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

Company Name: Reporting Unit Type: Measurement (Compile me		Oslavana Talankana O		Genera	al Order	NO. 13		114004 0		Demost Veers					
		Calaveras Telephone Company					U#:	U1004-C			Report Year:		2020	•	
		Total Company Exchange Wire Cente	r	Reporting Unit Name: Copperopolis											
		onthly, file quarterly)	-	Date filed (05/11/2020) 1st Quarter		Date filed (07/05/2020) 2nd Quarter				Date filed (10/7/2020)					
	· ·			1st Quarter Feb	Mar	Apr 2	May	er Jun	Jul	3rd Quarter Aug	Sep	Oct	4th Quarter Nov	Dec	
		Total # of business days	Jan 22	19	22		Way	oun	Uui	Aug	000				
Installation Interval (3.1) Min. standard = 5 bus. days		Total # of service orders	24	17	31								+		
		Avg. # of business days	1.34	1.53	2.23								+		
Installation Commitment (3.2)		Total # of installation commitments	30	20	36								+		
		Total # of installation commitment met	30	20	36										
Min. standard = 95%		Total # of installation commitment missed	0	0	0										
		% of commitment met	100%	100%	100%								1		
Customers		Acct # for voice or bundle, res+bus	2536	2531	2546								1		
Customer Trouble	Report														
		Total # of working lines													
	6% (6 per 100 working lines for units w/ \geq 3,000 lines)	Total # of trouble reports													
Min. Standard		% of trouble reports											1		
		Total # of working lines	2536	2531	2546	0	0	0	0	0	0	0	0	0	
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports	2	0	0	Ŭ	Ű			•	0				
		% of trouble reports	0.08	0.00	0.00								++		
	10% (10 per 100 working lines for units w/ \leq 1,000 lines)	Total # of working lines											+ +		
		Total # of trouble reports													
		% of trouble reports													
		Total # of outage report tickets	2	0	0										
		Total # of repair tickets restored in < 24hrs	2	0	0										
Adjusted		% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%										
Out of Service Rep		Sum of the duration of all outages (hh:mm)	3.30	0.00	0.00								+		
Min. standard = 90%	% within 24 hrs	Avg. outage duration (hh:mm)	1.65	0.00	0.00								++		
		Indicate if catastrpohic event is in a month	No	No	No								+		
		Total # of outage report tickets	2	1	1								1 1		
Unadjusted		Total # of repair tickets restored in \leq 24hrs	2	1	1			-						<u> </u>	
Out of Service Rep	port	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									<u> </u>	
		Sum of the duration of all outages (hh:mm)	3.30	17.40	3.25										
		Avg. outage duration (hh:mm)	1.65	17.40	3.25										
Refunds		Number of customers who received refunds	0	0	0								+!	<u> </u>	
		Monthly amount of refunds	0	0	0								+		
Answer Time (Trout	ble Reports Billing & Non-Billing)		0	0	0								+	<u> </u>	
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach		Total # of calls for TR, Billing & Non-Billing											+		
	—	Total # of call seconds to reach live agent			1			<u> </u>					+		
live agent (w/a menu option to reach live agent).		%< 60 seconds											+	<u> </u>	
													+!	<u> </u>	
														L	

Reporting Unit Name:

