California Public Utilities Commission Service Quality Standards Reporting

			Se	ervice Qua	-			I							
Company Name:		Calaveras Telephone Company		Gener	al Orde		3-D U#:	U1004-C			Report Year:		2024		
company Name.				I.		0#. 01004		01004-0			Report real.		2024		
Reporting Unit Type:		□ Total Company	nter				Reporting	Unit Name	:	Copperopolis					
				Date filed			Date filed			Date filed			Date filed		
	Measurement (Compile mo	onthly, file quarterly)		(04/14/24)			(xx/xx/xx)			(xx/xx/xx)		(xx/xx/xx)			
		······ y , ····· · ·· · · y ,	1st Quarter				2nd Quarter			3rd Quarter			4th Quarter Oct Nov Dec		
		Total # of business days	Jan 34	Feb	Mar 35	Apr 28	May 42	Jun 32	Jul	Aug	Sep	UCI	NOV	Dec	
nstallation Interval	l (3.1)	Total # of service orders	13	<u> </u>	13	11	13	8							
/lin. standard = 5 bu	ıs. days	Avg. # of business days	2.62	2.75	2.69	2.55	3.23	4.00							
		Total # of installation commitments	14	7	14	11	20	9					+ +		
Installation Commitment (3.2)Total # of installation commitment metMin. standard = 95% commitment metTotal # of installation commitment missed		14	7	14	11	20	9					+ +			
			0	0	0	0	20	9					+ +		
		% of commitment met	100%	100%	100%	100%	100%	100%					+ +		
Customoro	_		2432	2436	2412	2417	2405	2405					+ +		
Customers Customer Trouble I	Danast	Acct # for voice or bundle, res+bus	2432	2430	2412	241/	2403	2403							
		Total # of working lines						┼──┤					+ +		
	6% (6 per 100 working lines for	Total # of working lines Total # of trouble reports						┥ ┥					+		
ı. Standard	units w/ \geq 3,000 lines)							+							
	. ,	% 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							
		Total # of trouble reports	9	5	14	4	4	11							
		% of trouble reports	0.33%	0.18%	0.52%	0.15%	0.15%	0.41%							
Min.	10% (10 per 100 working lines	Total # of working lines													
_		Total # of trouble reports						+ +							
	for units w/ \leq 1,000 lines)	% of trouble reports													
		Total # of outage report tickets	0	0	0	3	4	10							
		Total # of repair tickets restored in \leq 24hrs	0	0	0	3	4	10							
Adjusted		% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%	100.0%	100.0%	100.0%							
Out of Service Repo		Sum of the duration of all outages (hh:mm)	0.070	0.070	0.070	8:42	7:39	27:59					+ +		
Vin. standard = 90%	within 24 hrs	Avg. outage duration (hh:mm)				2:54	1:54	27:39					+ +		
		Indicate if catastrpohic event is in a month				2.34	1.34	2.4/					+ +		
						1	Λ	11					+ +		
lu a diva ta d		Total # of outage report tickets	9	5	14	4	4	11							
Jnadjusted		Total # of repair tickets restored in \leq 24hrs	9	5	14	3	4	10							
Out of Service Repo	ort	% of repair tickets restored \leq 24 Hours	100.0%	100.0%	100.0%	75.0%	100.0%	90.9%							
		Sum of the duration of all outages (hh:mm)	94:50	20:39	106:06	55:37	7:39	67:53							
		Avg. outage duration (hh:mm)	10:32	4:07	7:34	13:54	1:54	6:18							
Refunds		Number of customers who received refunds	0	0	0										
		Monthly amount of refunds	0	0	0	0	0	0							
	le Reports, Billing & Non-Billing)														
	o of calls <u>< 6</u> 0 seconds to reach	Total # of calls for TR, Billing & Non-Billing													
ive agent (w/a menu	a option to reach live agent).	Total # of call seconds to reach live agent													
		% <u><</u> 60 seconds													

Reporting Unit Type:

