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

				Genera	al Order						-				
Company Name:		Calaveras Telephone Company					U#:	U1004-C			Report Year:	:	2019		
Reporting Unit Type:		Total Company Exchange Wire Cer	Wire Center				Reportin	g Unit Nar	ne:	Copperopolis	5				
Measurement (Compile m		onthly, file guarterly)		Date filed (04/09/2019) 1st Quarter			Date filed (07/05/2019) 2nd Quarter			Date filed (10/8/2019) 3rd Quarter			Date filed (01/06/2020)		
			Jan	Feb	Mar	∠ Apr	May	Jun	Jul	Aug	Sep	Oct	4th Quarter Nov	Dec	
		Total # of business days	22	20	21	7.01	inay	Jun		, tug	000				
Installation Interva		Total # of service orders	43	6	25										
Min. standard = 5 bus. days		Avg. # of business days	0.79	0.8	2.19										
Installation Commitment (3.2)		Total # of installation commitments	46	10	31										
		Total # of installation commitment met	46	10	31									L	
Min. standard = 95	% commitment met	Total # of installation commitment missed	0	0	0									<u> </u>	
		% of commitment met	100%	100%	100%									<u> </u>	
Customers		Acct # for voice or bundle, res+bus	2544	2538	2538									<u> </u>	
Customer Trouble	e Report													 	
l	6% (6 per 100 working lines for units w/ \geq 3,000 lines)	Total # of working lines													
Min. Standard		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	2544	2538	2538										
		Total # of trouble reports	0	1	1										
		% of trouble reports	0.00	0.04	0.04										
		Total # of working lines													
	10% (10 per 100 working lines	Total # of trouble reports													
	for units w/ \leq 1,000 lines)	% of trouble reports													
		Total # of outage report tickets	0	1	1										
		Total # of repair tickets restored in \leq 24hrs	0	1	1										
Adjusted Out of Service Report Min. standard = 90% within 24 hrs		% of repair tickets restored ≤ 24 Hours	0.0%	100.0%	100.0%										
		Sum of the duration of all outages (hh:mm)	0.00	4.50	4.75										
		Avg. outage duration (hh:mm)	0.00	4.50	4.75										
		Indicate if catastrpohic event is in a month	No	No	No										
		Total # of outage report tickets	0	1	1										
Unadjusted		Total # of repair tickets restored in < 24hrs	0	1	1									<u> </u>	
Out of Service Re	port	% of repair tickets restored \leq 24 Hours	0%	100%	100%									<u> </u>	
		Sum of the duration of all outages (hh:mm)	0.00	4.50	4.75										
		Avg. outage duration (hh:mm)	0.00	4.50	4.75										
Refunds		Number of customers who received refunds	0.00	0	0										
		Monthly amount of refunds	0	0	0										
Answer Time (Trou	ble Reports, Billing & Non-Billing)		, , , , , , , , , , , , , , , , , , ,		Ŭ										
		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						- 1					1	i	
e agont (ma mor		%< 60 seconds						- 1						i	
1		<u></u>													
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Total Company Schange Wire Center

Reporting Unit Name:

