

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

Company Name: Calaveras Telephone Company

U#: U1004-C

Report Year: 2024

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Copperopolis

Measurement (Compile monthly, file quarterly)		Date filed (04/14/24) 1st Quarter			Date filed (08/15/24) 2nd Quarter			Date filed (xx/xx/xx) 3rd Quarter			Date filed (xx/xx/xx) 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	34	11	35	28	42	32	27	23	30	29	14	14	
	Total # of service orders	13	4	13	11	13	8	9	8	9	10	6	6	
	Avg. # of business days	2.62	2.75	2.69	2.55	3.23	4.00	3.00	2.88	3.33	2.90	2.33	2.33	
Installation Commitment (3.2) Min. standard = 95% commitment met	Total # of installation commitments	14	7	14	11	20	9	16	9	11	16	8	8	
	Total # of installation commitment met	14	7	14	11	20	9	16	9	11	16	8	8	
	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%	
Customers		Acct # for voice or bundle, res+bus												
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	2743	2716	2714	2700	2700	2701	2680	2666	2665	2636	2624	2605
		Total # of trouble reports	9	5	14	4	4	11	11	6	7	19	6	13
		% of trouble reports	0.33%	0.18%	0.52%	0.15%	0.15%	0.41%	0.41%	0.23%	0.26%	0.72%	0.23%	0.50%
	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	0	0	3	4	10	9	6	7	3	6	10	
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	3	4	10	9	6	7	3	6	10	
	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%	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)				8:42	7:39	27:59	46:13	12:23	24:25	11:43	26:52	35:19	
	Avg. outage duration (hh:mm)				2:54	1:54	2:47	5:08	2:04	3:29	3:54	4:28	3:31	
	Indicate if catastrophic event is in a month													
Unadjusted Out of Service Report	Total # of outage report tickets	9	5	14	4	4	11	11	6	7	3	6	10	
	Total # of repair tickets restored in ≤ 24hrs	9	5	14	3	4	10	9	6	7	3	6	10	
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	75.0%	100.0%	90.9%	81.8%	100.0%	100.0%	100.0%	100.0%	100.0%	
	Sum of the duration of all outages (hh:mm)	94:50	20:39	106:06	55:37	7:39	67:53	100:58	12:23	24:25	11:43	26:52	35:19	
	Avg. outage duration (hh:mm)	10:32	4:07	7:34	13:54	1:54	6:18	9:11	2:04	3:29	3:54	4:28	3:31	
Refunds	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													

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Jenny Lind

Measurement (Compile monthly, file quarterly)		Date filed (04/14/24)			Date filed (08/15/24)			Date filed (xx/xx/xx)			Date filed (xx/xx/xx)				
		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	9	4	11	7	7	0	1	2	0	8	0	2		
	Total # of service orders	3	2	3	3	2	0	1	2	0	3	0	1		
	Avg. # of business days	3.00	2.00	3.67	2.33	3.50	0.00	1.00	1.00	0.00	2.67	0.00	2.00		
Installation Commitment (3.2) Min. standard = 95% commitment met	Total # of installation commitments	3	2	4	3	3	1	1	2	0	3	0	1		
	Total # of installation commitment met	3	2	4	3	3	1	1	2	0	3	0	1		
	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%	0%	100%	0%	100%		
Customers		Acct # for voice or bundle, res+bus													
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	617	610	613	606	606	610	593	589	583	578	575	572	
		Total # of trouble reports	4	3	1	0	5	2	2	3	1	0	2	5	
		% of trouble reports	0.65%	0.49%	0.16%	0.00%	0.83%	0.33%	0.34%	0.51%	0.17%	0.00%	0.35%	0.87%	
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	0	0	4	2	1	3	0	0	2	5		
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	4	2	1	3	0	0	2	5		
	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	100.0%	100.0%		
	Sum of the duration of all outages (hh:mm)				00:00	29:46	00:54	1:17	10:20	11:47				5:50	49:54
	Avg. outage duration (hh:mm)				00:00	7:26	00:27	1:17	3:27	11:47				2:55	9:58
	Indicate if catastrophic event is in a month														
Unadjusted Out of Service Report	Total # of outage report tickets	4	3	1	0	5	2	2	3	1	0	2	5		
	Total # of repair tickets restored in ≤ 24hrs	4	3	1	0	4	2	1	3	1	0	2	5		
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	0.0%	80.0%	100.0%	50.0%	100.0%	100.0%	0.0%	100.0%	100.0%		
	Sum of the duration of all outages (hh:mm)	31:55	9:56	23:53	00:00	71:51	00:54	97:29	10:20	11:47				5:50	49:54
	Avg. outage duration (hh:mm)	7:58	3:18	23:53	00:00	14:22	00:27	48:45	3:27	11:47				2:55	9:58
Refunds	Number of customers who received refunds														
	Monthly amount of refunds														
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	43	15	46	35	49	32	28	25	30	37	14	16
	Total # of service orders	16	6	16	14	15	8	10	10	9	13	6	7
	Avg. # of business days	2.69	2.50	2.88	2.50	3.27	4.00	2.80	2.50	3.33	2.85	2.33	2.29
Installation Commitment 3.2 Min. standard = 95% commitment met	Total # of installation commitments	17	9	18	14	23	10	17	11	11	19	8	9
	Total # of installation commitment met	17	9	18	14	23	10	17	11	11	19	8	9
	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%
Customers		Acct # for voice or bundle, res+bus											
		3036	3040	3010	3018	3001	3000	3,023	3007	2954	2963	2953	2931

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	2743	2716	2714	2700	2700	2701	2680	2666	2665	2636	2624	2605
		Total # of trouble reports	9	5	14	4	4	11	11	6	7	19	6	13
		% of trouble reports	0.33%	0.18%	0.52%	0.15%	0.15%	0.41%	0.41%	0.23%	0.26%	0.72%	0.23%	0.50%
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	617	610	613	606	606	610	593	589	583	578	575	572
		Total # of trouble reports	4	3	1	0	5	2	2	3	1	0	2	5
		% of trouble reports	0.65%	0.49%	0.16%	0.00%	0.83%	0.33%	0.34%	0.51%	0.17%	0.00%	0.35%	0.87%
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	0	3	8	12	10	9	7	3	8	15	
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	3	8	12	10	9	7	3	8	15	
	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	200.0%	200.0%	
	Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00	8:42	37:25	30:46	23:30	22:43	12:12	11:43	8:42	13:13	
	Avg. outage duration (hh:mm)	0:00	0:00	0:00	2:54	9:20	3:14	6:25	5:31	15:16	3:54	7:23	13:29	
	Indicate if catastrophic event is in a month	No	No	No	No	No	No							
Unadjusted Out of Service Report	Total # of outage report tickets	13	8	15	4	9	13	13	9	8	3	8	15	
	Total # of repair tickets restored in ≤ 24hrs	13	8	15	3	8	12	10	9	8	3	8	15	
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	75.0%	88.9%	92.3%	76.9%	100.0%	100.0%	100.0%	100.0%	100.0%	
	Sum of the duration of all outages (hh:mm)	6:45	6:35	9:59	55:37	79:30	68:47	6:27	22:43	12:12	11:43	8:42	13:13	
	Avg. outage duration (hh:mm)	18:30	7:25	7:27	13:54	16:16	6:45	9:56	5:31	15:16	3:54	7:23	13:29	
Refunds	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

Phone: (209) 785-2211

Email: brock.erdman@caltelcorp.com