

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

Company Name: Calaveras Telephone Company

U#: 1004-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 (07/15/2017)			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
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	21	20	23									
	Total # of service orders	29	20	25									
	Avg. # of business days	1.16	0.99	1.88									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	33	28	32									
	Total # of installation commitment met	33	28	32									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	2620	2623	2636									
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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	0	0	0	0	0	0	0	0
		Total # of trouble reports	5	1	5								
		% of trouble reports	0.19	0.04	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											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	5	1	5									
	Total # of repair tickets restored in ≤ 24hrs	4	1	5									
	% of repair tickets restored ≤ 24 Hours	80.0%	100.0%	100.0%									
	Sum of the duration of all outages (hh:mm)	38.25	2.25	14.50									
	Avg. outage duration (hh:mm)	7.65	2.25	2.90									
	Indicate if catastrophoc event is in a month	No	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	5	1	7									
	Total # of repair tickets restored in ≤ 24hrs	4	1	7									
	% of repair tickets restored ≤ 24 Hours	80%	100%	100%									
	Sum of the duration of all outages (hh:mm)	38.25	2.25	19.50									
	Avg. outage duration (hh:mm)	7.65	2.25	2.78									
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	0	0	0									
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	21	20	23	0	0	0	0	0	0	0	0	
	Total # of service orders	3	8	3									
	Avg. # of business days	1.16	1.12	1.21									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	3	9	3									
	Total # of installation commitment met	3	9	3									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	875	876	868									
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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	0	0	0	0	0	0	0	0
		Total # of trouble reports	0	0	0								
		% of trouble reports	0.00	0.00	0.00								
<b>Adjusted Out of Service Report</b> 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									
	Total # of repair tickets restored in ≤ 24hrs	0	0	0									
	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%									
	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00									
	Avg. outage duration (hh:mm)	0.00	0.00	0.00									
	Indicate if catastrophic event is in a month	No	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	0	0	0									
	Total # of repair tickets restored in ≤ 24hrs	0	0	0									
	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%									
	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00									
	Avg. outage duration (hh:mm)	0.00	0.00	0.00									
<b>Refunds</b>	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	0	0	0									
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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													
<b>Installation Interval 3.1</b> Min. standard = 5 bus. days		Total # of business days	21	20	23	0	0	0	0	0	0	0	0
		Total # of service orders	32	28	28	0	0	0	0	0	0	0	0
		Avg. # of business days	2.32	2.11	3.09	0	0	0	0	0	0	0	0
<b>Installation Commitment 3.2</b> Min. standard = 95% commitment met		Total # of installation commitments	36	37	35	0	0	0	0	0	0	0	0
		Total # of installation commitment met	36	37	35	0	0	0	0	0	0	0	0
		Total # of installation commitment missed	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%
<b>Customers</b>		Acct # for voice or bundle, res+bus	3495	3499	3504	0	0	0	0	0	0	0	0
Customer Trouble Report													
<b>Min. Standard</b>	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
		Total # of trouble reports	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%
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	2,620	2,623	2,636	0	0	0	0	0	0	0	0
		Total # of trouble reports	5	1	5	0	0	0	0	0	0	0	0
		% of trouble reports	0.19	0.04	0.19	0.00	0.00	0.00	0	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	0	0	0	0	0	0	0	0
		Total # of trouble reports	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%
<b>Adjusted Out of Service Report</b> 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	0	0	0	0	0	0	0	0
		Total # of repair tickets restored in ≤ 24hrs	4	1	5	0	0	0	0	0	0	0	0
		% of repair tickets restored ≤ 24 Hours	80.0%	100.0%	100.0%	0.0%	0.0%	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	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	7.65	2.25	2.90	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Indicate if catastrophic event is in a month	No	No	No								
<b>Unadjusted Out of Service Report</b>		Total # of outage report tickets	5	1	7	0	0	0	0	0	0	0	0
		Total # of repair tickets restored in ≤ 24hrs	4	1	7	0	0	0	0	0	0	0	0
		% of repair tickets restored ≤ 24 Hours	80%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%
		Sum of the duration of all outages (hh:mm)	38	2	20	0	0	0	0	0	0	0	0
		Avg. outage duration (hh:mm)	7.65	2.25	2.78	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Refunds</b>		Number of customers who received refunds	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
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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**

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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,