

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

Company Name: Calaveras Telephone Company

U#: U1004-C

Report Year: 2025

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Copperopolis

Measurement (Compile monthly, file quarterly)		Date filed (05/15/25) 1st Quarter			Date filed (08/15/25) 2nd Quarter			Date filed (10/17/25) 3rd Quarter			Date filed (02/13/26) 4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Interval (3.1) Min. standard = 5 bus. days	Total # of business days	4	14	11	26	24	15	21	10	2	3	19	15	
	Total # of service orders	3	5	4	10	12	5	10	5	1	3	9	8	
	Avg. # of business days	1.33	2.80	2.75	2.60	2.00	3.00	2.10	2.00	2.00	1.00	2.11	1.88	
Installation Commitment (3.2) Min. standard = 95% commitment met	Total # of installation commitments	9	6	10	15	13	9	11	7	2	3	10	8	
	Total # of installation commitment met	9	6	10	15	13	9	11	7	2	3	10	8	
	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												
Customer Trouble Report														
Min. Standard	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	2573	2532	2523	2500	2479	2458	2438	2410	2369	2315	2299	2271
		Total # of trouble reports	2	1	2	6	6	1	4	2	4	1	4	3
		% of trouble reports	0.08%	2.00%	0.08%	0.24%	0.24%	0.04%	0.16%	0.08%	0.17%	0.04%	0.17%	0.13%
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	1	2	5	6	0	3	2	4	1	4	2	
	Total # of repair tickets restored in ≤ 24hrs	2	1	2	5	6	0	3	2	4	1	4	2	
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	Sum of the duration of all outages (hh:mm)	18:57	2:31	9:09	49:12	9:47	0	3:51	9:20	23:22	7:58	12:06	4:19	
	Avg. outage duration (hh:mm)	9:29	2:31	4:34	9:50	1:38	0	1:17	4:40	5:50	7:58	3:01	2:09	
Indicate if catastrophic event is in a month		No	No	No	No	No	No	No	No	No	No	No	No	
Unadjusted Out of Service Report	Total # of outage report tickets	2	1	2	6	6	0	4	2	4	1	4	3	
	Total # of repair tickets restored in ≤ 24hrs	2	1	2	6	6	0	3	2	4	1	4	2	
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	75.0%	100.0%	100.0%	100.0%	100.0%	66.7%	
	Sum of the duration of all outages (hh:mm)	18:57	2:31	9:09	74:23	9:47	0	149:25	9:20	23:22	7:58	12:06	48:55	
	Avg. outage duration (hh:mm)	9:29	2:31	4:34	12:24	1:38	0	37:21	4:40	5:50	7:58	3:01	16:18	
Refunds	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) 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 (05/15/25) 1st Quarter			Date filed (08/15/25) 2nd Quarter			Date filed (10/17/25) 3rd Quarter			Date filed (02/13/26) 4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec

