

**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 (04/09/2019)			Date filed (07/05/2019)			Date filed (10/8/2019)		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									
	Total # of service orders	43	6	25									
	Avg. # of business days	0.79	0.8	2.19									
Installation Commitment (3.2) Min. standard = 95% commitment met	Total # of installation commitments	46	10	31									
	Total # of installation commitment met	46	10	31									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	2544	2538	2538									
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								
		Total # of trouble reports	0	1	1								
		% of trouble reports	0.00	0.04	0.04								
	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									
	Total # of repair tickets restored in ≤ 24hrs	0	1	1									
	% of repair tickets restored ≤ 24 Hours	0.0%	100.0%	100.0%									
	Sum of the duration of all outages (hh:mm)	0.00	4.50	4.75									
	Avg. outage duration (hh:mm)	0.00	4.50	4.75									
	Indicate if catastrophic event is in a month	No	No	No									
Unadjusted Out of Service Report	Total # of outage report tickets	0	1	1									
	Total # of repair tickets restored in ≤ 24hrs	0	1	1									
	% of repair tickets restored ≤ 24 Hours	0%	100%	100%									
	Sum of the duration of all outages (hh:mm)	0.00	4.50	4.75									
	Avg. outage duration (hh:mm)	0.00	4.50	4.75									
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 (04/09/2019)			Date filed (07/05/2019)			Date filed (10/8/2019)			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	0	0	0	0	0	0	0	0	
	Total # of service orders	3	2	2									
	Avg. # of business days	2.09	1.51	0.68									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	3	3	2									
	Total # of installation commitment met	3	3	2									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	794	787	787									
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								
		Total # of trouble reports	0	0	1								
		% of trouble reports	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	0	0	1									
	Total # of repair tickets restored in ≤ 24hrs	0	0	1									
	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	100.0%									
	Sum of the duration of all outages (hh:mm)	0.00	0.00	2.75									
	Avg. outage duration (hh:mm)	0.00	0.00	2.75									
Indicate if catastrophic event is in a month	No	No	No										
Unadjusted Out of Service Report	Total # of outage report tickets	0	0	1									
	Total # of repair tickets restored in ≤ 24hrs	0	0	1									
	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	100.0%									
	Sum of the duration of all outages (hh:mm)	0.00	0.00	2.75									
	Avg. outage duration (hh:mm)	0.00	0.00	2.75									
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	21										
		Total # of service orders	46	8	27										
		Avg. # of business days	2.88	2.31	2.87										
Installation Commitment 3.2 Min. standard = 95% commitment met		Total # of installation commitments	49	13	33										
		Total # of installation commitment met	49	13	33										
		Total # of installation commitment missed	0	0	0										
		% of commitment met	200.0%	200.0%	200.0%										
Customers		Acct # for voice or bundle, res+bus	3338	3325	3325										
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	2544	2538	2538										
		Total # of trouble reports	0	1	1										
		% of trouble reports	0.00	0.04	0.04										
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	794	787	787										
		Total # of trouble reports	0	0	1										
		% of trouble reports	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	0	1	2										
		Total # of repair tickets restored in ≤ 24hrs	0	1	2										
		% of repair tickets restored ≤ 24 Hours	0.0%	100.0%	200.0%										
		Sum of the duration of all outages (hh:mm)	0.00	4.50	7.50										
		Avg. outage duration (hh:mm)	0.00	4.50	7.50										
		Indicate if catastrophic event is in a month	No	No	No										
Unadjusted Out of Service Report		Total # of outage report tickets	0	1	2										
		Total # of repair tickets restored in ≤ 24hrs	0	1	2										
		% of repair tickets restored ≤ 24 Hours	0%	100%	200%										
		Sum of the duration of all outages (hh:mm)	0	5	8										
		Avg. outage duration (hh:mm)	0.00	4.50	7.50										
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,