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

Company Name:		Calaveras Telephone Company		30.101	ai Oi ao	U#: <u>U1004-C</u>					Report Year:	2024		
Reporting Unit Type:		☐ Total Company ☑ Exchange ☐ Wire Cent	er				Reporting Unit Name:			Copperopolis	3			
Measurement (Compile mo		onthly, file quarterly)		Date filed (04/14/24) 1st Quarter		Date filed (08/15/24) 2nd Quarter			Date f (xx/xx, 3rd Qu			Date filed (xx/xx/xx) 4th Quarter		Doo
		Total # of business days	Jan 34	Feb	Mar 35	Apr 28	May 42	Jun 32	<u>Jul</u> 27	Aug 23	Sep 30	Oct	Nov	Dec
nstallation Interval (3.1)		Total # of business days Total # of service orders	13	4	13	11	13	8	9	8	9			
Min. standard = 5 bus	s. days	Avg. # of business days	2.62	2.75	2.69	2.55	3.23	4.00	3.00	2.88	3.33	0.00	0.00	0.00
		Total # of installation commitments	14	7	14	11	20	9	16	9	11	0.00	0.00	0.00
nstallation Commit	ment (3.2)	Total # of installation commitment met	14	7	14	11	20	9	16	9	11			
Min. standard = 95%	` ,	Total # of installation commitment met Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
viiri. Staridard – 5570	Communication met	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	0%	0%
Customers	_	Acct # for voice or bundle, res+bus	2432	2436	2412	2417	2405	2405	2437	2426	2387	070	070	070
Customer Trouble F	Penort	Acct # for voice of buffule, rest bus	2732	2430	2712	2717	2403	2403	2731	2420	2307		 	
Justonier Trouble i	Teport	Total # of working lines											 	
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports											 	
_		,											 	
arc		% of trouble reports											\vdash	
Min. Standard	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			
		Total # of trouble reports	9	5	14	4	4	11	11					
		% of trouble reports	0.33%	0.18%	0.52%	0.15%	0.15%	0.41%	0.41%	0.00%	0.00%	0.00%	0.00%	0.00%
	10% (10 per 100 working lines	Total # of working lines											1	
		Total # of trouble reports												
for units w/ ≤ 1,000 lines)		% of trouble reports												
		Total # of outage report tickets	0	0	0	3	4	10	9	6	7			
		Total # of repair tickets restored in ≤ 24hrs	0	0	0	3	4	10	9	6	7			
Adjusted		% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%
Out of Service Repo		Sum of the duration of all outages (hh:mm)				8:42	7:39	27:59	46:13	12:23	24:25			
Min. standard = 90%	within 24 hrs	Avg. outage duration (hh:mm)				2:54	1:54	2:47	5:08	2:04	3:29			
		Indicate if catastrpohic event is in a month												
			0	5	1.4	4	4	11	1.1	(7			
Jnadjusted		Total # of outage report tickets	9	5	14	·	•		11	6	7		\vdash	
Out of Service Repo	ort	Total # of repair tickets restored in ≤ 24hrs % of repair tickets restored ≤ 24 Hours	9 100.0%	5 100.0%	14 100.0%	3 75.0%	4 100.0%	10 90.9%	9 81.8%	100.0%	100.0%	0.0%	0.0%	0.0%
out of control respe		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	0.070	0.076	0.070
		Avg. outage duration (hh:mm)	10:32	4:07	7:34	13:54	1:54	6:18	9:11	2:04	3:29		\vdash	
Refunds		Number of customers who received refunds	0	0	0	13.34	1.34	0.16	9.11	2.04	3.29			
		Monthly amount of refunds	0	0	0	0	0	0	0	0	0			
\nawar Tima /Traubl	lo Donarto Pilling & Non Pilling)	Monthly amount of ferunds	U	U	U	U	U	U	U	U	U		\vdash	
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls < 60 seconds to reach		Total # of calls for TR, Billing & Non-Billing												
ive agent (w/a menu option to reach live agent).		Total # of call seconds to reach live agent											 	
		1 otal # of call seconds to reach live agent %≤60 seconds											\vdash	
		70 <u>-</u> 00 36001103											 	
												l		
Reporting Unit Ty	ne:	☐ Total Company ☑ Exchange ☐ Wire Cent	er				Reporting I	Jnit Name	:	Jenny Lind				
reporting officingle.									=					