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)			
				1st Quarter		2nd Quarter			<u> </u>	3rd Quarte		4th Quarter			
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Interva	al (3.1)	Total # of business days	9	4	11	/	/	0						 	
Min. standard = 5 bus. days		Total # of service orders	3	2	3	3	2	0			-			 	
	2	Avg. # of business days Total # of installation commitments	3.00	2.00	3.67	2.33	3.50	0.00			-			 	
			3	2	4	3	3	1						┣────	
Installation Comm	· · ·	Total # of installation commitment met	3	2	4	3	3	l							
Min. standard = 95%	6 commitment met	Total # of installation commitment missed	0	0	0	0	0	0							
	_	% of commitment met	100%	100%	100%	100%	100%	100%							
Customers		Acct # for voice or bundle, res+bus	604	604	598	601	596	595							
Customer Trouble	Report														
	6% (6 per 100 working lines for	Total # of working lines													
	units w/ \geq 3,000 lines)	Total # of trouble reports													
pre		% of trouble reports													
Min. Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines													
itaı		Total # of trouble reports													
о ÷		% of trouble reports													
Ĕ	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	617	610	613	606	606	610							
		Total # of trouble reports	4	3	1	0	5	2						<u> </u>	
		% of trouble reports	0.65%	0.49%	0.16%	0.00%	0.83%	0.33%						<u> </u>	
		Total # of outage report tickets	0	0	0	0	4	2						 	
Adjusted		Total # of repair tickets restored in < 24hrs	0	0	0	0	4	2						 	
Out of Service Rep		% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%			1			<u> </u>	
	6 within 24 hrs (2.2.2 excludes	Sum of the duration of all outages (hh:mm)	0.070	01070	0.070	00:00	29:46	00:54			1			<u> </u>	
	catastrophic events & customer	Avg. outage duration (hh:mm)				00:00	7:26	00:27			1			<u> </u>	
requested appt.)		Indicate if catastrpohic event is in a month				00.00	7.20	00.27			1			<u> </u>	
		Total # of outage report tickets	4	3	1	0	5	2						<u> </u>	
Unadjusted		Total # of repair tickets restored in < 24hrs	4	3	1	0	3	2			1			 	
Out of Service Rep	oort	% of repair tickets restored ≤ 24 Hours	4 100.0%	100.0%	100.0%	0.0%	4 80.0%	100.0%						 	
		Sum of the duration of all outages (hh:mm)	31:55	9:56	23:53	00:00	71:51	00:54						<u> </u>	
		Avg. outage duration (hh:mm)	7:58	3:18	23:53	00:00	14:22	00:27			1			 	
Defunde		Number of customers who received refunds	1.50	5.10	25.55	00.00	0	00.27						 	
Refunds		Monthly amount of refunds				0	0	0						 	
Answer Time (Trouble Reports, Billing & Non-Billing)						0	0	0						 	
		Total # of calls for TR Billing & Non Billing												<u> </u>	
		Total # of calls for TR, Billing & Non-Billing												<u> </u>	
nve agent (w/a men	u option to reach live agent).	Total # of call seconds to reach live agent %< 60 seconds												<u> </u>	
														<u> </u>	
							I							L	

State-Wide Reporting										
Installation Interval 3.1	Total # of business days	43	15	46	35	49	32			
	Total # of service orders	16	6	16	14	15	8			
Min. standard = 5 bus. days	Avg. # of business days	2.69	2.50	2.88	2.50	3.27	4.00			
	Total # of installation commitments	17	9	18	14	23	10			
Installation Commitment 3.2	Total # of installation commitment met	17	9	18	14	23	10			
Min. standard = 95% commitment met	Total # of installation commitment missed	0	0	0	0	0	0			
	% of commitment met	100%	100%	100%	100%	100%	100%			
Customers	Acct # for voice or bundle, res+bus	3036	3040	3010	3018	3001	3012			

Customer Trouble F	Report										
andard		Total # of working lines	0	0	0	0	0	0			
	6% (6 per 100 working lines for upite $w/ > 2,000$ lines)	Total # of trouble reports	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%			
	8% (8 per 100 working lines for	Total # of working lines	2743	2716	2714	2700	2700	2701			
	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	9	5	14	4	4	11			
<u> </u>		% of trouble reports	0.33%	0.18%	0.52%	0.15%	0.15%	0.41%			
Ξ	10% (10 per 100 working lines	Total # of working lines	617	610	613	606	606	610			
	for units w/ \leq 1,000 lines)	Total # of trouble reports	4	3	1	0	5	2			
		% of trouble reports	0.65%	0.49%	0.16%	0.00%	0.83%	0.33%			
Adjusted		Total # of outage report tickets	0	0	0	3	8	12			
Adjusted Out of Service Repo	t	Total # of repair tickets restored in <u><</u> 24hrs	0	0	0	3	8	12			
-	within 24 hrs (2.2.2 excludes	% of repair tickets restored \leq 24 Hours	N/A	N/A	N/A	100.0%	100.0%	100.0%			
	· ·	Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00	8:42	37:25	30:46			
Sunday,fed holiday,catastrophic events & customer requested appt.)		Avg. outage duration (hh:mm)	0:00	0:00	0:00	2:54	9:20	3:14			
		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			
Unadjusted		Total # of repair tickets restored in \leq 24hrs	13	8	15	3	8	12			
Out of Service Repo	ort	% of repair tickets restored \leq 24 Hours	100%	100%	100%	75.0%	88.9%	92.3%			
		Sum of the duration of all outages (hh:mm)	6:45	6:35	9:59	55:37	79:30	68:47			
		Avg. outage duration (hh:mm)	18:30	7:25	7:27	13:54	16:16	6:45			
Refunds		Number of customers who received refunds	0	0	0	0	0	0			
		Monthly amount of refunds	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									
live agent (w/a menu option to reach live agent). 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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