**California Public Utilities Commission** 

Service Quality Standards Reporting

Company Name: Reporting Unit Type:		General Order No. 133-D												
		Calaveras Telephone Company					U#:	1004-C			Report Year:	:	2017	
		☐ Total Company 🔽 Exchange 🗌 Wire C	Center				Reportii	ng Unit N	lame:	Copperopolis	5			
	Measurement (Compile mo	onthly, file quarterly)	Date filed (04/11/2017) <b>1st Quarter</b>		Date filed (07/15/2017) <b>2nd Quarter</b>				Date filed (10/15/2017) <b>3rd Quarter</b>		Date filed (01/15/18) <b>4th Quarter</b>			
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval		Total # of business days	21	20	23	•					•			
Installation Interval Min. standard = 5 bus	s davs	Total # of service orders	29	20	25									
		Avg. # of business days	1.16	0.99	1.88									
		Total # of installation commitments	33	28	32									
Installation Commit		Total # of installation commitment met	33	28	32									
Min. standard = $95\%$	commitment met	Total # of installation commitment missed	0	0	0									
•		% of commitment met	100%	100%	100%									
Customers		Acct # for voice or bundle, res+bus	2620	2623	2636									
Customer Trouble R	leport													
	6% (6 per 100 working lines for	Total # of working lines												
	units w/ $\geq$ 3,000 lines)	Total # of trouble reports									L			
Ird		% of trouble reports												
	8% (8 per 100 working lines for	Total # of working lines	2,620	2,623	2,636	0	0	0	(	) 0	0	0	0	0
Stal		Total # of trouble reports	5	1	5									
Min. St	,,,,,	% of trouble reports	0.19	0.04	0.19									
ž		Total # of working lines												
		Total # of trouble reports												
	$101 \text{ units } \text{W} \leq 1,000 \text{ lines})$	% of trouble reports												
		Total # of outage report tickets	5	1	5									
		Total # of repair tickets restored in $\leq$ 24hrs	4	1	5									
Adjusted		% of repair tickets restored ≤ 24 Hours	80.0%	100.0%	100.0%									
Out of Service Repo		Sum of the duration of all outages (hh:mm)	38.25	2.25	14.50									
10111. Standard – 9070	Within 24 113	Avg. outage duration (hh:mm)	7.65	2.25	2.90									
		Indicate if catastrpohic event is in a month	No	No	No									
		Sessential system $\%$ of trouble reports $0.19$ $0.04$ $0.19$ <												
Unadjusted		Total # of repair tickets restored in < 24hrs	4	1	7									
Out of Service Repo	Type:   Measurement (Compile m   ral   bus. days   nitment   iwo commitment met     e Report   6% (6 per 100 working lines for units w/ ≥ 3,000 lines)   8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)   10% (10 per 100 working lines for units w/ ≤ 1,000 lines)   eport   ow within 24 hrs   eport   ow within 24 hrs	% of repair tickets restored ≤ 24 Hours	80%	100%	100%									
		Sum of the duration of all outages (hh:mm)	38.25	2.25	19.50									
		Avg. outage duration (hh:mm)	7.65	2.25	2.78									
Refunds	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)Total Total % of8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)Total Total % of10% (10 per 100 working lines for units w/ ≤ 1,000 lines)Total Total % of10% (10 per 100 working lines for units w/ ≤ 1,000 lines)Total Total % of2ReportTotal Total % of1 = 90% within 24 hrsSum Avg. Indicace ReportTotal % of1 = 90% within 24 hrsTotal % ofCompositionTotal % of1 = 90% within 24 hrsNum Motal Total % ofCompositionTotal % of1 = 90% within 24 hrsNum Motal Total % of1 = 90% within 24 hrsTotal % of1 = 90% within 24 hrsTotal 	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
		Monthly amount of refunds	0	0	0									
Answer Time (Trouble Reports, Billing & Non-Billing)														
Min. standard = 80% of calls $\leq 60$ 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>&lt;</u> 60 seconds												

