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

Company Name: Reporting Unit Type:		Calaveras Telephone Company ☐ Total Company ☐ Exchange ☐ Wire Center		30.10.	u. 0. uo.	1101 10	U#: <u>U1004-C</u>				Report Year:	ı	2024		
				Reporting Unit Name:					: :	Copperopolis	5				
	Measurement (Compile mo	onthly, 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			
Total # of business days			Jan 34	Feb	Mar 35	Apr 28	May 42	Jun 32	<u>Jul</u> 27	Aug 23	Sep 30	Oct 29	Nov 14	Dec 14	
nstallation interval (3.1) Min. standard = 5 bus. days		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	
		Total # of installation commitments	14	7	14	11	20	9	16	9	11	16	8	8	
nstallation Commit	ment (3.2)	Total # of installation commitment met	14	7	14	11	20	9	16	9	11	16	8	8	
Min. standard = 95%	• •	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	2432	2436	2412	2417	2405	2405	2437	2426	2387	2393	2386	2367	
Customer Trouble R	Report														
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines Total # of trouble reports													
Min. Standard		% 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											1		
		Total # of trouble reports											<u> </u>		
		% of trouble reports											· ·		
· · · · · · · · · · · · · · · · · · ·		Total # of outage report tickets	0	0	0	3	4	10	9	6	7	3	6	10	
A alloca de la		Total # of repair tickets restored in ≤ 24hrs	0	0	0	3	4	10	9	6	7	3	6	10	
Adjusted	4	% 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%	
Dut of Service Repo Min. standard = 90%		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	
nin. standard – 90%	Within 24 hrs	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 catastrpohic event is in a month													
		Total # of outage report tickets	9	5	14	4	4	11	11	6	7	3	6	10	
Jnadjusted		Total # of repair tickets restored in ≤ 24hrs	9	5	14	3	4	10	9	6	7	3	6	10	
Out of Service Repo	ort	% 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	
		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)															
		Total # of calls for TR, Billing & Non-Billing													
		Total # of call seconds to reach live agent													
		%<_60 seconds													

Reporting Unit Name:

Jenny Lind

Reporting Unit Type:

☐ Total Company ☑ Exchange

☐ Wire Center

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 Feb	r Mar	Apr	2nd Quarte May	er Jun	Jul	3rd Quarter	Sep	Oct	4th Quarter Nov	Dec
		Total # of business days	Jan 9	4	11	7 Apr	7 1 VIA	0	Jui 1	Aug	О	8	0	2
Installation Interva	• •	Total # of service orders	3	2	3	3	2	0	1	2	0	3	0	1
Min. standard = 5 bus. days		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
		Total # of installation commitments	3.00	2.00	3.07	3	3.30	1	1.00	2.	0.00	3	0.00	1
Installation Comm	nitment (3.2)	Total # of installation commitment met	3	2	4	3	3	1	1	2	0	3	0	1
	% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
Sandard 0070 dominimont mot		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	0%	100%
Customers		Acct # for voice or bundle, res+bus	604	604	598	601	596	595	586	581	567	570	567	564
Customer Trouble	Report	, rest in terror or parisine, recorded			0,70	001	230		200	201	207	0,70	20,	
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
ъ	units w/ ≥ 3,000 lines)	% of trouble reports												
Standard		 						+					 	
anc	8% (8 per 100 working lines for	Total # of working lines												
Sŧ	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												<u> </u>
E		% of trouble reports											<u> </u>	<u> </u>
Σ	10% (10 per 100 working lines	Total # of working lines	617	610	613	606	606	610	593	589	583	578	575	572
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	4	3	1	0	5	2	2	3	1	0	2	5
	1.01 di inic 117 = 1,000 iii.100)	% 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 catastrpohic event is in a month												
		Total # of outage report tickets	4	3	1	0	5	2	2	3	1	0	2	5
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	4	3	1	0	4	2	1	3	1	0	2	5
Out of Service Re	port	% 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				0	0	0						
		Monthly amount of refunds				0	0	0						
	ble Reports, Billing & Non-Billing)													
Min. standard = 80°	% of calls <u>< 6</u> 0 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a mer	nu option to reach live agent).	Total # of call seconds to reach live agent												
		%<60 seconds				_								
							l					L		
St	ate-Wide Reporting													
Installation Interval 3.1		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
Min. standard = 5 b	ous. days	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
		Total # of installation commitments	17	9	18	14	23	10	17	11	11	19	8	9
Installation Comm	nitment 3.2	Total # of installation commitment met	17	9	18	14	23	10	17	11	11	19	8	9
	% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
		% of commitment met	1000/	1000/	1000/	1000/	1000/	1000/	1000/	1000/	1000/	1000/	1000/	1000/

100%

3010

100%

3040

100%

3036

% of commitment met

Acct # for voice or bundle, res+bus

Customers

100%

3018

100%

3001

100%

3000

100%

3,023

100%

3007

2954

100%

2953

100%

2963

100%

2931

Customer Trouble F	Report													
	6% (6 per 100 working lines for	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
units w/ ≥ 3,000 lines)		% 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%
ndarc	8% (8 per 100 working lines for	Total # of working lines	2743	2716	2714	2700	2700	2701	2680	2666	2665	2636	2624	2605
Sta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	9	5	14	4	4	11	11	6	7	19	6	13
°	anto w/ 1,001 2,000 inico)	% 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%
Ē	10% (10 per 100 working lines	Total # of working lines	617	610	613	606	606	610	593	589	583	578	575	572
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	4	3	1	0	5	2	2	3	1	0	2	5
	101 dilito W = 1,000 iii100)	% 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		Total # of outage report tickets	0	0	0	3	8	12	10	9	7	3	8	15
Out of Service Report Min. standard = 90% within 24 hrs (2.2.2 excludes Sunday,fed holiday,catastrophic events & customer requested appt.)		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 catastrophonc event is in a month	No	No	No	No	No	No						
		Total # of outage report tickets	13	8	15	4	9	13	13	9	8	3	8	15
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	13	8	15	3	8	12	10	9	8	3	8	15
Out of Service Repo	ort	% 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)														
		Total # of calls for TR, Billing & Non-Billing												
		Total # of call seconds to reach live agent												
N/A Under 5,000 lines.		% <u><</u> 60 seconds												

Primary Utility Contact Information

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		Email:					