

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

Company Name: Calaveras Telephone Company

U#: U1004-C

Report Year: 2018

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Copperopolis

Measurement (Compile monthly, file quarterly)		Date filed (04/09/2018)			Date filed (07/05/2018)			Date filed (10/08/2018)			Date filed (01/03/19)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Interval (3.1) Min. standard = 5 bus. days	Total # of business days	22	20	22	21	23	21	21	23	19	23	20	18	
	Total # of service orders	19	10	29	13	19	24	22	26	15	21	22	16	
	Avg. # of business days	1.29	1.37	1.66	1.24	1.75	1.81	2	1.6	1.82	1.78	1.96	1.39	
Installation Commitment (3.2) Min. standard = 95% commitment met	Total # of installation commitments	21	12	31	22	26	33	25	32	23	27	25	20	
	Total # of installation commitment met	22	11	31	22	26	33	25	32	23	27	25	20	
	Total # of installation commitment missed	1	1	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	95%	92%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Customers	Acct # for voice or bundle, res+bus	2600	2588	2580	2584	2569	2567	2563	2549	2553	2547	2549	2545	
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	2600	2588	2580	2584	2569	2567	2563	2549	2553	2547	2549	2545
		Total # of trouble reports	4	3	7	4	1	10	3	1	2	1	3	5
		% of trouble reports	0.15	0.12	0.27	0.15	0.04	0.39	0.12	0.04	0.08	0.04	0.12	0.20
	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	4	3	7	4	1	10	3	1	2	1	3	5	
	Total # of repair tickets restored in ≤ 24hrs	4	3	7	4	1	10	3	1	2	1	3	5	
	% of repair tickets restored ≤ 24 Hours	100.0%	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)	17.50	7.00	13.25	10.75	0.75	49.75	3.25	4.25	9.00	1.75	4.75	8.75	
	Avg. outage duration (hh:mm)	4.38	2.33	1.90	2.69	0.75	4.98	1.09	4.25	4.50	1.75	1.59	1.75	
	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	6	3	7	4	4	11	3	1	2	1	3	6	
	Total # of repair tickets restored in ≤ 24hrs	6	3	7	4	4	11	3	1	2	1	3	6	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Sum of the duration of all outages (hh:mm)	21.50	7.00	13.25	10.75	13.50	51.75	3.25	4.25	9.00	1.75	4.75	11.25	
	Avg. outage duration (hh:mm)	3.58	2.33	1.90	2.69	3.38	4.70	1.09	4.25	4.50	1.75	1.59	1.88	
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 (04/09/2018)			Date filed (07/05/2018)			Date filed (10/8/2018)			Date filed (01/03/19)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Interval (3.1) Min. standard = 5 bus. days	Total # of business days	22	20	22	21	23	21	21	23	19	23	20	18	
	Total # of service orders	6	6	3	6	5	3	5	5	5	3	5	3	
	Avg. # of business days	1.28	0.41	1.5	1.26	1.64	0.54	1.16	0.69	0.76	1.46	1.2	1.78	
Installation Commitment (3.2) Min. standard = 95% commitment met	Total # of installation commitments	6	8	3	6	5	3	7	6	5	3	6	4	
	Total # of installation commitment met	6	8	3	6	5	3	7	6	5	3	6	4	
	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	826	821	823	818	816	809	806	805	805	801	800	800	
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	826	821	823	818	816	809	806	805	805	801	800	800
		Total # of trouble reports	1	0	0	0	0	0	0	5	0	0	0	1
		% of trouble reports	0.12	0.00	0.00	0.00	0.00	0.00	0.00	0.62	0.00	0.00	0.00	0.13
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	1	0	0	0	0	0	0	5	0	0	0	1	
	Total # of repair tickets restored in ≤ 24hrs	1	0	0	0	0	0	0	5	0	0	0	1	
	% of repair tickets restored ≤ 24 Hours	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	100.0%	
	Sum of the duration of all outages (hh:mm)	8.00	0.00	0.00	0.00	0.00	0.00	0.00	15.50	0.00	0.00	0.00	3.00	
	Avg. outage duration (hh:mm)	8.00	0.00	0.00	0.00	0.00	0.00	0.00	3.10	0.00	0.00	0.00	3.00	
	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	1	0	0	0	0	0	0	5	0	0	1	1	
	Total # of repair tickets restored in ≤ 24hrs	1	0	0	0	0	0	0	5	0	0	1	1	
	% of repair tickets restored ≤ 24 Hours	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%	100.0%	
	Sum of the duration of all outages (hh:mm)	8.00	0.00	0.00	0.00	0.00	0.00	0.00	15.50	0.00	0.00	3.75	3.00	
	Avg. outage duration (hh:mm)	8.00	0.00	0.00	0.00	0.00	0.00	0.00	3.10	0.00	0.00	3.75	3.00	
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	22	20	22	21	23	21	21	23	19	23	20	18
		Total # of service orders	25	16	32	19	24	27	27	31	20	24	27	19
		Avg. # of business days	2.57	1.78	3.16	2.5	3.39	2.35	3.16	2.29	2.58	3.24	3.16	3.17
Installation Commitment 3.2 Min. standard = 95% commitment met		Total # of installation commitments	27	20	34	28	31	36	32	38	28	30	31	24
		Total # of installation commitment met	28	19	34	28	31	36	32	38	28	30	31	24
		Total # of installation commitment missed	1	1	0	0	0	0	0	0	0	0	0	0
		% of commitment met	195.0%	192.0%	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	3426	3409	3403	3402	3385	3376	3,369	3354	3358	3348	3349	3345
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	2600	2588	2580	2584	2569	2567	2563	2549	2553	2547	2549	2545
		Total # of trouble reports	4	3	7	4	1	10	3	1	2	1	3	5
		% of trouble reports	0.15	0.12	0.27	0.15	0.04	0.39	0	0.04	0.08	0.04	0.12	0.20
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	826	821	823	818	816	809	806	805	805	801	800	800
		Total # of trouble reports	1	0	0	0	0	0	0	5	0	0	0	1
		% of trouble reports	12.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	62.00%	0.00%	0.00%	0.00%	13.00%
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	3	7	4	1	10	3	6	2	1	3	6
		Total # of repair tickets restored in ≤ 24hrs	5	3	7	4	1	10	3	6	2	1	3	6
		% of repair tickets restored ≤ 24 Hours	100.0%	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)	25.50	7.00	13.25	10.75	0.75	49.75	3.25	19.75	9.00	1.75	4.75	11.75
		Avg. outage duration (hh:mm)	12.38	2.33	1.90	2.69	0.75	4.98	1.09	7.35	4.50	1.75	1.59	4.75
		Indicate if catastrophic event is in a month	No	No	No	No	No	No	No	No	No	No	No	No
		Total # of outage report tickets	7	3	7	4	4	11	3	6	2	1	4	7
Unadjusted Out of Service Report		Total # of repair tickets restored in ≤ 24hrs	7	3	7	4	4	11	3	6	2	1	4	7
		% of repair tickets restored ≤ 24 Hours	200%	100%	100%	100%	100%	100%	100%	200%	100%	100%	200%	200%
		Sum of the duration of all outages (hh:mm)	30	7	13	11	14	52	3	20	9	2	9	14
		Avg. outage duration (hh:mm)	11.58	2.33	1.90	2.69	3.38	4.70	1.09	7.35	4.50	1.75	5.34	4.88
		Refunds		Number of customers who received refunds	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	
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,