Jenny Lind

Measurement (Compile monthly, file quarterly)				Date fileo 4/16/201			Date filed 7/15/2017			)		
	Measurement (Complie mo	onthiy, file quarterly)	1	st Quart	er	2n	d Quarte	ər		3rd Quarter		
		-	Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct
Installation Inter	val	Total # of business days	21	20	23	0	0	0	0	0	0	0
Min. standard = 5		Total # of service orders	3	8	3							
		Avg. # of business days Total # of installation commitments	1.16	1.12	1.21							
		Total # of installation commitments	3	9	3							
Installation Com	<b>mitment</b> 15% commitment met		3	9	3							
win. standard = 9	5% communent met	Total # of installation commitment missed % of commitment met	100%	100%	100%							
Customers		Acct # for voice or bundle, res+bus	875	876								
Customer Troub	la Papart	Acci # for voice of bundle, res+bus	073	870	000							
Customer moub		Total # of working lines										
	6% (6 per 100 working lines for	Total # of trouble reports										
_	units w/ $\geq$ 3,000 lines)	· · ·										
lard		% of trouble reports										
Min. Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines										
St		Total # of trouble reports										
Min.		% of trouble reports										
	10% (10 per 100 working lines for units w/ $\leq$ 1,000 lines)	Total # of working lines	875	876		0	0	0	0	0	0	
		Total # of trouble reports	0	0								
		% of trouble reports	0.00	0.00	0.00							
A Provide A		Total # of outage report tickets	0	0	-							
Adjusted Out of Service R	oport	Total # of repair tickets restored in $\leq$ 24hrs	0	Ű	~							
	0% within 24 hrs (2.2.2 excludes	% of repair tickets restored $\leq$ 24 Hours	0.0%	0.0%	0.0%							
	ay,catastrophic events & customer	Sum of the duration of all outages (hh:mm)	0.00	0.00								
requested appt.)		Avg. outage duration (hh:mm)	0.00	0.00	0.00							
		Indicate if catastrpohic event is in a month	No	No	No							
		Total # of outage report tickets	0	0	0							
Unadjusted		Total # of repair tickets restored in $\leq$ 24hrs	0	0	0							
Out of Service R	eport	% of repair tickets restored $\leq$ 24 Hours	0.0%	0.0%	0.0%							
		Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00							
		Avg. outage duration (hh:mm)	0.00	0.00	0.00							
Refunds		Number of customers who received refunds	0	0	0							
		Monthly amount of refunds	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 me	enu option to reach live agent).	Total # of call seconds to reach live agent										
· · · · · · · · · · · · · · · · · · ·		% <u>&lt; 6</u> 0 seconds										
y		•										-

	Date filed										
(01/15/18) 4th Quarter											
4th Quarter											
Oct	Nov	Dec									
0	0	0									
0	0	0									

State-Wide Reporting														
		Total # of business days	21	20	23	0	0	0	0	0	0	0	0	0
Installation Interval 3.1		Total # of service orders	32	28	28	0	0	0	0	0	0	0	0	0
Min. standard = 5 bus. days		Avg. # of business days	2.32	2.11	3.09	0	0	0	0	0	0	0	0	0
		Total # of installation commitments	36	37	35	0	0	0	0	0	0	0	0	0
Installation Commit	ment 3.2	Total # of installation commitment met	36	37	35	0	0	0	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%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Customers		Acct # for voice or bundle, res+bus	3495	3499	3504	0	0	0	0	0	0	0	0	0
Customer Trouble Report														
		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/ $\geq$ 3,000 lines)	Total # of trouble reports	0	0	0	0	0	0	0	0	0	0	0	0
rd	1000  mes	% 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%
pu	20/ (2 per 100 working lines for	Total # of working lines	2,620	2,623	2,636	0	0	0	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	0	0	0	0	0	0	0	0	0
Min. Standard	units w/ 1,001 - 2,999 lines)	% of trouble reports	0.19	0.04	0.19	0.00	0.00	0.00	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	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%
		Total # of outage report tickets	5	1	5	0	0	0	0	0	0	0	0	0
Adjusted		Total # of repair tickets restored in < 24hrs	4	1	5	0	0	0	0	0	0	0	0	0
Out of Service Repo		% of repair tickets restored ≤ 24 Hours	80.0%	100.0%	100.0%	0.0%	0.0%	0.0%	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		Sum of the duration of all outages (hh:mm)	38.25	2.25	14.50	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
requested appt.)		Avg. outage duration (hh:mm)	7.65	2.25	2.90	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Indicate if catastrophonc event is in a month	No	No	No									
		Total # of outage report tickets	5	1	7	0	0	0	0	0	0	0	0	0
Unadjusted		Total # of repair tickets restored in < 24hrs	4	1	7	0	0	0	0	0	0	0	0	0
Out of Service Repo	rt	% of repair tickets restored ≤ 24 Hours	80%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%
		Sum of the duration of all outages (hh:mm)	38	2	20	0	0	0	0	0	0	0	0	0
		Avg. outage duration (hh:mm)	7.65	2.25	2.78	0.00	0.00	0.00	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 amou		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 $\leq 60$ 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												
N/A Under 5,000 lines.		% <u>&lt;</u> 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,