Installation Interval (3.1) Min. standard = 5 bus. days	Total # of business days	3	0	1	0	2	0	3	0	0	0	3	0	
	Total # of service orders	1	0	1	0	1	0	1	0	0	0	3	0	
	Avg. # of business days	3.00	0.00	1.00	0.00	2.00	0.00	3.00	0.00	0.00	0.00	1.00	0.00	
Installation Commitment (3.2) Min. standard = 95% commitment met	Total # of installation commitments	1	1	1	0	1	0	1	0	0	0	3	0	
	Total # of installation commitment met	1	1	1	0	1	0	1	0	0	0	3	0	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
Customers	% of commitment met	100%	100%	100%	0%	100%	0%	100%	0%	0%	0%	100%	0%	
	Acct # for voice or bundle, res+bus	559	554	551	547	549	542	539	535	533	531	533	526	
Customer Trouble Report														
Min. Standard	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	567	564	561	557	558	550	547	541	538	535	536	524
		Total # of trouble reports	1	2	2	1	1	2	0	0	2	3	1	2
		% of trouble reports	0.18%	0.35%	0.36%	0.18%	0.18%	0.36%	0.00%	0.00%	0.37%	0.56%	0.19%	0.38%
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	1	2	2	1	0	1	0	0	2	3	1	2	
	Total # of repair tickets restored in ≤ 24hrs	1	2	2	1	0	1	0	0	2	3	1	2	
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	100.0%	0.0%	100.0%	0.0%	0.0%	100.0%	100.0%	100.0%	100.0%	
	Sum of the duration of all outages (hh:mm)	6:37	1:45	3:19	1:51	0	1:35	0:00	0:00	5:19	19:32	21:21	5:52	
	Avg. outage duration (hh:mm)	6:37	0:52	1:39	1:51	0	1:35	0:00	0:00	2:39	6:30	21:21	2:56	
Indicate if catastrophic event is in a month	No	No	No	No	No	No	No	No	No	No	No	No		
Unadjusted Out of Service Report	Total # of outage report tickets	1	2	2	1	1	2	0	0	2	3	1	2	
	Total # of repair tickets restored in ≤ 24hrs	1	2	2	1	1	2	0	0	2	3	1	2	
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	100.0%	100.0%	100.0%	100.0%	
	Sum of the duration of all outages (hh:mm)	6:37	1:45	3:19	1:51	24:30	27:50	0:00	0:00	5:19	19:32	21:21	5:52	
	Avg. outage duration (hh:mm)	6:37	0:52	1:39	1:51	24:30	13:55	0:00	0:00	2:39	6:30	21:21	2:56	
Refunds	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) 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														
Installation Interval 3.1 Min. standard = 5 bus. days	Total # of business days	7	14	12	26	26	15	24	10	2	3	22	15	
	Total # of service orders	4	5	5	10	13	5	11	5	1	3	12	8	
	Avg. # of business days	1.75	2.80	2.40	2.60	2.00	3.00	2.18	2.00	2.00	1.00	1.83	1.88	
Installation Commitment 3.2 Min. standard = 95% commitment met	Total # of installation commitments	10	7	11	15	14	9	12	7	2	3	13	8	
	Total # of installation commitment met	10	7	11	15	14	9	12	7	2	3	13	8	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
Customers	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Acct # for voice or bundle, res+bus	2898	2853	2839	2820	2800	2779	2,753	2744	2731	2715	2715	2701	
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	2573	2532	2523	2500	2479	2458	2438	2410	2369	2315	2299	2271
		Total # of trouble reports	2	1	2	6	6	1	4	2	4	1	4	3
		% of trouble reports	0.08%	0.04%	0.08%	0.24%	0.24%	0.04%	0.16%	0.08%	0.17%	0.04%	0.17%	0.13%
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	567	564	561	557	558	550	547	541	538	535	536	524
		Total # of trouble reports	1	2	2	1	1	2	0	0	2	3	1	2

	% of trouble reports	0.18%	0.35%	0.36%	0.18%	0.18%	0.36%	0.00%	0.00%	0.37%	0.56%	0.19%	0.38%
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	3	3	4	6	6	1	3	2	6	4	5	4
	Total # of repair tickets restored in ≤ 24hrs	3	3	4	6	6	1	3	2	6	4	5	4
	% of repair tickets restored ≤ 24 Hours	200.0%	200.0%	200.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	200.0%	200.0%	200.0%
	Sum of the duration of all outages (hh:mm)	1:34	4:16	12:28	51:03	9:47	1:35	3:51	9:20	4:41	27:30	33:27	10:11
	Avg. outage duration (hh:mm)	16:06	3:23	6:13	8:30	1:38	1:35	1:17	4:40	8:29	6:52	6:41	2:32
	Indicate if catastrophic event is in a month	No											
Unadjusted Out of Service Report	Total # of outage report tickets	3	3	4	7	7	2	4	2	6	4	5	5
	Total # of repair tickets restored in ≤ 24hrs	3	3	4	7	7	2	3	2	6	4	5	4
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	0.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	80.0%
	Sum of the duration of all outages (hh:mm)	1:34	4:16	12:28	76:14	34:17	27:50	149:25	9:20	28:41	27:30	33:27	54:47
	Avg. outage duration (hh:mm)	16:06	3:23	6:13	10:53	4:54	13:55	37:21	4:40	4:46	6:52	6:41	10:57
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) 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

Name: Sara Yocum

Phone: (209) 785-2211

Email: sara.yocum@caltelcorp.com