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

Company Name:	Calaver	as Telephone C	Company	U#:	<u>U1004-C</u>	Report Year:	2018
Reporting Unit Type:	Total Company	✓Exchange	Wire Center	Repo	orting Unit Name:	Copperopolis	

Measurement (Compile monthly, file quarterly)		Date filed (04/09/2018)			(0	Date filed (07/05/2018)			Date filed (10/8/2018)			Date filed (01/06/18)		
			Jan	1st Quarter Feb	Mar	Apr	nd Quarte May	er Jun	Jul	3rd Quarter Aug	Sep	Oct	4th Quarter Nov	Dec
		Total # of business days	22	20	22	21	23	21	21	23	19	OCI	INOV	Dec
Installation Interva		Total # of service orders	19	10	29	13	19	24	22	26	15			
Min. standard = 5 b	ous. days	Avg. # of business days	1.29	1.37	1.66	1.24	1.75	1.81	2	1.6	1.82			
		Total # of installation commitments	21	12	31	22	26	33	25	32	23			
Installation Comm	nitment (3.2)	Total # of installation commitment met	22	11	31	22	26	33	25	32	23			
Min. standard = 95°	% commitment met	Total # of installation commitment missed	1	1	0	0	0	0	0	0	0			
		% of commitment met	95%	92%	100%	100%	100%	100%	100%	100%	100%			
Customers		Acct # for voice or bundle, res+bus	2600	2588	2580	2584	2569	2567	2563	2549	2553			
Customer Trouble	Report													
	20/ /2	Total # of working lines												
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports												
<del>,</del>	units w/ ≥ 3,000 lines)	% of trouble reports												
Min. Standard		Total # of working lines	2600	2588	2580	2584	2569	2567	2563	2549	2553			
tan	8% (8 per 100 working lines for	Total # of trouble reports	4	3	7	4	1	10	3	1	2			
units w/ 1,0	units w/ 1,001 - 2,999 lines)	% of trouble reports	0.15	0.12	0.27	0.15	0.04	0.39	0.12	0.04	0.08			
Ē		Total # of working lines	0.12	0.12	0.27	0.12	0.0 .	0.07	0.12	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	4	3	7	4	1	10	3	1	2			
		Total # of repair tickets restored in < 24hrs	4	3	7	4	1	10	3	1	2.			
Adjusted		% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			
Out of Service Re		Sum of the duration of all outages (hh:mm)	17.50	7.00	13.25	100.0%	0.75	49.75	3.25	4.25	9.00			
Min. standard = 90°	% within 24 hrs	Avg. outage duration (hh:mm)	4.38	2.33	1.90	2.69	0.75	4.98	1.09	4.25	4.50			
		Indicate if catastrpohic event is in a month	4.36 No	No	No	No	No	4.96 No	No	4.23 No	4.30 No			
la a dissata d		Total # of outage report tickets	6	3	7	4	4	11	3	1	2			
Jnadjusted Out of Service Re	nort	Total # of repair tickets restored in ≤ 24hrs % of repair tickets restored ≤ 24 Hours	6 100%	100%	7 100%	4 100%	4	11 100%	3 100%	100%	2 100%			
Jul of Service Re	port						100%							
		Sum of the duration of all outages (hh:mm)	21.50	7.00	13.25	10.75	13.50	51.75	3.25	4.25	9.00			
Refunds		Avg. outage duration (hh:mm)	3.58	2.33	1.90	2.69	3.38	4.70	1.09	4.25	4.50			
		Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
T: /=	11 D	Monthly amount of refunds	0	0	0	0	0	0	0	0	0			
	ble Reports, Billing & Non-Billing)	T + 1 // ( ) // TD DIII   0 N   - ::::												
	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
ive agent (w/a mer	nu option to reach live agent).	Total # of call seconds to reach live agent												
		% <u>&lt;</u> 60 seconds												
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porting Unit Type:	Exchange	Wire Center	Reporting Unit Name:	Jenny Lind	
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Measurement (Compile monthly, file quarterly)			Date filed (04/09/2018 1st Quarter	/		Date filed 07/05/201	8)	Date filed (10/8/2018) 3rd Quarter			Date filed (01/06/18) 4th Quarter			
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	22	20	22	21	23	21	21	23	19	0	0	0
Installation Interv	<del></del>	Total # of service orders	6	6	3	6	5	3	5	5	5			
Min. standard = 5 b	ous. days	Avg. # of business days	1.28	0.41	1.5	1.26	1.64	0.54	1.16	0.69	0.76			
		Total # of installation commitments	6	8	3	6	5	3	7	6	5			
Installation Comn	nitment	Total # of installation commitment met	6	8	3	6	5	3	7	6	5			
Min. standard = 95	6% 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	826	821	823	818	816	809	806	805	805			
Customer Trouble	e Report													
	00/ /0 === 400   1:   1: /	Total # of working lines												
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports												
9	units w/ ≥ 3,000 lines)	% of trouble reports												
dar		Total # of working lines												
	8% (8 per 100 working lines for	Total # of trouble reports											<del>                                     </del>	<del>                                     </del>
	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Ē		Total # of working lines	826	821	823	818	016	809	906	205	905			
_	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports	826	0	0	0	816	0	806	805 5	805			-
		<u> </u>	0.12				0.00	0.00	0.00	0.62	-		<del>                                     </del>	<del>                                     </del>
		% of trouble reports	0.12	0.00	0.00	0.00					0.00		<del>                                     </del>	<del>                                     </del>
Adjusted		Total # of outage report tickets	1	0	0	0	0	0	0	5	0		<del>                                     </del>	<del>                                     </del>
Out of Service Re	eport	Total # of repair tickets restored in ≤ 24hrs	1	0	0	0	0	0	0	5	0		<del> </del>	
	% within 24 hrs (2.2.2 excludes	% of repair tickets restored ≤ 24 Hours	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%		<u> </u>	1
	y,catastrophic events & customer	Sum of the duration of all outages (hh:mm)	8.00	0.00	0.00	0.00	0.00	0.00	0.00	15.50	0.00			
requested appt.)		Avg. outage duration (hh:mm)	8.00	0.00	0.00	0.00	0.00	0.00	0.00	3.10	0.00			
		Indicate if catastrpohic event is in a month	No	No	No	No	No	No	No	No	No		<u> </u>	
		Total # of outage report tickets	1	0	0	0	0	0	0	5	0			
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	1	0	0	0	0	0	0	5	0			
Out of Service Re	port	% of repair tickets restored ≤ 24 Hours	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%		<u> </u>	
Refunds		Sum of the duration of all outages (hh:mm)	8.00	0.00	0.00	0.00	0.00	0.00	0.00	15.50	0.00		ļ	
		Avg. outage duration (hh:mm)	8.00	0.00	0.00	0.00	0.00	0.00	0.00	3.10	0.00			
		Number of customers who received refunds	0	0	0	0	0	0	0	0	0		<u> </u>	
		Monthly amount of refunds	0	0	0	0	0	0	0	0	0			
•	uble 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 mei	nu option to reach live agent).	Total # of call seconds to reach live agent												
		% <u>&lt;</u> 60 seconds												

