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

				Genera	al Order	<sup>°</sup> No. 13	3-D								
Company Name: Reporting Unit Type:		Calaveras Telephone Company					U#:	U1004-C			Report Year	:	2019	-	
		🗌 Total Company 🛛 Exchange 🗌 Wire 🛛				Reportin	g Unit Na	me:	Copperopoli	S					
							•	-		<u> </u>				•	
				Date filed			Date filed			Date filed			Date filed		
				(04/02/2019	)		07/05/201			(10/7/2019)			(01/04/2020)	,	
	Measurement (Compile mo	onthiy, file quarterly)		1st Quarter	/	,	2nd Quarter			3rd Quarte		4th Quarter			
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Interval	(3.1)	Total # of business days	22	20	21	22	21	20	21	22	20	23	19	21	
Min. standard = 5 but		Total # of service orders	43	6	25	26	32	25	18	22	18	20	15	12	
		Avg. # of business days	0.79	0.8	2.19	2.65	2.26	2.21	2.51	2.66	2.69	2.15	2.21	2.26	
		Total # of installation commitments	46	10	31	32	45	32	25	35	30	25	23	16	
Installation Commit		Total # of installation commitment met	46	10	31	32	45	32	25	34	30	25	23	16	
Min. standard = 95%	commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	1	0	0	0	0	
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	97%	100%	100%	100%	100%	
Customers		Acct # for voice or bundle, res+bus	2544	2538	2538	2544	2552	2552	2554	2561	2555	2554	2554	2538	
Customer Trouble F	Report														
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines													
		Total # of trouble reports													
σ		% of trouble reports													
Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) 10% (10 per 100 working lines for units w/ $\leq$ 1,000 lines)	Total # of working lines	2544	2538	2538	2544	2552	2552	2554	2561	2555	2554	2554	2538	
an		Total # of trouble reports	0	2550	1	5	1	1	2334	7	2333	4	1	2556	
St		· · · · · · · · · · · · · · · · · · ·	0.00	0.04	0.04	0.20	0.04	0.04	0.08	0.27	0.08	0.16	0.04	0.16	
Min		% of trouble reports	0.00	0.04	0.04	0.20	0.04	0.04	0.08	0.27	0.08	0.10	0.04	0.10	
E		Total # of working lines												<u> </u>	
		Total # of trouble reports												L	
		% of trouble reports													
		Total # of outage report tickets	0	1	1	5	1	1	2	7	2	4	1	4	
Adiustad		Total # of repair tickets restored in $\leq$ 24hrs	0	1	1	5	1	1	2	4	2	4	1	4	
Adjusted Out of Service Repo	ort	% of repair tickets restored ≤ 24 Hours	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Min. standard = 90%		Sum of the duration of all outages (hh:mm)	0.00	4.50	4.75	2.50	2.25	6.00	13.00	37.25	11.00	11.50	3.50	18.50	
		Avg. outage duration (hh:mm)	0.00	4.50	4.75	0.05	2.25	6.00	6.50	5.32	5.50	2.88	3.50	4.63	
		Indicate if catastrpohic event is in a month	No	No	No	No	No	No	No	No	No	No	No	No	
		Total # of outage report tickets	0	1	1	5	1	1	2	11	2	5	1	4	
Unadjusted		Total # of repair tickets restored in $\leq$ 24hrs	0	1	1	5	1	1	2	11	2	5	1	4	
Out of Service Repo	ort	% of repair tickets restored $\leq$ 24 Hours	0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
		Sum of the duration of all outages (hh:mm)	0.00	4.50	4.75	2.50	2.25	6.00	13.00	47.75	11.00	12.50	3.50	18.50	
		Avg. outage duration (hh:mm)	0.00	4.50	4.75	0.50	2.25	6.00	6.50	4.34	5.50	2.50	3.50	4.63	
Refunds		Number of customers who received refunds	0.00	0	0	0	0	0	0.50	0	0	0	0	-4.05 0	
		Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	0	
Answer Time (Trouble Reports, Billing & Non-Billing)			0	0	0	0		0	0			0	0		
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												┣───┤	
														1	

