

**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 (10/3/2017)			Date filed (01/06/18)			
		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	20	23	20	21	21	20	
	Total # of service orders	29	20	25	24	24	24	31	21	18	22	29	25	
	Avg. # of business days	1.16	0.99	1.88	1.54	1.57	1.53	1.59	1.56	1.12	1.69	1.29	1.68	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	33	28	32	28	32	32	40	27	26	28	36	31	
	Total # of installation commitment met	33	28	32	28	32	32	40	27	26	28	36	31	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Customers	Acct # for voice or bundle, res+bus	2620	2623	2636	2636	2622	2612	2613	2609	2606	2598	2597	2600	
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	2,613	2,609	2,606	2,598	2,597	2,600
		Total # of trouble reports	5	1	5	2	1	2	1	6	4	1	4	5
		% of trouble reports	0.19	0.04	0.19	0.08	0.04	0.08	0.04	0.23	0.15	0.04	0.15	0.19
	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	1	6	4	1	4	5	
	Total # of repair tickets restored in ≤ 24hrs	4	1	5	2	1	2	1	6	4	1	4	5	
	% of repair tickets restored 24 Hours	80.0%	100.0%	100.0%	100.0%	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)	38.25	2.25	14.50	8.00	1.00	2.00	4.00	33.75	4.50	2.00	22.50	12.75	
	Avg. outage duration (hh:mm)	7.65	2.25	2.90	4.00	1.00	1.00	4.00	6.63	1.13	2.00	5.63	2.55	
	Indicate if catastrophic event is in a month	No	No	No	No	No	No	No	No	No	No	No	No	
Unadjusted Out of Service Report	Total # of outage report tickets	5	1	7	2	5	2	1	6	5	1	4	6	
	Total # of repair tickets restored in ≤ 24hrs	4	1	7	2	5	2	1	6	5	1	4	6	
	% of repair tickets restored 24 Hours	80%	100%	100%	100%	100%	100%	100%	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	4.00	33.75	7.00	2.00	22.50	20.75	
	Avg. outage duration (hh:mm)	7.65	2.25	2.78	4.00	1.30	1.00	4.00	5.63	1.40	2.00	5.63	3.46	
Refunds	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 (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 (04/11/2017)			Date filed (07/10/2017)			Date filed (10/3/2017)			Date filed (01/06/18)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan 21	Feb 20	Mar 23	Apr 20	May 21	Jun 22	Jul 20	Aug 23	Sep 20	Oct 21	Nov 21	Dec 20	
Installation Interval Min. standard = 5 bus. days	Total # of business days													
	Total # of service orders	3	8	3	5	4	5	5	5	4	5	4	2	
	Avg. # of business days	1.16	1.12	1.21	1.22	1.04	1.44	1.67	1.3	1.3	0.8	0.88	0.97	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	3	9	3	5	4	6	6	5	5	5	5	3	
	Total # of installation commitment met	3	9	3	5	4	6	6	5	5	5	5	3	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
Customers	Acct # for voice or bundle, res+bus	875	876	868	865	856	852	850	844	838	832	832	831	
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	850	844	838	832	832	831
		Total # of trouble reports	0	0	0	1	0	0	2	3	5	0	1	0
		% of trouble reports	0.00	0.00	0.00	0.12	0.00	0.00	0.24	0.36	0.60	0.00	0.12	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	2	3	5	0	1	0	
	Total # of repair tickets restored in < 24hrs	0	0	0	1	0	0	2	3	5	0	1	0	
	% of repair tickets restored 24 Hours	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%	100.0%	100.0%	0.0%	100.0%	0.0%	
	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	7.00	0.00	0.00	2.00	6.50	16.25	0.00	3.00	0.00	
	Avg. outage duration (hh:mm)	0.00	0.00	0.00	7.00	0.00	0.00	2.00	2.16	3.25	0.00	3.00	0.00	
	Indicate if catastrophic event is in a month	No	No	No	No	No	No	No	No	No	No	No	No	
Unadjusted Out of Service Report	Total # of outage report tickets	0	0	0	1	0	0	2	3	5	0.00	3.00	0.00	
	Total # of repair tickets restored in < 24hrs	0	0	0	1	0	0	2	3	5	0	3	0	
	% of repair tickets restored 24 Hours	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%	100.0%	100.0%	0.0%	100.0%	0.0%	
	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	7.00	0.00	0.00	4.00	6.50	16.25	0.00	6.00	0.00	
	Avg. outage duration (hh:mm)	0.00	0.00	0.00	7.00	0.00	0.00	2.00	2.16	3.25	0.00	2.00	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	0	0	0	0	0	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	20	23	20	21	21	20
		Total # of service orders	32	28	28	29	28	29	36	26	22	27	33	27
		Avg. # of business days	2.32	2.11	3.09	2.76	2.61	2.97	3.26	2.86	2.42	2.49	2.17	2.65
Installation Commitment 3.2 Min. standard = 95% commitment met		Total # of installation commitments	36	37	35	33	36	38	46	32	31	33	41	34
		Total # of installation commitment met	36	37	35	33	36	38	46	32	31	33	41	34
		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%	200.0%	200.0%	200.0%	200.0%	200.0%	200.0%
Customers		Acct # for voice or bundle, res+bus	3495	3499	3504	3501	3478	3464	3,463	3453	3444	3430	3429	3431
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	2,613	2,609	2,606	2,598	2,597	2,600
		Total # of trouble reports	5	1	5	2	1	2	1	6	4	1	4	5
		% of trouble reports	0.19	0.04	0.19	0.08	0.04	0.08	0	0.23	0.15	0.04	0.15	0.19
	10% (10 per 100 working lines for units w/ 1,000 lines)	Total # of working lines	875	876	868	865	856	852	850	844	838	832	832	831
		Total # of trouble reports	0	0	0	1	0	0	2	3	5	0	1	0
		% of trouble reports	0.00%	0.00%	0.00%	12.00%	0.00%	0.00%	24.00%	36.00%	60.00%	0.00%	12.00%	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	3	9	9	1	5	5
		Total # of repair tickets restored in ≤ 24hrs	4	1	5	3	1	2	3	9	9	1	5	5
		% of repair tickets restored 24 Hours	80.0%	100.0%	100.0%	200.0%	100.0%	100.0%	200.0%	200.0%	200.0%	100.0%	200.0%	100.0%
		Sum of the duration of all outages (hh:mm)	38.25	2.25	14.50	15.00	1.00	2.00	6.00	40.25	20.75	2.00	25.50	12.75
		Avg. outage duration (hh:mm)	7.65	2.25	2.90	11.00	1.00	1.00	6.00	8.79	4.38	2.00	8.63	2.55
		Indicate if catastrophic event is in a month	No	No	No	No	No	No	No	No	No			
Unadjusted Out of Service Report		Total # of outage report tickets	5	1	7	3	5	2	3	9	10	1	7	6
		Total # of repair tickets restored in ≤ 24hrs	4	1	7	3	5	2	3	9	10	1	7	6
		% of repair tickets restored 24 Hours	80%	100%	100%	200%	100%	100%	200%	200%	200%	100%	200%	100%
		Sum of the duration of all outages (hh:mm)	38	2	20	15	7	2	8	40	23	2	29	21
		Avg. outage duration (hh:mm)	7.65	2.25	2.78	11.00	1.30	1.00	6.00	7.79	4.65	2.00	7.63	3.46
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

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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,