

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

Company Name:

Calaveras Telephone Company

U#:

U1004-C

Report Year:

2026

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 (08/17/26) 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
Installation Interval (3.1) Min. standard = 5 bus. days	Total # of business days		2	15	4	7	9	0						
	Total # of service orders		2	8	2	2	3	0						
	Avg. # of business days		1.00	1.88	2.00	3.50	3.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Installation Commitment (3.2) Min. standard = 95% commitment met	Total # of installation commitments		2	8	3	4	3	0						
	Total # of installation commitment met		2	8	3	4	3	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%	0%	0%	0%	0%	0%	0%	0%
Customers			Acct # for voice or bundle, res+bus		2169	2149	2137	2123	2120	2101				
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	2238	2187	2126	2054	2011	1967						
		Total # of trouble reports	5	4	0	2	0	4						
		% of trouble reports	0.22%	2.00%	0.00%	0.10%	0.00%	0.20%	0.00%	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												
	Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets		3	3	0	2	0	4					
Total # of repair tickets restored in ≤ 24hrs		3	3	0	2	0	4							
% of repair tickets restored ≤ 24 Hours		100.0%	100.0%	0.0%	100.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Sum of the duration of all outages (hh:mm)		22:03	13:48	0:00	8:33	0	34:10							
Avg. outage duration (hh:mm)		7:21	4:36	0:00	4:16	0	8:32							
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		5	4	0	2	0	4						
	Total # of repair tickets restored in ≤ 24hrs		5	3	0	2	0	4						
	% of repair tickets restored ≤ 24 Hours		100.0%	75.0%	0.0%	100.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Sum of the duration of all outages (hh:mm)		93:17	247:13:00	0:00	8:33	0	34:10						
	Avg. outage duration (hh:mm)		18:39	61:46:25	0:00	4:16	0	8:32						
Refunds			Number of customers who received refunds		0	0	0	0	0	0	0	0	0	0
			Monthly amount of refunds		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 (08/17/26) 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
Installation Interval (3.1) Min. standard = 5 bus. days	Total # of business days	0	0	0	0	0	0						
	Total # of service orders	0	0	0	0	0	0						
	Avg. # of business days	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Installation Commitment (3.2) Min. standard = 95% commitment met	Total # of installation commitments	1	1	1	1	0	0						
	Total # of installation commitment met	1	1	1	1	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%	0%	0%	0%	0%	0%	0%	0%	0%

Customers		Acct # for voice or bundle, res+bus	520	520	509	502	498	499						
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	516	513	497	490	484	484						
		Total # of trouble reports	3	0	2	3	2	4						
		% of trouble reports	0.58%	0.00%	0.40%	0.61%	0.41%	0.83%	0.00%	0.00%	0.00%	0.00%	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.)		Total # of outage report tickets	3	0	2	3	2	4						
		Total # of repair tickets restored in ≤ 24hrs	3	0	2	3	2	4						
		% of repair tickets restored ≤ 24 Hours	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		Sum of the duration of all outages (hh:mm)	31:19	0:00	6:01	29:13	24:58	30:03						
		Avg. outage duration (hh:mm)	10:26	0:00	3:00	9:44	12:28	7:30						
		Indicate if catastrophc 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	3	0	2	3	2	4				
Total # of repair tickets restored in ≤ 24hrs	3			0	2	3	2	4						
% of repair tickets restored ≤ 24 Hours	100.0%			0.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sum of the duration of all outages (hh:mm)	31:19			0	6:01	29:13	24:58	30:03						
Avg. outage duration (hh:mm)	10:26			0	3:00	9:44	12:28	7:30						
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												

34.1 30.03 64.13

State-Wide Reporting														
Installation Interval 3.1 Min. standard = 5 bus. days		Total # of business days	2	15	4	7	9	0	0	0	0	0	0	0
		Total # of service orders	2	8	2	2	3	0	0	0	0	0	0	0
		Avg. # of business days	1.00	1.88	2.00	3.50	3.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Installation Commitment 3.2 Min. standard = 95% commitment met		Total # of installation commitments	3	9	4	5	3	0	0	0	0	0	0	0
		Total # of installation commitment met	3	9	4	5	3	0	0	0	0	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%	0%	0%	0%	0%	0%	0%	0%
Customers		Acct # for voice or bundle, res+bus	2689	2669	2646	2625	2618	2600	0	0	0	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	0
		Total # of trouble reports	0	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%	0.00%
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	2238	2187	2126	2054	2011	1967	0	0	0	0	0	0
		Total # of trouble reports	5	4	0	2	0	4	0	0	0	0	0	0
		% of trouble reports	0.22%	0.18%	0.00%	0.10%	0.00%	0.20%	0.00%	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	516	513	497	490	484	484	0	0	0	0	0	0
		Total # of trouble reports	3	0	2	3	2	4	0	0	0	0	0	0
		% of trouble reports	0.58%	0.00%	0.40%	0.61%	0.41%	0.83%	0.00%	0.00%	0.00%	0.00%	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.)		Total # of outage report tickets	6	3	2	5	2	8	0	0	0	0	0	0
		Total # of repair tickets restored in ≤ 24hrs	6	3	2	5	2	8	0	0	0	0	0	0
		% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		Sum of the duration of all outages (hh:mm)	5:22	13:48	6:01	37:46	24:58	12:13						
		Avg. outage duration (hh:mm)	17:47	4:36	3:00	7:33	12:28	7:31						
		Indicate if catastrophonc 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	8	4	2	5	2	8	0	0	0	0	0	0
		Total # of repair tickets restored in ≤ 24hrs	8	3	2	5	2	8	0	0	0	0	0	0
		% of repair tickets restored ≤ 24 Hours	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		Sum of the duration of all outages (hh:mm)	4:36	7:13	6:01	37:46	24:58	12:13						
		Avg. outage duration (hh:mm)	5:05	13:46	3:00	7:33	12:28	7:31						
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

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