Company Name:	Cal-Ore Telephone Co.	U#:10	Report Year:	2017
Reporting Unit Type:	✓ Total Company ☐ Exchange ☐ Wire Center	Reporting Unit Name:	All Exchanges	

	Measurement (Compile mo	onthly, file quarterly)		Date filed (05/16/2017) 1st Quarter				Date filed (11/15/2017) 3rd Quarter		Date filed (02/15/2018) 4th Quarter				
		t	Jan	Feb	Mar	Apr	2nd Quarter May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	18	26	41	34	48	44						
Installation Interva Min. standard = 5 b		Total # of service orders	10	14	15	22	21	20						
iviin. Standard = 5 t	ous. days	Avg. # of business days	1.8	1.9	2.7	1.5	2.3	2.2					1	T
		Total # of installation commitments	10	14	15	22	21	20						<u> </u>
Installation Comm	nitment	Total # of installation commitment met	10	14	14	21	21	20						
Min. standard = 95	% commitment met	Total # of installation commitment missed	0	0	1	1	0	0						
		% of commitment met	100.0%	100.0%	93.3%	95%	100%	100%						
Customers		Acct # for voice or bundle, res+bus	1,771	1,763	1,770	1,772	1,785	1,753						
Customer Trouble	Report												1	
		Total # of working lines											T	
	6% (6 per 100 working lines for	Total # of trouble reports											1	
5	units w/ ≥ 3,000 lines)	% of trouble reports												
ldai		Total # of working lines	1,813	1,800	1,814	1,812	1,823	1,791						
tan	8% (8 per 100 working lines for	Total # of trouble reports	25	30	27	27	41	15					+	+
ა. ა	units w/ 1,001 - 2,999 lines)	% of trouble reports	0.01	0.02	0.01	0.01	0.02	0.01					+	+
Ē		Total # of working lines	0.02		0.02	0.02	0.02	0.01						
	10% (10 per 100 working lines	Total # of trouble reports											+	+
	for units w/ ≤ 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	17	14	17	16	22	4						
Adjusted		Total # of repair tickets restored in ≤ 24hrs	16	13	17	16	22	4						
Out of Service Re	port	% of repair tickets restored ≤ 24 Hours	94.1%	92.9%	100.0%	100.0%	100.0%	100.0%						
Min. standard = 90% within 24 hrs		Sum of the duration of all outages (hh:mm)	65	78	74	75	113	8						
		Avg. outage duration (hh:mm)	3.8	5.6	4.4	4.7	5.1	2.0						
		Total # of outage report tickets	17	14	19	16	22	4						
Unadjusted Out of Service Re	port	Total # of repair tickets restored in ≤ 24hrs	16	13	17	16	21	4						
		% of repair tickets restored ≤ 24 Hours	94.1%	92.9%	89.5%	100.0%	95.5%	100.0%						<u> </u>
		Sum of the duration of all outages (hh:mm)	65	78	319	75	113	8						
		Avg. outage duration (hh:mm)	3.8	5.6	17	4.7	5.1	2.0						
Refunds		Number of customers who received refunds	0	0	0	0	0	0						
		Monthly amount of refunds	0	0	0	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												
													1	

Primary Utility Contact Information

Name: Mindy Hill	Phone: 530-397-7012	Email: mindy@calore.net
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Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Company Name:	-	Cal-Ore Telepl	hone Co.	U#:	1006	Report Year:	2017
Reporting Unit Type:	☐ Total Company	Exchange	☐ Wire Center	Reportin	g Unit Name:	Dorris Exchange	

	Measurement (Compile mo	onthly, file quarterly)		Date filed (05/16/2017) 1st Quarter			Date filed (08/15/2017) 2nd Quarter					Date filed (02/15/2018) 4th Quarter		
		 	Jan	Feb	Mar	Apr	May	Jun	Jul	3rd Quarter Aug	Sep	Oct	Nov	Dec
		Total # of business days	8	5	3	22	14	6						
Installation Interv		Total # of service orders	4	2	2	7	6	3					1	
Min. standard = 5	bus. days	Avg. # of business days	2	2.5	1.5	3.1	2.3	2					1	
		Total # of installation commitments	4	2	2	7	6	3					1	
Installation Comr	nitment	Total # of installation commitment met	4	2	2	6	6	3					1	
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	1	0	0					1	
		% of commitment met	100.0%	100.0%	100.0%	86%	100%	100%					1	
Customers		Acct # for voice or bundle, res+bus	479	462	461	459	456	451					1	
Customer Troubl	e Report	·											1	1
	·	Total # of working lines												1
	6% (6 per 100 working lines for	Total # of trouble reports												
5	units w/ ≥ 3,000 lines)	% of trouble reports												
da		Total # of working lines												1
tan	8% (8 per 100 working lines for	Total # of trouble reports											+	+
8	units w/ 1,001 - 2,999 lines)	% of trouble reports											+	
Ĕ		Total # of working lines	496	479	478	477	474	469					+	
	10% (10 per 100 working lines	Total # of trouble reports	490	7	478	6	7	-107				_	+	+
	for units w/ ≤ 1,000 lines)	% of trouble reports	0.01	0.01	0.01	0.01	0.01	0.01				_	+	
		Total # of outage report tickets	0.01	0.01	0.01	0.01	0.01	0.01				_	+	+
		Total # of outage report tickets Total # of repair tickets restored in ≤ 24hrs	4 Λ	2	1	1	3	1				_	+	+
Adjusted Out of Service Report Min. standard = 90% within 24 hrs		% of repair tickets restored ≤ 24 Hours	7	100.00/	100.00/	100.00/	100.00/	100.00/				_	+	+
			100.0%	100.0%	100.0%	100.0%	100.0%	100.0%					+	
		Sum of the duration of all outages (hh:mm)	8	13	3.4	5.7		1.1				_	+	
		Avg. outage duration (hh:mm)	2	6.7	3.4	5.7	1.4	1.1					_	
		Total # of outage report tickets	4	2	1	1	3	1						
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	4	2	1	1	3	1					1	
Out of Service Report		% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						
		Sum of the duration of all outages (hh:mm)	8	13	3.4	5.7		1 1					+	+
		Avg. outage duration (hh:mm)	2	6.7	3.4	5.7	1.4	1.1					+	
Refunds		Number of customers who received refunds	0	0	0	0	0	0					+	+
i Corunus		Monthly amount of refunds	0	0	0	0	0	0					+	+
Answer Time (Tro	uble Reports, Billing & Non-Billing)	internity amount of fedulus	U	U	U	U	U	U					+	+
,	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing											+	+
													+	+
ive agent (w/a me	enu option to reach live agent).	Total # of call seconds to reach live agent %< 60 seconds										-	+	+
		70<_OU SECUNUS										-	+	+
													1	

