

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

Company Name: Calaveras Telephone Company

U#: U1004-C

Report Year: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Copperopolis

Measurement (Compile monthly, file quarterly)		Date filed (04/02/2019)			Date filed (07/05/2019)			Date filed (10/7/2019)			Date filed (01/06/2020)			
		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	21	22	21	20	21	22	20				
	Total # of service orders	43	6	25	26	32	25	18	22	18				
	Avg. # of business days	0.79	0.8	2.19	2.65	2.26	2.21	2.51	2.66	2.69				
Installation Commitment (3.2) Min. standard = 95% commitment met	Total # of installation commitments	46	10	31	32	45	32	25	35	30				
	Total # of installation commitment met	46	10	31	32	45	32	25	34	30				
	Total # of installation commitment missed	0	0	0	0	0	0	0	1	0				
	% of commitment met	100%	100%	100%	100%	100%	100%	100%	97%	100%				
Customers	Acct # for voice or bundle, res+bus	2544	2538	2538	2544	2552	2552	2554	2561					
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	2544	2538	2538	2544	2552	2552	2554	2561	2555	0	0	0
		Total # of trouble reports	0	1	1	5	1	1	2	7	2			
		% of trouble reports	0.00	0.04	0.04	0.20	0.04	0.04	0.08	0.27	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	0	1	1	5	1	1	2	7	2				
	Total # of repair tickets restored in ≤ 24hrs	0	1	1	5	1	1	2	4	2				
	% of repair tickets restored ≤ 24 Hours	0.0%	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)	0.00	4.50	4.75	2.50	2.25	6.00	13.00	37.25	11.00				
	Avg. outage duration (hh:mm)	0.00	4.50	4.75	0.05	2.25	6.00	6.50	5.32	5.50				
	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	0	1	1	5	1	1	2	11	2				
	Total # of repair tickets restored in ≤ 24hrs	0	1	1	5	1	1	2	11	2				
	% of repair tickets restored ≤ 24 Hours	0%	100%	100%	100%	100%	100%	100%	100%	100%				
	Sum of the duration of all outages (hh:mm)	0.00	4.50	4.75	2.50	2.25	6.00	13.00	47.75	11.00				
	Avg. outage duration (hh:mm)	0.00	4.50	4.75	0.50	2.25	6.00	6.50	4.34	5.50				
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0				
	Monthly amount of refunds	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 (04/02/2019)			Date filed (07/05/2019)			Date filed (10/7/2019)			Date filed (01/06/2020)			
		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	21	22	21	20	21	22	20	0	0	0	
	Total # of service orders	3	2	2	2	4	4	4	4	3				
	Avg. # of business days	2.09	1.51	0.68	3.73	3.62	2.27	1.82	1.88	2.77				
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	3	3	2	3	5	5	4	5	4				
	Total # of installation commitment met	3	3	2	3	5	4	4	5	4				
	Total # of installation commitment missed	0	0	0	0	0	1	0	0	0				
	% of commitment met	100%	100%	100%	100%	100%	80%	100%	100%	100%				
Customers	Acct # for voice or bundle, res+bus	794	787	787	782	779	781	776	775	773				
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	794	787	787	782	779	781	776	775	773			
		Total # of trouble reports	0	0	1	0	1	0	6	0	2			
		% of trouble reports	0.00	0.00	0.13	0.00	0.13	0.00	0.77	0.00	0.26			
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	1	0	1	0	6	0	2				
	Total # of repair tickets restored in ≤ 24hrs	0	0	1	0	1	0	6	0	2				
	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				
	Sum of the duration of all outages (hh:mm)	0.00	0.00	2.75	0.00	1.00	0.00	26.25	0.00	4.00				
	Avg. outage duration (hh:mm)	0.00	0.00	2.75	0.00	1.00	0.00	4.38	0.00	2.00				
	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	0	0	1	0	1	0	0	0	2				
	Total # of repair tickets restored in ≤ 24hrs	0	0	1	0	1	0	0	0	2				
	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%				
	Sum of the duration of all outages (hh:mm)	0.00	0.00	2.75	0.00	1.00	0.00	0.00	0.00	4.00				
	Avg. outage duration (hh:mm)	0.00	0.00	2.75	0.00	1.00	0.00	0.00	0.00	2.00				
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0				
	Monthly amount of refunds	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	21	22	21	20	21	22	20	0	0	0
		Total # of service orders	46	8	27	28	36	29	22	26	21	0	0	0
		Avg. # of business days	2.88	2.31	2.87	6.38	5.88	4.48	4.33	4.54	5.46	0	0	0
Installation Commitment 3.2 Min. standard = 95% commitment met		Total # of installation commitments	49	13	33	35	50	37	29	40	34	0	0	0
		Total # of installation commitment met	49	13	33	35	50	36	29	39	34	0	0	0
		Total # of installation commitment missed	0	0	0	0	0	1	0	1	0	0	0	0
		% of commitment met	200.0%	200.0%	200.0%	200.0%	200.0%	180.0%	200.0%	197.0%	200.0%	0.0%	0.0%	0.0%
Customers		Acct # for voice or bundle, res+bus	3338	3325	3325	3326	3331	3333	3,330	3336	773	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	2544	2538	2538	2544	2552	2552	2554	2561	2555	0	0	0
		Total # of trouble reports	0	1	1	5	1	1	2	7	2	0	0	0
		% of trouble reports	0.00	0.04	0.04	0.20	0.04	0.04	0	0.27	0.08	0.00	0.00	0.00
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	794	787	787	782	779	781	776	775	773	0	0	0
		Total # of trouble reports	0	0	1	0	1	0	6	0	2	0	0	0
		% of trouble reports	0.00%	0.00%	13.00%	0.00%	13.00%	0.00%	77.00%	0.00%	26.00%	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	0	1	2	5	2	1	8	7	4	0	0	0
		Total # of repair tickets restored in ≤ 24hrs	0	1	2	5	2	1	8	4	4	0	0	0
		% of repair tickets restored ≤ 24 Hours	0.0%	100.0%	200.0%	200.0%	200.0%	200.0%	200.0%	200.0%	200.0%	0.0%	0.0%	0.0%
		Sum of the duration of all outages (hh:mm)	0.00	4.50	7.50	2.50	3.25	6.00	39.25	37.25	15.00	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	0.00	4.50	7.50	0.05	3.25	6.00	10.88	5.32	7.50	0.00	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	0	1	2	5	2	1	2	11	4	0	0	0
		Total # of repair tickets restored in ≤ 24hrs	0	1	2	5	2	1	2	11	4	0	0	0
		% of repair tickets restored ≤ 24 Hours	0%	100%	200%	100%	200%	200%	200%	200%	200%	0%	0%	0%
		Sum of the duration of all outages (hh:mm)	0	5	8	3	3	6	13	48	15	0	0	0
		Avg. outage duration (hh:mm)	0.00	4.50	7.50	0.50	3.25	6.00	6.50	4.34	7.50	0.00	0.00	0.00
Refunds		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	
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,
June 2019 - Process Supersedure for 6-7716 (13676-01 to 18188-01) back date per new customer -customer deceased.
August 2019 - Process Supersedure from 18058-01 to 18224-01 - customer needed it to be back dated - Install/Commitment was met.