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

					Genera	al Order	No. 133	B-D										
Company Name: Reporting Unit Type:		Calaveras Telephone Company						U#:	U1004-C	,		Report Year	:	2018	-			
		Total Company	nter				Reportir	ng Unit Na	me:	Copperopolis	5			-				
Measurement (Compile monthly, file quarter			erlv)		Date filed (04/09/2018			Date fileo 07/10/201	8)		Date filed (10/3/2018)			Date filed (01/06/18)	ed 8)			
	· ·			Jan	1st Quarter Feb	r Mar	2nd Quarter Apr May Jun		Jul	3rd Quarter Aug Sep		4th Quarter						
		Total # of business	days	22	20	22	Abi	indy	Vuii	Uui	Aug		001	1101	000			
Installation Interva		Total # of service of	rders	19	10	29												
Min. standard = 5 b	us. days	Avg. # of business	days	1.29	1.37	1.66												
		Total # of installation	on commitments	21	12	31												
Installation Comm	itment (3.2)	Total # of installation	on commitment met	22	11	31												
Min. standard = 95% commitment met		Total # of installation	on commitment missed	1	1	0												
		% of commitment r	net	95%	92%	100%												
Customers		Acct # for voice or	bundle, res+bus	2600	2588	2580												
Customer Trouble	Report																	
	6% (6 per 100 working lines for	Total # of working	ines															
		Total # of trouble re	eports															
a	units w/ ≥ 3,000 lines)	% of trouble report	3															
Min. Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working		2600	2588	2580												
		Total # of trouble re		4	3	7												
		% of trouble report	•	0.15	0.12	0.27												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working		0.15	0.12	0.27												
		Total # of trouble re				-					-			-	<u> </u>			
		-									_							
		% of trouble report		4	3	7									<u> </u>			
			kets restored in < 24hrs		3	7									<u> </u>			
Adjusted		-	restored ≤ 24 Hours	4	-										<u> </u>			
Out of Service Rep	port			100.0%	100.0%	100.0%									<u> </u>			
Min. standard = 90%	% within 24 hrs		n of all outages (hh:mm)	17.50	7.00	13.25								-	<u> </u>			
		Avg. outage duration	. ,	4.38	2.33	1.90								-	<u> </u>			
		Indicate if catastrpo	bhic event is in a month	No	No	No								-	<u> </u>			
		Total # of outage re		6	3	7												
Unadjusted			kets restored in < 24hrs	6	3	7												
Out of Service Rep	port		restored ≤ 24 Hours	100%	100%	100%												
			n of all outages (hh:mm)	21.50	7.00	13.25									Ļ			
		Avg. outage duration		3.58	2.33	1.90									L			
Refunds			ers who received refunds	0	0	0		ļ							L			
		Monthly amount of	refunds	0	0	0		ļ							L			
Answer Time (Trouble Reports, Billing & Non-Billing)															<u> </u>			
Min. standard = 80% of calls < 60 seconds to reach			FR, Billing & Non-Billing															
live agent (w/a men	u option to reach live agent).		nds to reach live agent												<u> </u>			
		% <u>< 6</u> 0 seconds																

Reporting Unit Type:

