

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

Company Name: Calaveras Telephone Company

U#: U1004-C

Report Year: 2023

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Copperopolis

Measurement (Compile monthly, file quarterly)		Date filed (05/10/2023)			Date filed (07/25/23)			Date filed (10/30/23)			Date filed (02/02/24)			
		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	19	19	22	20	23	22	19	22	20	22	19	21	
	Total # of service orders	10	11	9	18	13	13	13	16	12	11	11	12	
	Avg. # of business days	2.12	2.45	2.21	2.56	2.22	2.39	10.53	5.68	5.23	6.1	3.81	1	
<b>Installation Commitment (3.2)</b> Min. standard = 95% commitment met	Total # of installation commitments	10	11	9	18	14	13	13	16	12	11	12	11	
	Total # of installation commitment met	10	11	9	18	14	13	13	16	12	11	12	11	
	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%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	2913	2839	2805	2763	2767	2764	2749	2745	2750	2745	2737	2729	
<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	2913	2839	2805	2763	2767	2764	2749	2745	2750	2745	2737	2729
		Total # of trouble reports	12	3	11	6	4	4	4	3	12	8	2	9
		% of trouble reports	0.41%	0.10%	0.39%	0.22%	0.14%	0.14%	0.15%	0.11%	0.44%	0.29%	0.070%	0.33%
	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	0	0	0	0	0	0	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%	0.0%	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)	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	
	Avg. outage duration (hh:mm)	0:00	0:00	0:00	0:00	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	No	No	No	No	No	No	No	No	No	No	No	
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	12	3	11	6	4	4	4	3	12	8	2	9	
	Total # of repair tickets restored in ≤ 24hrs	12	3	11	6	4	4	4	3	12	8	2	9	
	% 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)	83:21	42:40	91:49	46:08	7:56	29:51	6:26	2:02	76:59	82:34	20:11	92:27	
	Avg. outage duration (hh:mm)	6:45	14:13	8:20	7:48	1:14	5:50	1:36	*00:40	6:24	10:19	10:05	16:20	
<b>Refunds</b>	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	
<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 (05/10/2023)			Date filed (07/25/23)			Date filed (10/30/23)			Date filed (02/02/24)		
		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	19	19	22	20	23	22	19	22	20	22	19	21
	Total # of service orders	8	1	1	3	1	0	0	0	1	0	1	1

Min. standard = 5 bus. days		Avg. # of business days	3.54	2.17	1.76	2.64	2.1	0	0	0	1	0	2.67	3.23	
<b>Installation Commitment (3.2)</b> Min. standard = 95% commitment met		Total # of installation commitments	8	1	1	3	1	0	0	0	1	0	0	1	
		Total # of installation commitment met	8	1	1	3	1	0	0	0	1	0	0	1	
		Total # of installation commitment missed	0	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%	100%
<b>Customers</b>		Acct # for voice or bundle, res+bus	701	708	677	662	656	653	645	641	635	633	631	627	
<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	701	708	677	662	656	653	645	641	635	633	631	627	
		Total # of trouble reports	14	4	4	4	1	0	1	1	1	8	0	0	
		% of trouble reports	1.99%	0.56%	0.59%	0.60%	0.15%	0.00%	0.16%	0.16%	0.16%	1.26%	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	0	0	0	0	0	0	0	0	0	0	0	0	
		Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	0	0	0	0	0	
		% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%	0.0%	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)	0:00	0:00	0:00	0:0%	0:0%	0:0%	0:00	0:00	0:00	0:0%	0:0%	0:0%	
		Avg. outage duration (hh:mm)	0:00	0:00	0:00	0:00	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	No	No	No	No	No	No	No	No	No	No	No	No
<b>Unadjusted Out of Service Report</b>		Total # of outage report tickets	14	4	4	4	1	0	1	1	1				
		Total # of repair tickets restored in ≤ 24hrs	14	4	4	4	1	0	1	1	1				
		% 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)	91:02	26:18	66:01	26:58	2:30	0:00	1:35	2:20	6:01	59:32	0:00	0:00	
		Avg. outage duration (hh:mm)	07:35	6:34	16:30	5:39	2:30	0:00	1:35	2:20	6:01	7:26	0:00	0:00	
<b>Refunds</b>		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													

<b>State-Wide Reporting</b>														
<b>Installation Interval 3.1</b> Min. standard = 5 bus. days		Total # of business days	19	19	22	20	23	22	19	22	20	22	19	21
		Total # of service orders	18	12	10	21	14	13	13	16	13	11	12	13
		Avg. # of business days	5.66	4.62	3.97	5.2	4.32	2.39	10.53	5.68	6.23	6.1	6.48	4.23
<b>Installation Commitment 3.2</b> Min. standard = 95% commitment met		Total # of installation commitments	18	12	10	21	15	13	13	16	13	11	12	12
		Total # of installation commitment met	18	12	10	21	15	13	13	16	13	11	12	12
		Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
		% of commitment met	200.0%	200.0%	200.0%	200.0%	200.0%	200.0%	200.0%	200.0%	200.0%	200.0%	200.0%	200.0%
<b>Customers</b>		Acct # for voice or bundle, res+bus	3614	3547	3482	#REF!	3423	3416	3,394	3386	3385	3378	3368	3356
<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	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	2913	2839	2805	2763	2767	2764	2749	2745	2750	2745	2737	2729
		Total # of trouble reports	12	3	11	6	4	4	4	3	12	8	2	9
		% of trouble reports	0.41%	0.10%	0.39%	0.22%	0.14%	0.14%	0.15%	0.11%	0.44%	0.29%	0.07%	0.33%
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	701	708	677	662	656	653	645	641	635	633	631	627
		Total # of trouble reports	14	4	4	4	1	0	1	1	1	8	0	0
		% of trouble reports	1.99%	0.56%	0.59%	0.60%	0.15%	0.00%	0.16%	0.16%	0.16%	1.26%	0.00%	0.00%
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs (2.2.2 excludes		Total # of outage report tickets	0	0	0	0	0	0	0	0	0	0	0	0
		Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	0	0	0	0	0
		% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Min. standard = 90% within 24 hrs (2.2.2 excludes Sunday, fed holiday, catastrophic events & customer requested appt.)	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	1.92	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Avg. outage duration (hh:mm)	0.00	0.00	0.00	0.33	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	No										
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	26	7	15	4	5	4	5	4	13	8	2	9
	Total # of repair tickets restored in ≤ 24hrs	26	7	15	4	5	4	5	4	13	8	2	9
	% of repair tickets restored ≤ 24 Hours	200%	200%	200%	200%	200%	200%	200%	200%	200%	200%	200%	200%
	Sum of the duration of all outages (hh:mm)	7	3	7	3	0	1	0	0	3	6	1	4
	Avg. outage duration (hh:mm)	0.60	0.87	1.03	0.56	0.16	0.24	0.13	#VALUE!	0.52	0.74	0.42	0.68
<b>Refunds</b>	Number of customers who received refunds	0	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	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: Brock Erdman - Installation/Trouble Report**

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**Email: \_\_\_\_\_**