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 Quarte		ll	3rd Quarter			4th Quarter	
		Total # of business days	Jan 9	Feb 4	Mar 11	Apr	May 7	Jun ()	Jul 1	Aug	Sep	Oct	Nov	Dec
Installation Interv	al (3.1)	Total # of service orders	3	2	2	3	7	0	1	2	0			+
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	0.00	0.00	0.00
		Total # of installation commitments	3.00	2.00	3.07	2.33	3.30	0.00	1.00	2	0.00	0.00	0.00	0.00
l., . t . ll . t'	nitmont (2.0)	Total # of installation commitments Total # of installation commitment met	3	2	4	3	3	1	1	2	0		<u> </u>	+
Installation Comn	nitment (3.2) % commitment met				4			1	1		0	0	0	1
iviin. standard = 95	% commiment met	Total # of installation commitment missed	0	1000/	1000/	0	0	0	1000/	0	0	0	0	0
-		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	0%	0%	0%	0%
Customers		Acct # for voice or bundle, res+bus	604	604	598	601	596	595	586	581	567			
Customer Trouble	e Report	T												
	6% (6 per 100 working lines for	Total # of working lines												'
	units w/ ≥ 3,000 lines)	Total # of trouble reports												
ב <u>י</u>	a w = 0,000 mico)	% of trouble reports												
Standard	8% (8 per 100 working lines for	Total # of working lines												
itaı	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	units w/ 1,001 - 2,999 lines)	% of trouble reports												1
M Ë		Total # of working lines	617	610	613	606	606	610	593	589	583			†
_	10% (10 per 100 working lines	Total # of trouble reports	4	3	1	000	5	2	2	3	363			
for units w/ \leq 1,0	for units w/ ≤ 1,000 lines)	% of trouble reports	0.65%	0.49%	0.16%	0.00%	0.83%	0.33%	0.34%	0.51%	0.17%	0.00%	0.00%	0.00%
		Total # of outage report tickets	0.03%		0.1070	_	0.83%	0.33%	1	3	0.17%	0.00%		0.00%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs (2.2.2 excludes Sunday,fed holiday,catastrophic events & customer requested appt.)			Ů	0	0	0	4	2	1	3	0	0	0	0
		Total # of repair tickets restored in ≤ 24hrs	0	0 00/	0.00/	0 00/	100.00/	7	100.00/	5	Ü	U	0	v
		% 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%	0.0%	0.0%
		Sum of the duration of all outages (hh:mm)				00:00	29:46	00:54	1:17	10:20	11:47			<u> </u>
		Avg. outage duration (hh:mm)				00:00	7:26	00:27	1:17	3:27	11:47			
,		Indicate if catastrpohic event is in a month												
		Total # of outage report tickets	4	3	1	0	5	2	2	3	1			
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	4	3	1	0	4	2	1	3	1			
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%	0.0%	0.0%
		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			
		Avg. outage duration (hh:mm)	7:58	3:18	23:53	00:00	14:22	00:27	48:45	3:27	11:47			
Refunds		Number of customers who received refunds				0	0	0						
		Monthly amount of refunds				0	0	0						
Answer Time (Trou	uble Reports, Billing & Non-Billing)													
Min. standard = 80	% of calls < 60 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												
												<u> </u>		
St	tate-Wide Reporting													
Min. standard = 5 bus. days		Total # of business days	43	15	46	35	49	32	28	25	30	0	0	0
		Total # of service orders	16	6	16	14	15	8	10	10	9	0	0	0
		Avg. # of business days	2.69	2.50	2.88	2.50	3.27	4.00	2.80	2.50	3.33	0.00	0.00	0.00
		Total # of installation commitments	17	9	18	14	23	10	17	11	11	0	0	0
Installation Comn	nitment 3.2	Total # of installation commitment met	17	9	18	14	23	10	17	11	11	0	0	0
Min. standard = 95% commitment met		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%	0%	0%	0%
Customore		Aget # for voice or bundle, reathus	2026	2040	2010	2019	2001	2000	2 022	2007	2054			

3,023

Acct # for voice or bundle, res+bus

Customers

Customer Trouble Report														
	00/ /0 100 1: ::	Total # of working lines	0	0	0	0	0	0	0	0	0	0	0	0
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports	0	0	0	0	0	0	0	0	0	0	0	0
ard .	units w/ 2 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	0	0	0
units w/ 1,001 - 2,999 lines)		Total # of trouble reports	9	5	14	4	4	11	11	0	0	0	0	0
°;	2,555 mes)	% of trouble reports	0.33%	0.18%	0.52%	0.15%	0.15%	0.41%	0.41%	0.00%	0.00%	0.00%	0.00%	0.00%
Ξ	10% (10 per 100 working lines	Total # of working lines	617	610	613	606	606	610	593	589	583	0	0	0
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	4	3	1	0	5	2	2	3	1	0	0	0
	101 dilite 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%	0.00%	0.00%
Adjusted		Total # of outage report tickets	0	0	0	3	8	12	10	9	7	0	0	0
Out of Service Repo	\ \rightarrow 4	Total # of repair tickets restored in ≤ 24hrs	0	0	0	3	8	12	10	9	7	0	0	0
Min. standard = 90% within 24 hrs (2.2.2 excludes Sunday,fed holiday,catastrophic events & customer requested appt.)		% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%
		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	0:00	0:00	0:00
		Avg. outage duration (hh:mm)	0:00	0:00	0:00	2:54	9:20	3:14	6:25	5:31	15:16	0:00	0:00	0:00
		Indicate if catastrophonc event is in a month	No	No	No	No	No	No						1
		Total # of outage report tickets	13	8	15	4	9	13	13	9	8	0	0	0
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	13	8	15	3	8	12	10	9	8	0	0	0
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%	0.0%	0.0%	0.0%
		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	0:00	0:00	0:00
		Avg. outage duration (hh:mm)	18:30	7:25	7:27	13:54	16:16	6:45	9:56	5:31	15:16	0:00	0:00	0:00
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)														
I		Total # of calls for TR, Billing & Non-Billing												1
• · · · · · · · · · · · · · · · · · · ·		Total # of call seconds to reach live agent												
N/A Under 5,000 lines.		%<_60 seconds												1
														1

Primary Utility Contact Information

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		Email:				