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

Company Name:		Calaveras Telephone Company		General Order No. 133-D U#: U1004-C						Report Year:			2024		
		Calaveras receptions company		•			<i>on</i> .	0100-	ı		report rear	•	2024		
		☐ Total Company ☑ Exchange ☐ Wire Cent	er			Reporting Unit Name:			me:	Copperopolis				•	
Measurement (Compile monthly, file quarterly)				Date filed (04/14/24)		Date filed (xx/xx/xx)		Date filed (xx/xx/xx)		Date filed (xx/xx/xx)					
	` '	3, 1	Jan	1st Quarter Feb	Mar	Apr	nd Quarte May	er Jun	Jul	3rd Quarter Aug	Sep	Oct	4th Quarter Nov	Dec	
Installation Interval	(2.4)	Total # of business days	29	11	30	Api	May	oun	- Cui	Aug	ОСР	001	1101	<b>D</b> 00	
Installation Interval	• •	Total # of service orders	12	4	12										
Min. standard = 5 bus	s. days	Avg. # of business days	2.42	2.75	2.50										
		Total # of installation commitments	10	6	9										
<b>Installation Commit</b>	ment (3.2)	Total # of installation commitment met	10	6	9										
Min. standard = 95%		Total # of installation commitment missed	0	0	0										
		% of commitment met	100%	100%	100%										
Customers		Acct # for voice or bundle, res+bus	2466	2441	2446										
Customer Trouble F	Renort	rest in ter verse of burials, tee bus	2.00	2111	2110										
Customer Trouble I		Total # of working lines													
	6% (6 per 100 working lines for	Total # of trouble reports													
_	units w/ ≥ 3,000 lines)	·													
Standard		% of trouble reports													
рu	8% (8 per 100 working lines for	Total # of working lines	2743	2716	2714										
Sta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	9	5	14										
	units w/ 1,001 - 2,000 inics)	% of trouble reports	0.33%	0.18%	0.52%										
Ain		Total # of working lines													
10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	` · ·	Total # of trouble reports													
	for units w/ ≤ 1,000 lines)	% of trouble reports													
		·													
		Total # of outage report tickets													
Adjusted Out of Service Report Min. standard = 90% within 24 hrs		Total # of repair tickets restored in ≤ 24hrs													
		% of repair tickets restored ≤ 24 Hours													
		Sum of the duration of all outages (hh:mm)													
		Avg. outage duration (hh:mm)													
		Indicate if catastrpohic event is in a month													
		Total # of outage report tickets	9	5	14										
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	9	5	14										
Out of Service Repo	ort	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%										
		Sum of the duration of all outages (hh:mm)	94:50	20:39	106:06										
		Avg. outage duration (hh:mm)	10:32	4:07	7:34										
Refunds		Number of customers who received refunds	10.32	1.07	7.51										
LUIGING		Monthly amount of refunds												<del>                                     </del>	
Answer Time (Trouble	e Reports, Billing & Non-Billing)	Informing amount of returnes													
,	of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing													
	option to reach live agent).														
live agent (w/a menu	option to reach live agent).	Total # of call seconds to reach live agent													
		% <u>&lt;</u> 60 seconds													
Reporting Unit Ty	pe:	☐ Total Company ☑ Exchange ☐ Wire Cent	er				Reporting	g Unit Na	me:	Jenny Lind					
Measurement (Compile monthly, file quarterly)			Date filed			Date filed		Date filed				Date filed			
			(04/14/24)			(xx/xx/xx)			(xx/xx/xx)			(xx/xx/xx)			
		onthly, file quarterly)		1st Quarter	•	2nd Quarter		3rd Quarter				4th Quarter			
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Inetallation Intoncel	(3.1)	Total # of business days	9	4	6										
Installation Interval	(3.1)	Total # of service orders	3	2	2										

