

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

Company Name: Calaveras Telephone Company U#: U1004-C Report Year: 2017
 Reporting Unit Type: Total Company Exchange Wire Center Reporting Unit Name: Copperopolis

Measurement (Compile monthly, file quarterly)		Date filed (04/11/2017)			Date filed (07/10/2017)			Date filed (10/15/2017)			Date filed (01/15/18)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	21	20	23	20	21	22						
	Total # of service orders	29	20	25	24	24	24						
	Avg. # of business days	1.16	0.99	1.88	1.54	1.57	1.53						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	33	28	32	28	32	32						
	Total # of installation commitment met	33	28	32	28	32	32						
	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	2620	2623	2636	2636	2622	2612						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines											
		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	2,620	2,623	2,636	2,636	2,622	2,612	0	0	0	0	0
		Total # of trouble reports	5	1	5	2	1	2					
		% of trouble reports	0.19	0.04	0.19	0.08	0.04	0.08					
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	5	1	5	2	1	2						
	Total # of repair tickets restored in ≤ 24hrs	4	1	5	2	1	2						
	% of repair tickets restored ≤ 24 Hours	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%						
	Sum of the duration of all outages (hh:mm)	38.25	2.25	14.50	8.00	1.00	2.00						
	Avg. outage duration (hh:mm)	7.65	2.25	2.90	4.00	1.00	1.00						
	Indicate if catastrophoc event is in a month	No	No	No	No	No	No						
Unadjusted Out of Service Report	Total # of outage report tickets	5	1	7	2	5	2						
	Total # of repair tickets restored in ≤ 24hrs	4	1	7	2	5	2						
	% of repair tickets restored ≤ 24 Hours	80%	100%	100%	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)	38.25	2.25	19.50	8.00	6.50	2.00						
	Avg. outage duration (hh:mm)	7.65	2.25	2.78	4.00	1.30	1.00						
Refunds	Number of customers who received refunds	0	0	0	0	0	0						
	Monthly amount of refunds	0	0	0	0	0	0						
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/a menu option to reach live agent).	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

Reporting Unit Type:

Total Company Exchange Wire Center

Reporting Unit Name:

Jenny Lind

Measurement (Compile monthly, file quarterly)		Date filed (04/16/2017)			Date filed (07/15/2017)			Date filed (10/15/2017)			Date filed (01/15/18)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Interval Min. standard = 5 bus. days	Total # of business days	21	20	23	20	21	22	0	0	0	0	0	0	
	Total # of service orders	3	8	3	5	4	5							
	Avg. # of business days	1.16	1.12	1.21	1.22	1.04	1.44							
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	3	9	3	5	4	6							
	Total # of installation commitment met	3	9	3	5	4	6							
	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	875	876	868	865	856	852							
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines												
		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												
		Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	875	876	868	865	856	852	0	0	0	0	0	0
		Total # of trouble reports	0	0	0	1	0	0						
		% of trouble reports	0.00	0.00	0.00	0.12	0.00	0.00						
Adjusted Out of Service Report Min. standard = 90% within 24 hrs (2.2.2 excludes Sunday, fed holiday, catastrophic events & customer requested appt.)	Total # of outage report tickets	0	0	0	1	0	0							
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	1	0	0							
	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%							
	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	7.00	0.00	0.00							
	Avg. outage duration (hh:mm)	0.00	0.00	0.00	7.00	0.00	0.00							
	Indicate if catastrophic event is in a month	No	No	No	No	No	No							
Unadjusted Out of Service Report	Total # of outage report tickets	0	0	0	1.00	0	0							
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	1	0								
	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%							
	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	7.00	0.00	0.00							
	Avg. outage duration (hh:mm)	0.00	0.00	0.00	7.00	0.00	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							
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/a menu option to reach live agent).	Total # of calls for TR, Billing & Non-Billing													
	Total # of call seconds to reach live agent													
	% ≤ 60 seconds													

State-Wide Reporting														
Installation Interval 3.1 Min. standard = 5 bus. days		Total # of business days	21	20	23	20	21	22	0	0	0	0	0	0
		Total # of service orders	32	28	28	29	28	29	0	0	0	0	0	0
		Avg. # of business days	2.32	2.11	3.09	2.76	2.61	2.97	0	0	0	0	0	0
Installation Commitment 3.2 Min. standard = 95% commitment met		Total # of installation commitments	36	37	35	33	36	38	0	0	0	0	0	0
		Total # of installation commitment met	36	37	35	33	36	38	0	0	0	0	0	0
		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%	200.0%	200.0%	200.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Customers		Acct # for voice or bundle, res+bus	3495	3499	3504	3501	3478	3464	0	0	0	0	0	0
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	0	0	0	0	0	0	0	0	0	0	0	0
		Total # of trouble reports	0	0	0	0	0	0	0	0	0	0	0	0
		% 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%
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	2,620	2,623	2,636	2,636	2,622	2,612	0	0	0	0	0	0
		Total # of trouble reports	5	1	5	2	1	2	0	0	0	0	0	0
		% of trouble reports	0.19	0.04	0.19	0.08	0.04	0.08	0	0.00	0.00	0.00	0.00	0.00
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	875	876	868	865	856	852	0	0	0	0	0	0
		Total # of trouble reports	0	0	0	1	0	0	0	0	0	0	0	0
		% of trouble reports	0.00%	0.00%	0.00%	12.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs (2.2.2 excludes Sunday, fed holiday, catastrophic events & customer requested appt.)		Total # of outage report tickets	5	1	5	3	1	2	0	0	0	0	0	0
		Total # of repair tickets restored in ≤ 24hrs	4	1	5	3	1	2	0	0	0	0	0	0
		% of repair tickets restored ≤ 24 Hours	80.0%	100.0%	100.0%	200.0%	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		Sum of the duration of all outages (hh:mm)	38.25	2.25	14.50	15.00	1.00	2.00	0.00	0.00	0.00	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	7.65	2.25	2.90	11.00	1.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00
		Indicate if catastrophic event is in a month	No	No	No	No								
Unadjusted Out of Service Report		Total # of outage report tickets	5	1	7	3	5	2	0	0	0	0	0	0
		Total # of repair tickets restored in ≤ 24hrs	4	1	7	3	5	2	0	0	0	0	0	0
		% of repair tickets restored ≤ 24 Hours	80%	100%	100%	200%	100%	100%	0%	0%	0%	0%	0%	0%
		Sum of the duration of all outages (hh:mm)	38	2	20	15	7	2	0	0	0	0	0	0
		Avg. outage duration (hh:mm)	7.65	2.25	2.78	11.00	1.30	1.00	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	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 live agent (w/a menu option to reach live agent). N/A Under 5,000 lines.		Total # of calls for TR, Billing & Non-Billing												
		Total # of call seconds to reach live agent												
		% ≤ 60 seconds												

Primary Utility Contact Information

Name: Yvonne Wooster or Dan Richardson

Phone: 209 785-2211

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,