Jenny Lind

Measurement (Compile monthly, file quarterly)			Date filed (04/02/2019)			Date filed (07/05/2019)			Date filed (10/7/2019)			Date filed (01/04/2020)		
				1st Quarte Feb	r Mar	2 Apr	nd Quart May	er Jun	Jul	3rd Quarter Aug	Sep	Oct	th Quarter Nov	Dec
		Total # of business days	Jan 22	20	21	22	21	20	21	22	20	23	19	21
Installation Interv		Total # of service orders	3	2	2	2	4	4	4	4	3	1	3	3
Min. standard = 5 I	bus. days	Avg. # of business days	2.09	1.51	0.68	3.73	3.62	2.27	1.82	1.88	2.77	0.97	2.7	1.77
		Total # of installation commitments	3	3	2	3	5	5	4	5	4	1	4	3
Installation Commitment (3.2)		Total # of installation commitment met	3	3	2	3	5	4	4	5	4	1	4	3
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	1	0	0	0	0	0	0
		% of commitment met	100%	100%	100%	100%	100%	80%	100%	100%	100%	100%	100%	100%
Customers		Acct # for voice or bundle, res+bus	794	787	787	782	779	781	776	775	773	764	763	758
<b>Customer Trouble</b>	e Report													
		Total # of working lines												
	6% (6 per 100 working lines for units w/ $\geq$ 3,000 lines)	Total # of trouble reports												
σ	units w/ $\geq$ 3,000 lines)	% of trouble reports												
Standard		Total # of working lines												·
tan	8% (8 per 100 working lines for	Total # of trouble reports												
-	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Min	10% (10 per 100 working lines for units w/ $\leq$ 1,000 lines)	Total # of working lines	794	787	787	782	779	781	776	775	773	764	763	758
		Total # of trouble reports	0	0	1	0	1	0	6	0	2	2	1	2
		% of trouble reports	0.00	0.00	0.13	0.00	0.13	0.00	0.77	0.00	0.26	0.26	0.13	0.26
		Total # of outage report tickets	0	0	1	0	1	0	6	0	2	2	1	2
Adjusted		Total # of repair tickets restored in < 24hrs	0	0	1	0	1	0	6	0	2	2	1	2
Out of Service Re	-	% of repair tickets restored $\leq 24$ Hours	0.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	0% within 24 hrs (2.2.2 excludes	Sum of the duration of all outages (hh:mm)	0.00	0.00	2.75	0.00	1.00	0.00	26.25	0.00	4.00	2.75	3.50	3.15
	y,catastrophic events & customer	Avg. outage duration (hh:mm)	0.00	0.00	2.75	0.00	1.00	0.00	4.38	0.00	2.00	1.38	3.50	1.58
requested appt.)		Indicate if catastrpohic event is in a month	No	No	No	No	No	No	No	No	No	No	No	No
		Total # of outage report tickets	0	0	1	0	1	0	0	0	2	2	1	2
Unadjusted		Total # of repair tickets restored in < 24hrs	0	0	1	0	1	0	0	0	2	2	1	2
Out of Service Re	eport	% of repair tickets restored $\leq 24$ Hours	0.0%	0.0%	100.0%	0.0%	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)	0.00	0.00	2.75	0.00	1.00	0.00	0.00	0.00	4.00	2.75	3.50	3.15
		Avg. outage duration (hh:mm)	0.00	0.00	2.75	0.00	1.00	0.00	0.00	0.00	2.00	1.38	3.50	1.58
		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	0	0	0	0	0	0	0	0	0
Answer Time (Trou	uble Reports, Billing & Non-Billing)						<u> </u>	~				, , , , , , , , , , , , , , , , , , ,	~	
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												
		%<_60 seconds												