2.00

3.00

3.00

Avg. # of business days

Total # of installation commitments

Min. standard = 5 bus. days

Installation Commit	tment (3.2)	Total # of installation commitment met	3	1	4						
Min. standard = 95% commitment met		Total # of installation commitment missed	0	0	0						
		% of commitment met	100%	100%	100%						
Customers		Acct # for voice or bundle, res+bus	604	598	601						
<b>Customer Trouble I</b>	Report										
	6% (6 per 100 working lines for	Total # of working lines									
	units w/ ≥ 3,000 lines)	Total # of trouble reports									
ard		% of trouble reports									
Min. Standard	8% (8 per 100 working lines for	Total # of working lines									
Sta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports									
Ġ.	unit3 w/ 1,001 - 2,000 iii103)	% of trouble reports									
Ē	100/ (10 per 100 working lines	Total # of working lines	617	610	613						
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports	4	3	1						
	ioi units w/ ≥ 1,000 inles)	% of trouble reports	0.65%	0.49%	0.16%						
A altreate al		Total # of outage report tickets	0	0	0						
Adjusted	a ut	Total # of repair tickets restored in ≤ 24hrs	0	0	0						
Out of Service Repo	orτ within 24 hrs (2.2.2 excludes	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%						
	catastrophic events & customer	Sum of the duration of all outages (hh:mm)									
requested appt.)		Avg. outage duration (hh:mm)									
		Indicate if catastrpohic event is in a month									
		Total # of outage report tickets	4	3	1						
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	4	3	1						
Out of Service Repo	ort	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%						
		Sum of the duration of all outages (hh:mm)	31:55	9:56	23:53						
D. Consider		Avg. outage duration (hh:mm)	7:58	3:18	23:53						-
Refunds		Number of customers who received refunds									
Angwar Time /Traub	Ja Danarta Billing & Man Billing)	Monthly amount of refunds									-
	le Reports, Billing & Non-Billing) of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing									+
live agent (w/a menu option to reach live agent).		Total # of call seconds to reach live agent									+
iive agent (w/a mena	option to reach live agent).	%< 60 seconds									
		\(\frac{\sigma_{\sigma}}{\sigma}\)									
							•			•	
Stat	te-Wide Reporting	1									
Installation Interval		Total # of business days	38	11	30						
Min. standard = 5 bu		Total # of service orders	15	6	14						
IVIIII. Standard – 5 bu	is. days	Avg. # of business days	2.53	1.83	2.14						
		Total # of installation commitments	13	7	13						
Installation Commit		Total # of installation commitment met	13	7	13						
Min. standard = 95%	commitment met	Total # of installation commitment missed	0	0	0						
		% of commitment met	100%	100%	100%						
Customers		Acct # for voice or bundle, res+bus	3070	3039	3047						
Customer Trouble I	Keport Total	Total # of working line -	0	0							<del>                                     </del>
	6% (6 per 100 working lines for	Total # of working lines Total # of trouble reports	0	0	0	<del></del>					
_	units w/ ≥ 3,000 lines)	<u>'</u>	0	0	0	+					<del>                                     </del>
ard	·	% of trouble reports	0.00%	0.00%	0.00%						
<u>p</u>	8% (8 per 100 working lines for	Total # of working lines	2743	2716	2714						
units w/ 1,001 - 2,999 line	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	9	5	14						
		% of trouble reports	0.33%	0.18%	0.52%						
	10% (10 per 100 working lines	Total # of working lines	617	610	613						
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	4	3	1						
	1,000 IIII63)	% of trouble reports	0.65%	0.49%	0.16%						
Adjusted		Total # of outage report tickets	0	0	0						
Adjusted Out of Service Rep	ort	Total # of repair tickets restored in ≤ 24hrs	0	0	0						
	orτ within 24 hrs (2.2.2 excludes	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%						
	catastrophic events & customer	Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00						
requested appt.)	Saturding The Overlie & Gustomer	Avg. outage duration (hh:mm)	0:00	0:00	0:00						
requested appt.)		Indicate if catastrophonc event is in a month	No	No			I				

	Total # of outage report tickets	13	8	15					Ì
Unadjusted	Total # of repair tickets restored in ≤ 24hrs	13	8	15					1
Out of Service Report	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%					l
	Sum of the duration of all outages (hh:mm)	6:45	6:35	9:59					İ
	Avg. outage duration (hh:mm)	18:30	7:25	7:27					l
Refunds	Number of customers who received refunds	0	0	0					i
	Monthly amount of refunds	0.00	0.00	0.00					ĺ
Answer Time (Trouble Reports, Billing & Non-Billing)									
Min. standard = 80% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing								l
live agent (w/a menu option to reach live agent).	Total # of call seconds to reach live agent								ı
N/A Under 5,000 lines.	%<_60 seconds								
			·			·			

Primary	Utility	Contact	Info	rmat	ion
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		Email: