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

Company Name:	Calaveras Telephone Company	U#: <u>U1004-C</u>	Report Year: 2	020
Reporting Unit Type:	☐ Total Company ☐ Exchange ☐ Wire Center	Reporting Unit Name:	Copperopolis	

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	21	20	22						
Installation Interval Min. standard = 5 bus		Total # of service orders	24	17	31	50	33	22						
IVIIII. Stariuaru = 5 bus	s. uays	Avg. # of business days	1.34	1.53	2.23	2.42	2.49	2.4						
		Total # of installation commitments	30	20	36	59	45	41						
Installation Commit	ment (3.2)	Total # of installation commitment met	30	20	36	59	45	41						ĺ
Min. standard = 95%	commitment met	Total # of installation commitment missed	0	0	0	0	0	0						
		% of commitment met	100%	100%	100%	100%	100%	100%						
Customers		Acct # for voice or bundle, res+bus	2536	2531	2546	2576	2600	2618						
<b>Customer Trouble R</b>	Report													
	00/ (0 400 1: 1: 1	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
5	units w/ ≥ 3,000 lines)	% of trouble reports												
Min. Standard	00/ (0 400 1: 1: /	Total # of working lines	2536	2531	2546	2576	2600	2618	0	0	0	0	0	0
),tar	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports	2	0	0	4	70	5						
		% of trouble reports	8.00%	0.00%	0.00%	16.00%	269.00%	19.00%						
Ē	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
	ior units w/ \(\sigma\),000 inles)	% of trouble reports												
		Total # of outage report tickets	2	0	0	2	4	5						
		Total # of repair tickets restored in ≤ 24hrs	2	0	0	2	4	5						
Adjusted		% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						
Out of Service Repo		Sum of the duration of all outages (hh:mm)	3.30	0.00	0.00	6.15	26.00	8.00						
IVIIII. Standard = 90%	WICHIII 24 IIIS	Avg. outage duration (hh:mm)	1.65	0.00	0.00	3.08	6.50	1.60						
		Indicate if catastrpohic event is in a month	No	No	No	No	No	No						
		Total # of outage report tickets	2	1	1	4	9	5						
Unadjusted Out of Service Report		Total # of repair tickets restored in ≤ 24hrs	2	1	1	4	9	5						
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%						
		Sum of the duration of all outages (hh:mm)	3.30	17.40	3.25	49.75	40.00	8.00						
		Avg. outage duration (hh:mm)	1.65	17.40	3.25	12.44	4.44	1.60						
Refunds		Number of customers who received refunds	0	0	0	0	0	0						
		Monthly amount of refunds	0	0	0	0	0	0						
	e 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												
		%<_60 seconds												

eporting Unit Type:	☐ Total Company	Exchange	☐ Wire Center	Reporting Unit Name:	Jenny Lind	

Measurement (Compile monthly, file quarterly)			Date filed (05/11/2020	/	Date filed (07/05/2020) 2nd Quarter				Date filed (10/7/2020)		Date filed (01/04/2021)			
	Measurement (Compile in	monthly, me quarterly)		1st Quarter				3rd Quarter			4th Quarter			
		T	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interva	I (3.1)	Total # of business days	22	19	22	21	20	22						
Min. standard = 5 bus. days		Total # of service orders	5	3	8	4	3	5						
		Avg. # of business days	2.04	1.78	1.9	2.14	2.73	2.24						
		Total # of installation commitments	8	4	8	4	4	5						<u> </u>
nstallation Commi	` ,	Total # of installation commitment met	8	4	8	4	4	5						
Min. standard = 95%	commitment met	Total # of installation commitment missed	0	0	0	0	0	0						
		% of commitment met	100%	100%	100%	100%	100%	100%						
Customers		Acct # for voice or bundle, res+bus	754	749	742	740	740	741						
Customer Trouble	Report													
	00/ /0 400 1: 1: /	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
ē	units w/ ≥ 3,000 lines)	% of trouble reports												
g		Total # of working lines												
ţ	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
Min. Standard		% of trouble reports												
Ē	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	754	749	742	740	740	741	0	0	0	0	0	0
		Total # of trouble reports	1	2	1	1	36	0						
		% of trouble reports	13.00%	27.00%	13.00%	14.00%	486.00%	0.00%						
		Total # of outage report tickets	1	2	1	1	1	0						
djusted		Total # of repair tickets restored in ≤ 24hrs	1	2.	1	1	1	0						
ut of Service Rep		% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						
	within 24 hrs (2.2.2 excludes	Sum of the duration of all outages (hh:mm)	2.15	4.30	1.50	5.00	3.50	0.00						
	catastrophic events & customer	Avg. outage duration (hh:mm)	2.15	2.15	1.50	5.00	3.50	0.00						
equested appt.)		Indicate if catastrpohic event is in a month	No	No	No	No	No	No						
Unadjusted Out of Service Report		Total # of outage report tickets	1	5	1	1	2	0						
		Total # of repair tickets restored in ≤ 24hrs	1	5	1	1	2	0						
		% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						
		Sum of the duration of all outages (hh:mm)	2.15	31.95	1.50	5.00	6.00	0.00						
		Avg. outage duration (hh:mm)	2.15	6.39	1.50	5.00	3.00	0.00						
Refunds		Number of customers who received refunds	0	0	0	0	0	0						
		Monthly amount of refunds	0	0	0	0	0	0						
nswer Time (Troub	ole Reports, Billing & Non-Billing)													
,	6 of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
	u option to reach live agent).	Total # of call seconds to reach live agent												
		%< 60 seconds												
							t							
		I control of the cont					1						1	1