Min. standard = 6 bus. Lays     India Protector orders     Andr     N     V     <	State-Wide Reporting		]												
Min. standard = 5 bit ways     Intal # of standar orders     And     No.     Z <thz< th="">     Z     <thz< th="">    &lt;</thz<></thz<>	Installation Interval 3.1 Min. standard = 5 bus. days		Total # of business days	22	20	21	22	21	20	21	22	20	23	19	21
kgr # 0 basines days     2.88     2.87     6.38     4.48     4.43     4.43     5.46     3.12     4.91     4.91     4.91       installation commitment met     49     13     33     35     50     35     50     36     30     34     34     25     72     19       installation commitment met     49     13     33     33     50     36     30     33     333 <th< td=""><td>Total # of service orders</td><td>46</td><td>8</td><td>27</td><td>28</td><td>36</td><td>29</td><td>22</td><td>26</td><td>21</td><td>21</td><td>18</td><td>15</td></th<>			Total # of service orders	46	8	27	28	36	29	22	26	21	21	18	15
metalization Commitment met     10     <							6.38	5.88	4.48						4.03
Min. standard = 95% commitment met     Total # of installation commitment missed     0				49	13	33	35	50	37	29	40	34	26	27	19
Set commitment met     200,0%     200,0%     200,0%     200,0%     107,0%     200,0%     3316     3326     3336 <th< td=""><td></td><td></td><td></td><td>49</td><td>13</td><td>33</td><td>35</td><td>50</td><td>36</td><td></td><td>39</td><td></td><td>26</td><td>27</td><td></td></th<>				49	13	33	35	50	36		39		26	27	
Customers     Acct # for voice or bundle, res-bus     3338     3325     3326     3331     3330     3336     3336     3338     3317     3996       Customer Trouble Report     Total # of working lines     0 <td colspan="2" rowspan="2">Min. standard = 95% commitment met</td> <td>Total # of installation commitment missed</td> <td>v</td> <td>0</td> <td>Ű</td> <td>Ŭ</td> <td>0</td> <td>1</td> <td>ů</td> <td>1</td> <td></td> <td>Ň</td> <td>÷</td> <td>Ű</td>	Min. standard = 95% commitment met		Total # of installation commitment missed	v	0	Ű	Ŭ	0	1	ů	1		Ň	÷	Ű
Customer Trouble Report     image: regularized for the section of the sectin of the sectio			% of commitment met								197.0%	200.0%			
Fight     6%     6per 100 working lines in traul # of working lines in traul # of working lines in traul # of trauble reports     0	Customers		Acct # for voice or bundle, res+bus	3338	3325	3325	3326	3331	3333	3,330	3336	3328	3318	3317	3296
Provide     Final # of trouble reports     0	Customer Trouble	Report													
Product of the outbour reports     O    O     O <tho< td=""><td></td><td>6% (6 per 100 working lines for</td><td></td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tho<>		6% (6 per 100 working lines for		0	0	0	0	0	0	0	0	0	0	0	0
No     % of trouble reports     0.00% <td></td> <td></td> <td>Total # of trouble reports</td> <td>0</td>			Total # of trouble reports	0	0	0	0	0	0	0	0	0	0	0	0
	p		% 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%
	Jda		Total # of working lines	2544	2538	2538	2544	2552	2552	2554	2561	2555	2554	2554	2538
	Star		Total # of trouble reports	0	1	1	5	1	1	2	7	2	4	1	4
10% (10 per 100 working lines for units w ≤ 1,000 lines) 10d working lines for units w ≤ 1,000 lines) 10d working lines (10 dil # of trouble reports) 0 10 10 1 10 6 0 2 2 2 1 2   Adjusted Out of Service Report Total # of trouble reports 0.00% 0.00% 13.00% 0.00% 13.00% 0.00% <	in. 9		% of trouble reports	0.00	0.04	0.04	0.20	0.04	0.04	0	0.27	0.08	0.16	0.04	0.16
