	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			
	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													
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	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	0.12	0.00	0.00	0.24	0.36	0.60		
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	0	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			
	Avg. outage duration (hh:mm)	0.00	0.00	0.00	7.00	0.00	0.00	2.00	2.16	3.25			
	Indicate if catastrophic event is in a month	No	No	No	No	No	No	No	No	No			
Unadjusted Out of Service Report	Total # of outage report tickets	0	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	4.00	6.50	16.25			
	Avg. outage duration (hh:mm)	0.00	0.00	0.00	7.00	0.00	0.00	2.00	2.16	3.25			
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	Monthly amount of refunds	0	0	0	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														
Measurement (Compile monthly, file quarterly)		0			0			0			0			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Interval 3.1 Min. standard = 5 bus. days	Total # of business days	21	20	23	20	21	22	20	23	20				
	Total # of service orders	32	28	28	29	28	29	36	26	22				
	Avg. # of business days	2.32	2.11	3.09	2.76	2.61	2.97	3.26	2.86	2.42				
Installation Commitment 3.2 Min. standard = 95% commitment met	Total # of installation commitments	36	37	35	33	36	38	46	32	31				
	Total # of installation commitment met	36	37	35	33	36	38	46	32	31				
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0				
	% 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 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	0	0	0			
		Total # of trouble reports	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%			
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	2,620	2,623	2,636	2,636	2,622	2,612	2,613	2,609	2,606			
		Total # of trouble reports	5	1	5	2	1	2	1	6	4			
		% of trouble reports	0.19	0.04	0.19	0.08	0.04	0.08	0	0.23	0.15			
	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%			
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	5	1	5	3	1	2	3	9	9				
	Total # of repair tickets restored in < 24hrs	4	1	5	3	1	2	3	9	9				
	% of repair tickets restored 24 Hours	80.0%	100.0%	100.0%	200.0%	100.0%	100.0%	100.0%	100.0%	100.0%				
	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				
	Avg. outage duration (hh:mm)	7.65	2.25	2.90	11.00	1.00	1.00	6.00	8.79	4.38				
	Indicate if catastrophic event is in a month	No	No	No	No	No	No	No	No	No				
Unadjusted Out of Service Report	Total # of outage report tickets	5	1	7	3	5	2	3	9	10				
	Total # of repair tickets restored in < 24hrs	4	1	7	3	5	2	3	9	10				
	% of repair tickets restored 24 Hours	80%	100%	100%	200%	100%	100%	100%	100%	100%				
	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) 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 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,