Jenny Lind

Measurement (Compile monthly, file quarterly)				1	/	Date filed (07/10/2018)			Date filed (10/3/2018)			Date filed (01/06/18)		
	• •							-	.lul			Oct		Dec
Total # of business days			22	20	22	7101	inay	oun		, tug	000			
Installation Interval		Total # of service orders	6	6	3									
Min. standard = 5 bu	s. days	Avg. # of business days	1.28	0.41	1.5									1
		Total # of installation commitments	6	8	3									
Installation Commit	tment	Total # of installation commitment met	6	8	3									
Min. standard = 95%	o commitment met	Total # of installation commitment missed	0	0	0									
		% of commitment met	100%	100%	100%									1
Customers		Acct # for voice or bundle, res+bus	826	821	823									
Customer Trouble	Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
Þ	units w/ ≥ 3,000 lines)	(0409/2018) (07/10/2018) <th colspan<="" td=""><td>l</td></th>	<td>l</td>	l										
Ida		Total # of working lines												
Min. Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Ξ.	400/ (40 and 400 working lines	Total # of working lines	826	821	823									
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports	1	0	0									
		% of trouble reports	0.12	0.00	0.00									
		Total # of outage report tickets	1	0	0									
Adjusted		Total # of repair tickets restored in < 24hrs	1	0	0									
Out of Service Rep		% of repair tickets restored ≤ 24 Hours	100.0%	0.0%	0.0%									
	within 24 hrs (2.2.2 excludes catastrophic events & customer	Sum of the duration of all outages (hh:mm)	8.00	0.00	0.00									
requested appt.)		Avg. outage duration (hh:mm)	8.00	0.00	0.00									
ioquootou appii)			No	No	No									
		Total # of outage report tickets	1	0	0									
Unadjusted		Total # of repair tickets restored in \leq 24hrs	1	0	0									
Out of Service Rep	ort	% of repair tickets restored ≤ 24 Hours	100.0%	0.0%	0.0%									
		Sum of the duration of all outages (hh:mm)	8.00	0.00	0.00									
		Avg. outage duration (hh:mm)	8.00	0.00	0.00									
Monthl		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 menu	option to reach live agent).													
<u> </u>		% <u>< 6</u> 0 seconds					l							Ì
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State-Wide Reporting										
Installation Interval 3.1 Min. standard = 5 bus. days		Total # of business days	22	20	22					
		Total # of service orders	25	16	32					
		Avg. # of business days	2.57	1.78	3.16					
Installation Commitment 3.2		Total # of installation commitments	27	20	34					
		Total # of installation commitment met	28	19	34					
Min. standard = 95% co	commitment met	Total # of installation commitment missed	1	1	0					
		% of commitment met	195.0%	192.0%	200.0%					
Customers		Acct # for voice or bundle, res+bus	3426	3409	3403					
Customer Trouble Report										
	CO/ (C nor 100 working lines for	Total # of working lines	0	0	0					
	units w/ \geq 3,000 lines)	Total # of trouble reports	0	0	0					
		% of trouble reports	0.00%	0.00%	0.00%					
nda	8% (8 per 100 working lines for	Total # of working lines	2600	2588	2580					
	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	4	3	7					
ċ		% of trouble reports	0.15	0.12	0.27					
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	826	821	823					
		Total # of trouble reports	1	0	0			1		
ľ		% of trouble reports	12.00%	0.00%	0.00%					
Adjusted Out of Service Report Min. standard = 90% within 24 hrs (2.2.2 excludes		Total # of outage report tickets	5	3	7					
		Total # of repair tickets restored in \leq 24hrs	5	3	7					
		% of repair tickets restored ≤ 24 Hours	200.0%	100.0%	100.0%					
	tastrophic events & customer	Sum of the duration of all outages (hh:mm)	25.50	7.00	13.25					
requested appt.)		Avg. outage duration (hh:mm)	12.38	2.33	1.90					
- 1		Indicate if catastrophonc event is in a month	No	No	No					
		Total # of outage report tickets	7	3	7					
Unadjusted		Total # of repair tickets restored in \leq 24hrs	7	3	7			1		
Out of Service Report	t	% of repair tickets restored \leq 24 Hours	200%	100%	100%			1		
		Sum of the duration of all outages (hh:mm)	30	7	13					
		Avg. outage duration (hh:mm)	11.58	2.33	1.90					
Refunds		Number of customers who received refunds	0	0	0					
		Monthly amount of refunds	0.00	0.00	0.00					
Answer Time (Trouble Reports, Billing & Non-Billing)										
Min. standard = 80% of calls ≤ 60 seconds to reach T		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><</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,