for units wi \$ 1,000 lines)     lotal # of troduce reports     0     0     0     1     0     1     0    <	Ψ		Total # of working lines	794	787	787	782	779	781	776	775	773	764	763	758
Image: body service Reports     0.00%     0.00%     13.00%     0.00%     13.00%     0.00%     13.00%     0.00%     13.00%     0.00%     13.00%     0.00%     13.00%     0.00%     13.00%     0.00%     13.00%     0.00%     13.00%     0.00%     13.00%     0.00%     13.00%     0.00%     13.00%     0.00%     13.00%     0.00%     13.00%     0.00%     13.00%     0.00%     10.00%     26.00%     1     2     5     2     1     8     7     4     6     2     6       Out of Service Report     Min. standard = 90% within 24 hrs (2.2.2 excluses     Min detation of all outages (hh:mm)     0.00     4.50     7.50     2.50     3.25     6.00     39.25     37.25     15.00     14.25     7.00     21.65       Sunday.fed holiday.catastrophone events is not min holicate f catastrophone events is not main for epair tickets restored i < 24 Hours     0     No			Total # of trouble reports	0	0	1	0	1	0	6	0	2	2	1	2
Adjusted Out of Service Report Min. standard = 90% within 24 hrs (2.2.2 excludes Sunday, fed holiday, catastrophic events & customer requested appl.)   Total # of repair tickets restored ≤ 24 Hours   0.0%   100.0%   200.0% </td <td>% of trouble reports</td> <td>0.00%</td> <td>0.00%</td> <td>13.00%</td> <td>0.00%</td> <td>13.00%</td> <td>0.00%</td> <td>77.00%</td> <td>0.00%</td> <td>26.00%</td> <td>26.00%</td> <td>13.00%</td> <td>26.00%</td>			% of trouble reports	0.00%	0.00%	13.00%	0.00%	13.00%	0.00%	77.00%	0.00%	26.00%	26.00%	13.00%	26.00%
Out of Service Report Min. standard = 90% within 24 hrs (2.2.2 excludes Sunday, fed holiday, catastrophic events & customer requested appt.)     Not in the duration of all outages (h:mm)     0.00     4.00     20.00%     200.0% <td colspan="2">·</td> <td>Total # of outage report tickets</td> <td>0</td> <td>1</td> <td>2</td> <td>5</td> <td>2</td> <td>1</td> <td>8</td> <td>7</td> <td>4</td> <td>6</td> <td>2</td> <td>6</td>	·		Total # of outage report tickets	0	1	2	5	2	1	8	7	4	6	2	6
Min. standard = 90% within 24 hrs (2.2.2 excludes   % of repair tockets restored S 24 Hours   0.0%   100.0%   200.			Total # of repair tickets restored in < 24hrs	0	1	2	5	2	1	8	4	4	6	2	6
Sunday,ted holiday,catastrophic events & customer   Sum of the duration of all outages (hh:mm)   0.00   4.50   7.50   2.50   3.25   6.00   39.25   37.25   15.00   14.25   7.00   21.65     Avg. outage duration (hh:mm)   0.00   4.50   7.50   0.05   3.25   6.00   10.88   5.32   7.50   4.26   7.00   6.20     Indicate if catastrophone event is in a month   No			% of repair tickets restored ≤ 24 Hours	0.0%	100.0%	200.0%	200.0%	200.0%	200.0%	200.0%	200.0%	200.0%	200.0%	200.0%	200.0%
requested appl.)   Avg. outage duration (hh:mm)   0.00   4.50   7.50   0.05   3.25   6.00   10.88   5.32   7.50   4.26   7.00   6.20     Indicate if catastrophone event is in a month   No   No <t< td=""><td></td><td>•</td><td>Sum of the duration of all outages (hh:mm)</td><td>0.00</td><td>4.50</td><td>7.50</td><td>2.50</td><td>3.25</td><td>6.00</td><td>39.25</td><td>37.25</td><td>15.00</td><td>14.25</td><td>7.00</td><td>21.65</td></t<>		•	Sum of the duration of all outages (hh:mm)	0.00	4.50	7.50	2.50	3.25	6.00	39.25	37.25	15.00	14.25	7.00	21.65