State	e-Wide Reporting	1										
Installation Interval 3	) 4	Total # of business days	22	19	22	21	20	22	0			l
Min. standard = 5 bus	***	Total # of service orders	29	20	39	54	36	27	0			1
Will. Startdard = 5 bds. days		Avg. # of business days	3.38	3.31	4.13	4.56	5.22	4.64	0			
		Total # of installation commitments	38	24	44	63	49	46	0			
Installation Commitr		Total # of installation commitment met	38	24	44	63	49	46	0			
Min. standard = 95%	commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0			
		% of commitment met	200.0%	200.0%	200.0%	200.0%	200.0%	200.0%	0.0%			1
Customers		Acct # for voice or bundle, res+bus	3290	3280	3288	3316	3340	3359	0			
<b>Customer Trouble R</b>	eport											
00//0 /00 // 100	Total # of working lines	0	0	0	0	0	0	0				
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports	0	0	0	0	0	0	0			
ը	units w/ ≥ 3,000 intes)	% of trouble reports	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			
Standard	8% (8 per 100 working lines for	Total # of working lines	2536	2531	2546	2576	2600	2618	0			1
)tal	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	2	0	0	4	70	5	0			
Min.	ums w/ 1,001 - 2,999 mes)	% of trouble reports	8.00%	0.00%	0.00%	16.00%	269.00%	19.00%	0.00%			
Ē	10% (10 per 100 working lines	Total # of working lines	754	749	742	740	740	741	0			
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	1	2	1	1	36	0	0			
	ior units w/ = 1,000 inles/	% of trouble reports	13.00%	27.00%	13.00%	14.00%	486.00%	0.00%	0.00%			
		Total # of outage report tickets	3	2	1	3	5	5	0			
Adjusted		Total # of repair tickets restored in ≤ 24hrs	3	2	1	3	5	5	0			
Out of Service Repo		% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	#DIV/0!			
	within 24 hrs (2.2.2 excludes atastrophic events & customer	Sum of the duration of all outages (hh:mm)	5.45	4.30	1.50	11.15	29.50	8.00	0.00			
requested appt.)	mastrophic events & customer	Avg. outage duration (hh:mm)	3.80	2.15	1.50	8.08	10.00	1.60	0.00			
requested appt.)		Indicate if catastrophonc event is in a month	No									
		Total # of outage report tickets	3	6	2	5	11	5	0			
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	3	6	2	5	11	5	0			
Out of Service Repo	rt	% of repair tickets restored ≤ 24 Hours	200%	200%	200%	200%	200%	200%	0%			
		Sum of the duration of all outages (hh:mm)	5	49	5	55	46	8	0			
		Avg. outage duration (hh:mm)	3.80	23.79	4.75	17.44	7.44	1.60	0.00			
Refunds		Number of customers who received refunds	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			
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 U	Jnder 5,000 lines.	%<_60 seconds										
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**Primary Utility Contact Information** 

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