Jenny Lind

Measurement (Compile monthly, file quarterly)			Date filed (05/11/2020) 1st Quarter			Date filed (07/05/2020) 2nd Quarter			Date filed (10/7/2020) 3rd Quarter			Date filed (01/04/2021) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Total # of business days			22	19	22	L. L.								
Installation Interval		Total # of service orders	5	3	8									
Min. standard = 5 bus. days		Avg. # of business days	2.04	1.78	1.9									
		Total # of installation commitments	8	4	8									
Installation Commitment (3.2)		Total # of installation commitment met	8	4	8							_		
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	754	749	742									
Customer Trouble I	Report													
	co/ (C per 100 working line - for	Total # of working lines												
	6% (6 per 100 working lines for units w/ \geq 3,000 lines)	Total # of trouble reports												
ē	units w/ \geq 3,000 lines)	% of trouble reports												
dai		Total # of working lines												
tan	8% (8 per 100 working lines for	Total # of trouble reports												├─── ┦
Min. Standard	units w/ 1,001 - 2,999 lines)	% of trouble reports									1			
W	10% (10 per 100 working lines for units $w/ \le 1,000$ lines)	Total # of working lines	754	749	742	0	0	0	0	0	0	0	0	0
		Total # of trouble reports	1	2	1	0	0	0	0	0	0	0	0	0
		% of trouble reports	0.13	0.27	0.13									├─── ┦
		Total # of outage report tickets	1	2	1									├─── ┦
Adjusted		Total # of repair tickets restored in \leq 24hrs	1	2	1						1		1	
Out of Service Repo		% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%						1		1	
	within 24 hrs (2.2.2 excludes	Sum of the duration of all outages (hh:mm)	2.15	4.30	1.50						1			
	catastrophic events & clustomer	Avg. outage duration (hh:mm)	2.15	2.15	1.50						1			
requested appt.)		Indicate if catastrpohic event is in a month	No	No	No									
		Total # of outage report tickets	1	5	1									
Unadjusted		Total # of repair tickets restored in < 24hrs	1	5	1									
Out of Service Repo	ort	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%									├ ───┤
•		Sum of the duration of all outages (hh:mm)	2.15	31.95	1.50									
		Avg. outage duration (hh:mm)	2.15	6.39	1.50		1							
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					1							
		Total # of call seconds to reach live agent					1							
		% <u><</u> 60 seconds					1							

State-Wide Reporting														
Installation Interval 3.1		Total # of business days	22	19	22	0	0	0	0	0	0	0	0	0
Min. standard = 5 bus. days		Total # of service orders	29	20	39	0	0	0	0	0	0	0	0	0
iviiri. staridard = 5 bus. days		Avg. # of business days	3.38	3.31	4.13	0	0	0	0	0	0	0	0	0
		Total # of installation commitments	38	24	44	0	0	0	0	0	0	0	0	0
Installation Commitment 3.2		Total # of installation commitment met	38	24	44	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	3290	3280	3288	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
2	units w/ \ge 3,000 lines)	% 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	2536	2531	2546	0	0	0	0	0	0	0	0	0
Sta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	2	0	0	0	0	0	0	0	0	0	0	0
c'	units w/ 1,001 2,000 miles/	% of trouble reports	0.08	0.00	0.00	0.00	0.00	0.00	0	0.00	0.00	0.00	0.00	0.00
Ξ.	10% (10 per 100 working lines	Total # of working lines	754	749	742	0	0	0	0	0	0	0	0	0
	for units w/ \leq 1,000 lines)	Total # of trouble reports	1	2	1	0	0	0	0	0	0	0	0	0
		% of trouble reports	13.00%	27.00%	13.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
		Total # of outage report tickets	3	2	1	0	0	0	0	0	0	0	0	0
Adjusted		Total # of repair tickets restored in < 24hrs	3	2	1	0	0	0	0	0	0	0	0	0
Out of Service Repo		% of repair tickets restored ≤ 24 Hours	200.0%	200.0%	200.0%	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)	5.45	4.30	1.50	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
requested appt.)	lastrophic events & customer	Avg. outage duration (hh:mm)	3.80	2.15	1.50	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
roquootou uppt.)		Indicate if catastrophonc event is in a month	No											
		Total # of outage report tickets	3	б	2	0	0	0	0	0	0	0	0	0
Unadjusted		Total # of repair tickets restored in < 24hrs	3	6	2	0	0	0	0	0	0	0	0	0
Out of Service Repo	rt	% of repair tickets restored \leq 24 Hours	200%	200%	200%	0%	0%	0%	0%	0%	0%	0%	0%	0%
		Sum of the duration of all outages (hh:mm)	5	49	5	0	0	0	0	0	0	0	0	0
		Avg. outage duration (hh:mm)	3.80	23.79	4.75	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 amount of refunds		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 ≤ 60 seconds to reach Total		Total # of calls for TR, Billing & Non-Billing												
o (i i j j		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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