Jenny Lind

Measurement (Compile monthly, file quarterly)			Date filed (04/09/2019)			Date filed (07/05/2019)			Date filed (10/8/2019)			Date filed (01/06/2020) 4th Quarter Oct Nov		
		1st Quarter Jan Feb Mar		2nd Quarter Apr May Jun			3rd Quarter Jul Aug Sep							
		Total # of business days	22	20	21	Apr 0	0	0	0	Aug 0	0 0	000	0	0
Installation Interval Min. standard = 5 bus. days		Total # of service orders	3	2	2	Ū	v	v		Ť	Ť	, v	•	
		Avg. # of business days	2.09	1.51	0.68					1	1			
		Total # of installation commitments	3	3	2									
Installation Commit	tment	Total # of installation commitment met	3	3	2									
Min. standard = 95% 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	794	787	787						1			
Customer Trouble	Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports									1			
ē	units w/ ≥ 3,000 lines)	% of trouble reports												
Idai		Total # of working lines												
tan	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
Min. Standard		% of trouble reports									1			
Ξ		Total # of working lines	794	787	787									
	10% (10 per 100 working lines for units w/ \leq 1,000 lines)	Total # of trouble reports	0	0	1									
		% of trouble reports	0.00	0.00	0.13									
Adjusted		Total # of outage report tickets	0	0	1									
		Total # of repair tickets restored in ≤ 24hrs	0	0	1									
Out of Service Rep		% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	100.0%									
Sunday, led honday, catastrophic events & customer Avg. outage duration (hh:mm) requested appt.) Indicate if catastrophic event is in Unadjusted Total # of outage report tickets Out of Service Report % of repair tickets restored ≤ 24 Sum of the duration of all outage Avg. outage duration (hh:mm)		Sum of the duration of all outages (hh:mm)	0.00	0.00	2.75									
		Avg. outage duration (hh:mm)	0.00	0.00	2.75									
		Indicate if catastrpohic event is in a month	No	No	No									
		Total # of outage report tickets	0	0	1									
		Total # of repair tickets restored in \leq 24hrs	0	0	1									
		% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	100.0%									
		Sum of the duration of all outages (hh:mm)	0.00	0.00	2.75									
		Avg. outage duration (hh:mm)	0.00	0.00	2.75									
		Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	0	0	0									
	le 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).		Total # of call seconds to reach live agent												
		% <u><</u> 60 seconds												

Installation Interval 3.1 Min. standard = 5 bus. daysTotal # of business days222021Image: Constraint of the standard of the s	
Min. standard = 5 bus. days Total # of service orders 46 8 27 Control Control <thcontrol< th=""> <thcontrol< th=""> Con</thcontrol<></thcontrol<>	
Avg. # of business days 2.88 2.31 2.87 Image: Constant and and a state and	
Installation Commitment 3.2 Total # of installation commitment met 49 13 33 Image: Commitment and a commitment met Commitment and a commitment and a commitment met Commitment and a commitment and commitment and a commitment and a commitment and a co	
Min. standard = 95% commitment met Total # of installation commitment missed 0 0 0 0 % of commitment met 200.0% 200.0% 200.0% 200.0% 200.0%	
% of commitment met 200.0% 200.0% 200.0%	
Customers Acct # for voice or bundle, res+bus 3338 3325 3325	
Customer Trouble Report de la	
6% (6 per 100 working lines for Total # of working lines 0 0 0 0	
units w/ \geq 3,000 lines)	
Non- Non- <th< td=""><td></td></th<>	
8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) Total # of trouble reports 0 1 1	
e difference 2,000 million 2,0	
10% (10 per 100 working lines for units w/ \leq 1,000 lines)Total # of working lines trouble reports754767Total # of trouble reports001	
% of trouble reports 0.00% 0.00% 13.00% Image: Control of the second sec	
Total # of outage report tickets 0 1 2	
Adjusted Total # of repair tickets restored in ≤ 24hrs 0 1 2 Image: Control = 1 Control = 1 </td <td></td>	
Out of Service Report % of repair tickets restored ≤ 24 Hours 0.0% 100.0% 200.0%	
Min. standard = 90% within 24 hrs (2.2.2 excludes Sunday,fed holiday,catastrophic events & customer Not repain tokers resolved 2.24 hours 0.0% 100.0% 200.0% Sunday,fed holiday,catastrophic events & customer Sum of the duration of all outages (hh:mm) 0.00 4.50 7.50	
requested appt.) Avg. outage duration (hh:mm) 0.00 4.50 7.50	
Indicate if catastrophone event is in a month No No No O	
Total # of outage report tickets 0 1 2	
Unadjusted Total # of repair tickets restored in < 24hrs 0 1 2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	
Out of Service Report % of repair tickets restored ≤ 24 Hours 0% 100% 200% <th< th=""></th<>	
Sum of the duration of all outages (hh:mm) 0 5 8	
Avg. outage duration (hh:mm) 0.00 4.50 7.50	
Refunds Number of customers who received refunds 0<	
Monthly amount of refunds 0.00 0.00 0.00 0.00	
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). 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

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Email: ysmythe@caltel.com

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,