Indicate if catastrophone event is in a month     No     No <td></td> <td></td> <td>Avg. outage duration (hh:mm)</td> <td>0.00</td> <td>4.50</td> <td>7.50</td> <td>0.05</td> <td>3.25</td> <td>6.00</td> <td>10.88</td> <td>5.32</td> <td>7.50</td> <td>4.26</td> <td>7.00</td> <td>6.20</td>			Avg. outage duration (hh:mm)	0.00	4.50	7.50	0.05	3.25	6.00	10.88	5.32	7.50	4.26	7.00	6.20
Unadjusted Out of Service Report     Total # of repair tickets restored is 24Hours     0     1     2     5     2     1     2     11     4     7     2     6       Out of Service Report     Mod frepair tickets restored ≤ 24 Hours     0%     100%     200% </td <td></td> <td></td> <td>Indicate if catastrophonc event is in a month</td> <td>No</td>			Indicate if catastrophonc event is in a month	No	No	No	No	No	No	No	No	No	No	No	No
Out of Service Report   % of repair tickets restored ≤ 24 Hours   0%   100%   200%			Total # of outage report tickets	0	1	2	5	2	1	2	11	4	7	2	6
Sum of the duration of all outages (hh:mm)   0   5   8   3   3   6   13   48   15   15   7   22     Avg. outage duration (hh:mm)   0.00   4.50   7.50   0.50   3.25   6.00   6.50   4.34   7.50   3.88   7.00   6.20     Refunds   Number of customers who received refunds   0 <td>Unadjusted</td> <td></td> <td>Total # of repair tickets restored in &lt; 24hrs</td> <td>0</td> <td>1</td> <td>2</td> <td>5</td> <td>2</td> <td>1</td> <td>2</td> <td>11</td> <td>4</td> <td>7</td> <td>2</td> <td>6</td>	Unadjusted		Total # of repair tickets restored in < 24hrs	0	1	2	5	2	1	2	11	4	7	2	6
Avg. outage duration (hh:mm)     0.00     4.50     7.50     0.50     3.25     6.00     6.50     4.34     7.50     3.88     7.00     6.20       Refunds     Number of customers who received refunds     0	Out of Service Rep	ort	% of repair tickets restored $\leq$ 24 Hours	0%	100%	200%	100%	200%	200%	200%	200%	200%	200%	200%	200%
Refunds     Number of customers who received refunds     0<			Sum of the duration of all outages (hh:mm)	0	5	8	3	3	6	13	48	15	15	7	22
Monthly amount of refunds     0.00			Avg. outage duration (hh:mm)	0.00	4.50	7.50	0.50	3.25	6.00	6.50	4.34	7.50	3.88	7.00	6.20
Answer Time (Trouble Reports, Billing & Non-Billing)   Image: Answer Time (Trouble Reports, Billing & Non-Billing)   <	Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
Min. standard = 80% of calls < 60 seconds to reach			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
live agent (w/a menu option to reach live agent). Total # of call seconds to reach live agent ag	Answer Time (Troub	le Reports, Billing & Non-Billing)													
	Min. standard = 80% of calls $\leq$ 60 seconds to reach		Total # of calls for TR, Billing & Non-Billing												
N/A Under 5,000 lines.   %   60 seconds   Image: Constraint of the second secon	live agent (w/a menu option to reach live agent). Total # of call secon		Total # of call seconds to reach live agent												
	N/A Under 5,000 lines.		%<_60 seconds												

Primary Utility Contact Information

Name: Yvonne Wooster or Josh Bauer

Phone: 209 785-2211

Email: <a href="mailto:ysmythe@caltel.com">ysmythe@caltel.com</a>

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,

June 2019 - Process Supersedure for 6-7716 (13676-01 to 18188-01) back date per new customer -customer deceased.

August 2019 - Process Supersedure from 18058-01 to 18224-01 - customer needed it to be back dated - Install/Commitment was met.