State	e-Wide Reporting													
Installation Interval	3.1	Total # of business days	22	20	22	21	23	21	21	23	19	0	0	0
Min. standard = 5 bus. days		Total # of service orders	25	16	32	19	24	27	27	31	20	0	0	0
		Avg. # of business days	2.57	1.78	3.16	2.5	3.39	2.35	3.16	2.29	2.58	0	0	0
		Total # of installation commitments	27	20	34	28	31	36	32	38	28	0	0	0
Installation Commits		Total # of installation commitment met	28	19	34	28	31	36	32	38	28	0	0	0
Min. standard = 95%	commitment met	Total # of installation commitment missed	1	1	0	0	0	0	0	0	0	0	0	0
		% of commitment met	195.0%	192.0%	200.0%	200.0%	200.0%	200.0%	200.0%	200.0%	200.0%	0.0%	0.0%	0.0%
Customers		Acct # for voice or bundle, res+bus	3426	3409	3403	3402	3385	3376	3,369	3354	3358	0	0	0
Customer Trouble R	eport													
	6% (6 per 100 working lines for	Total # of working lines	0	0	0	0	0	0	0	0	0	0	0	0
	units w/ ≥ 3,000 lines)	Total # of trouble reports	0	0	0	0	0	0	0	0	0	0	0	0
ē	,,	% 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	8% (8 per 100 working lines for	Total # of working lines	2600	2588	2580	2584	2569	2567	2563	2549	2553	0	0	0
Sta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	4	3	7	4	1	10	3	1	2	0	0	0
غ ن		% of trouble reports	0.15	0.12	0.27	0.15	0.04	0.39	0	0.04	0.08	0.00	0.00	0.00
≅	100/ (10 per 100 working lines	Total # of working lines	826	821	823	818	816	809	806	805	805	0	0	0
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports	1	0	0	0	0	0	0	5	0	0	0	0
	101 41110 111 2 1,000 111100)	% of trouble reports	12.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	62.00%	0.00%	0.00%	0.00%	0.00%
		Total # of outage report tickets	5	3	7	4	1	10	3	6	2	0	0	0
Adjusted		Total # of repair tickets restored in ≤ 24hrs	5	3	7	4	1	10	3	6	2	0	0	0
Out of Service Repo	rt within 24 hrs (2.2.2 excludes	% of repair tickets restored ≤ 24 Hours	200.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	200.0%	100.0%	0.0%	0.0%	0.0%
	atastrophic events & customer	Sum of the duration of all outages (hh:mm)	25.50	7.00	13.25	10.75	0.75	49.75	3.25	19.75	9.00	0.00	0.00	0.00
requested appt.)	acastrophic events a customer	Avg. outage duration (hh:mm)	12.38	2.33	1.90	2.69	0.75	4.98	1.09	7.35	4.50	0.00	0.00	0.00
		Indicate if catastrophonc event is in a month	No											
		Total # of outage report tickets	7	3	7	4	4	11	3	6	2	0	0	0
Unadjusted		Total # of repair tickets restored in < 24hrs	7	3	7	4	4	11	3	6	2	0	0	0
Out of Service Repo	rt	% of repair tickets restored ≤ 24 Hours	200%	100%	100%	100%	100%	100%	100%	200%	100%	0%	0%	0%
		Sum of the duration of all outages (hh:mm)	30	7	13	11	14	52	3	20	9	0	0	0
		Avg. outage duration (hh:mm)	11.58	2.33	1.90	2.69	3.38	4.70	1.09	7.35	4.50	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)													
Min. standard = 80% of calls < 60 seconds to reach Total		Total # of calls for TR, Billing & Non-Billing												
live agent (w/a menu option to reach live agent).  Total # of call seconds to		Total # of call seconds to reach live agent												
N/A	Under 5,000 lines.	%<60 seconds												

**Primary Utility Contact Information** 

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