

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

Company Name: Calaveras Telephone Company

U#: U1004-C

Report Year: 2020

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Copperopolis

Measurement (Compile monthly, file quarterly)		Date filed (05/11/2020)			Date filed (07/05/2020)			Date filed (10/7/2020)			Date filed (01/04/2021)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval (3.1)</b> Min. standard = 5 bus. days	Total # of business days	22	19	22									
	Total # of service orders	24	17	31									
	Avg. # of business days	1.34	1.53	2.23									
<b>Installation Commitment (3.2)</b> Min. standard = 95% commitment met	Total # of installation commitments	30	20	36									
	Total # of installation commitment met	30	20	36									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	2536	2531	2546									
<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	2536	2531	2546	0	0	0	0	0	0	0	0
		Total # of trouble reports	2	0	0								
		% of trouble reports	0.08	0.00	0.00								
	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	2	0	0									
	Total # of repair tickets restored in ≤ 24hrs	2	0	0									
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%									
	Sum of the duration of all outages (hh:mm)	3.30	0.00	0.00									
	Avg. outage duration (hh:mm)	1.65	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	2	1	1									
	Total # of repair tickets restored in ≤ 24hrs	2	1	1									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	3.30	17.40	3.25									
	Avg. outage duration (hh:mm)	1.65	17.40	3.25									
<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												

Reporting Unit Type:

Total Company     Exchange     Wire Center

Reporting Unit Name:

Jenny Lind

Measurement (Compile monthly, file quarterly)		Date filed (05/11/2020)			Date filed (07/05/2020)			Date filed (10/7/2020)			Date filed (01/04/2021)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval (3.1)</b> Min. standard = 5 bus. days	Total # of business days	22	19	22									
	Total # of service orders	5	3	8									
	Avg. # of business days	2.04	1.78	1.9									
<b>Installation Commitment (3.2)</b> Min. standard = 95% commitment met	Total # of installation commitments	8	4	8									
	Total # of installation commitment met	8	4	8									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	754	749	742									
<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	754	749	742	0	0	0	0	0	0	0	0
		Total # of trouble reports	1	2	1								
		% of trouble reports	0.13	0.27	0.13								
<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	1	2	1									
	Total # of repair tickets restored in ≤ 24hrs	1	2	1									
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%									
	Sum of the duration of all outages (hh:mm)	2.15	4.30	1.50									
	Avg. outage duration (hh:mm)	2.15	2.15	1.50									
	Indicate if catastrophic event is in a month	No	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	1	5	1									
	Total # of repair tickets restored in ≤ 24hrs	1	5	1									
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%									
	Sum of the duration of all outages (hh:mm)	2.15	31.95	1.50									
	Avg. outage duration (hh:mm)	2.15	6.39	1.50									
<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	22	19	22	0	0	0	0	0	0	0	0
		Total # of service orders	29	20	39	0	0	0	0	0	0	0	0
		Avg. # of business days	3.38	3.31	4.13	0	0	0	0	0	0	0	0
<b>Installation Commitment 3.2</b> Min. standard = 95% commitment met		Total # of installation commitments	38	24	44	0	0	0	0	0	0	0	0
		Total # of installation commitment met	38	24	44	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	3290	3280	3288	0	0	0	0	0	0	0	0
<b>Customer Trouble Report</b>													
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
		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	2536	2531	2546	0	0	0	0	0	0	0	0
		Total # of trouble reports	2	0	0	0	0	0	0	0	0	0	0
		% of trouble reports	0.08	0.00	0.00	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	754	749	742	0	0	0	0	0	0	0	0
		Total # of trouble reports	1	2	1	0	0	0	0	0	0	0	0
		% of trouble reports	13.00%	27.00%	13.00%	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	3	2	1	0	0	0	0	0	0	0	0
		Total # of repair tickets restored in ≤ 24hrs	3	2	1	0	0	0	0	0	0	0	0
		% of repair tickets restored ≤ 24 Hours	200.0%	200.0%	200.0%	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)	5.45	4.30	1.50	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	3.80	2.15	1.50	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										
<b>Unadjusted Out of Service Report</b>		Total # of outage report tickets	3	6	2	0	0	0	0	0	0	0	0
		Total # of repair tickets restored in ≤ 24hrs	3	6	2	0	0	0	0	0	0	0	0
		% of repair tickets restored ≤ 24 Hours	200%	200%	200%	0%	0%	0%	0%	0%	0%	0%	0%
		Sum of the duration of all outages (hh:mm)	5	49	5	0	0	0	0	0	0	0	0
		Avg. outage duration (hh:mm)	3.80	23.79	4.75	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	
		Monthly amount of refunds	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											

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