

**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 (07/10/2018)			Date filed (10/3/2018)			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 (3.1) Min. standard = 5 bus. days	Total # of business days	22	20	22									
	Total # of service orders	19	10	29									
	Avg. # of business days	1.29	1.37	1.66									
Installation Commitment (3.2) Min. standard = 95% commitment met	Total # of installation commitments	21	12	31									
	Total # of installation commitment met	22	11	31									
	Total # of installation commitment missed	1	1	0									
	% of commitment met	95%	92%	100%									
Customers	Acct # for voice or bundle, res+bus	2600	2588	2580									
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								
		Total # of trouble reports	4	3	7								
		% of trouble reports	0.15	0.12	0.27								
	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									
	Total # of repair tickets restored in ≤ 24hrs	4	3	7									
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%									
	Sum of the duration of all outages (hh:mm)	17.50	7.00	13.25									
	Avg. outage duration (hh:mm)	4.38	2.33	1.90									
	Indicate if catastrophic event is in a month	No	No	No									
Unadjusted Out of Service Report	Total # of outage report tickets	6	3	7									
	Total # of repair tickets restored in ≤ 24hrs	6	3	7									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	21.50	7.00	13.25									
	Avg. outage duration (hh:mm)	3.58	2.33	1.90									
Refunds	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	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 (07/10/2018)			Date filed (10/3/2018)			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	22	20	22									
	Total # of service orders	6	6	3									
	Avg. # of business days	1.28	0.41	1.5									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	6	8	3									
	Total # of installation commitment met	6	8	3									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	826	821	823									
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								
		Total # of trouble reports	1	0	0								
		% of trouble reports	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	1	0	0									
	Total # of repair tickets restored in ≤ 24hrs	1	0	0									
	% of repair tickets restored ≤ 24 Hours	100.0%	0.0%	0.0%									
	Sum of the duration of all outages (hh:mm)	8.00	0.00	0.00									
	Avg. outage duration (hh:mm)	8.00	0.00	0.00									
	Indicate if catastrophic event is in a month	No	No	No									
Unadjusted Out of Service Report	Total # of outage report tickets	1	0	0									
	Total # of repair tickets restored in ≤ 24hrs	1	0	0									
	% of repair tickets restored ≤ 24 Hours	100.0%	0.0%	0.0%									
	Sum of the duration of all outages (hh:mm)	8.00	0.00	0.00									
	Avg. outage duration (hh:mm)	8.00	0.00	0.00									
Refunds	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	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										
		Total # of service orders	25	16	32										
		Avg. # of business days	2.57	1.78	3.16										
Installation Commitment 3.2 Min. standard = 95% commitment met		Total # of installation commitments	27	20	34										
		Total # of installation commitment met	28	19	34										
		Total # of installation commitment missed	1	1	0										
		% of commitment met	195.0%	192.0%	200.0%										
Customers		Acct # for voice or bundle, res+bus	3426	3409	3403										
Customer Trouble Report															
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	0	0	0										
		Total # of trouble reports	0	0	0										
		% of trouble reports	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										
		Total # of trouble reports	4	3	7										
		% of trouble reports	0.15	0.12	0.27										
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	826	821	823										
		Total # of trouble reports	1	0	0										
		% of trouble reports	12.00%	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	3	7										
		Total # of repair tickets restored in ≤ 24hrs	5	3	7										
		% of repair tickets restored ≤ 24 Hours	200.0%	100.0%	100.0%										
		Sum of the duration of all outages (hh:mm)	25.50	7.00	13.25										
		Avg. outage duration (hh:mm)	12.38	2.33	1.90										
		Indicate if catastrophic event is in a month	No	No	No										
Unadjusted Out of Service Report		Total # of outage report tickets	7	3	7										
		Total # of repair tickets restored in ≤ 24hrs	7	3	7										
		% of repair tickets restored ≤ 24 Hours	200%	100%	100%										
		Sum of the duration of all outages (hh:mm)	30	7	13										
		Avg. outage duration (hh:mm)	11.58	2.33	1.90										
Refunds		Number of customers who received refunds	0	0	0										
		Monthly amount of refunds	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

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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,