

**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	
<b>Installation Interval (3.1)</b> Min. standard = 5 bus. days	Total # of business days	34	11	35	28	42	32	27	23	30				
	Total # of service orders	13	4	13	11	13	8	9	8	9				
	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	
<b>Installation Commitment (3.2)</b> Min. standard = 95% commitment met	Total # of installation commitments	14	7	14	11	20	9	16	9	11				
	Total # of installation commitment met	14	7	14	11	20	9	16	9	11				
	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%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	2432	2436	2412	2417	2405	2405	2437	2426	2387				
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	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			
		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 for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	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				
	% 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)				8:42	7:39	27:59	46:13	12:23	24:25				
	Avg. outage duration (hh:mm)				2:54	1:54	2:47	5:08	2:04	3:29				
	Indicate if catastrophic event is in a month													
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	9	5	14	4	4	11	11	6	7				
	Total # of repair tickets restored in ≤ 24hrs	9	5	14	3	4	10	9	6	7				
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	75.0%	100.0%	90.9%	81.8%	100.0%	100.0%	0.0%	0.0%	0.0%	
	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				
	Avg. outage duration (hh:mm)	10:32	4:07	7:34	13:54	1:54	6:18	9:11	2:04	3:29				
<b>Refunds</b>	Number of customers who received refunds	0	0	0										
	Monthly amount of refunds	0	0	0	0	0	0	0	0	0				
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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
<b>Installation Interval (3.1)</b> Min. standard = 5 bus. days	Total # of business days	9	4	11	7	7	0	1	2	0			
	Total # of service orders	3	2	3	3	2	0	1	2	0			
	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	
<b>Installation Commitment (3.2)</b> Min. standard = 95% commitment met	Total # of installation commitments	3	2	4	3	3	1	1	2	0			
	Total # of installation commitment met	3	2	4	3	3	1	1	2	0			
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	0%	0%	0%	
<b>Customers</b>		Acct # for voice or bundle, res+bus											
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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		
		Total # of trouble reports	4	3	1	0	5	2	2	3	1		
		% 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%
<b>Adjusted Out of Service Report</b> 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	0	
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	4	2	1	3	0	0	0	
	% 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%	
	Sum of the duration of all outages (hh:mm)				00:00	29:46	00:54	1:17	10:20	11:47			
	Avg. outage duration (hh:mm)				00:00	7:26	00:27	1:17	3:27	11:47			
	Indicate if catastrophic event is in a month												
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	4	3	1	0	5	2	2	3	1			
	Total # of repair tickets restored in ≤ 24hrs	4	3	1	0	4	2	1	3	1			
	% 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			
<b>Refunds</b>	Number of customers who received refunds				0	0	0						
	Monthly amount of refunds				0	0	0						
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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													
<b>Installation Interval 3.1</b> 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
<b>Installation Commitment 3.2</b> Min. standard = 95% commitment met	Total # of installation commitments	17	9	18	14	23	10	17	11	11	0	0	0
	Total # of installation commitment met	17	9	18	14	23	10	17	11	11	0	0	0
	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%	0%	0%	0%
<b>Customers</b>		Acct # for voice or bundle, res+bus											
		3036	3040	3010	3018	3001	3000	3,023	3007	2954	0	0	0

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	
		Total # of trouble reports	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%	
	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	0	0	0
		Total # of trouble reports	9	5	14	4	4	11	11	0	0	0	0	0
		% 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 for units w/ ≤ 1,000 lines)	Total # of working lines	617	610	613	606	606	610	593	589	583	0	0	0
		Total # of trouble reports	4	3	1	0	5	2	2	3	1	0	0	0
		% 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%
<b>Adjusted Out of Service Report</b> 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	0	0	0
		Total # of repair tickets restored in ≤ 24hrs	0	0	0	3	8	12	10	9	7	0	0	0
		% 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 catastrophic event is in a month	No	No	No	No	No	No						
<b>Unadjusted Out of Service Report</b>		Total # of outage report tickets	13	8	15	4	9	13	13	9	8	0	0	0
		Total # of repair tickets restored in ≤ 24hrs	13	8	15	3	8	12	10	9	8	0	0	0
		% 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
<b>Refunds</b>		Number of customers who received refunds	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**

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