Primary Utility Contact Information

Name: Mindy Hill	Phone: 530-397-7012	Email: mindy@calore.net
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Date Adopted: 7/28/09
Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Company Name:	Cal-Ore	Telephone Co.	. U#:	1006	Report Year:	2017
Reporting Unit Type:	☐ Total Company ☑ Exchar	ge Wire Center	Reporti	ng Unit Name:	Macdoel Exchange	

	Measurement (Compile mo	nthly, file quarterly)		Date filed (05/16/2017) 1st Quarter				Date filed (11/15/2017) 3rd Quarter		Date filed (02/15/2018) 4th Quarter				
		1	Jan	Feb	Mar	Apr	2nd Quarter May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	6	9	1	7	10	13						
nstallation Interv Min. standard = 5		Total # of service orders	4	4	1	2	7	6						
viiii. Stariuaru = 5	bus. days	Avg. # of business days	1.5	2.25	1	3.5	1.4	2.2						1
		Total # of installation commitments	4	4	1	2	7	6						
nstallation Com	mitment	Total # of installation commitment met	4	4	1	2	7	6						
Min. standard = 9	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0						
		% of commitment met	100.0%	100.0%	100.0%	100%	100%	100%						<u> </u>
Customers		Acct # for voice or bundle, res+bus	377	375	379	381	386	381						
Customer Troub	le Report													
	20/ /2	Total # of working lines												ĺ
	6% (6 per 100 working lines for	Total # of trouble reports												
Ī	units w/ ≥ 3,000 lines)	% of trouble reports												
g		Total # of working lines												
, tar	8% (8 per 100 working lines for	Total # of trouble reports												
<u>ج</u> رن	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Ē	100/ /10 100 11 11	Total # of working lines	388	381	392	389	392	387						
	10% (10 per 100 working lines	Total # of trouble reports	1	3	7	1	16	5						
	for units w/ ≤ 1,000 lines)	% of trouble reports	0.00	0.01	0.02	0.00	0.04	0.01						
	· ·	Total # of outage report tickets	0	1	3	0	10	1						
Adjusted		Total # of repair tickets restored in ≤ 24hrs	0	1	3	0	10	1						
Out of Service R	eport	% of repair tickets restored ≤ 24 Hours	0.0%	100.0%	100.0%	0.0%	100.0%	100.0%						
Min. standard = 90% within 24 hrs		Sum of the duration of all outages (hh:mm)	0.070	3.6	16	0.070	25.7	1.7						
		Avg. outage duration (hh:mm)	-	3.6	5.4	-	2.6	1.7						
		Total # of outage report tickets	0	1	3	0	10	1						
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	0	1	3	0	10	1						
Out of Service R	eport	% of repair tickets restored ≤ 24 Hours	0.0%	100.0%	100.0%	0.0%	100.0%	100.0%						
		Sum of the duration of all outages (hh:mm)	0	3.6	16	0	25.7	1.7						1
		Avg. outage duration (hh:mm)	-	3.6	5.4	-	2.6	1.7						
Refunds		Number of customers who received refunds	0	0	0	0	0	0						
		Monthly amount of refunds	0	0	0	0	0	0						
Answer Time (Tro	ouble Reports, Billing & Non-Billing)													
	60% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
ive agent (w/a me	enu option to reach live agent).	Total # of call seconds to reach live agent												
5 (%<_60 seconds						i						
		į						i						

Primary Utility Contact Information

Name: Mindy Hill Phone: 530-397-7012 Email: mindy@calore.net		
	Phone: 530-397-7012	

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Company Name:	Cal-Ore	re Telephone Co.	U#:	1006	Report Year:	2017
Reporting Unit Type:	☐ Total Company ✓ Exch	change	Reporting Unit Name:		Tulelake Exchange	

	Measurement (Compile mo	onthly, file quarterly)		Date filed (05/16/2017) 1st Quarter				Date filed (11/15/2017) 3rd Quarter		Date filed (02/15/2018) 4th Quarter				
			Jan	Feb	Mar	Apr	2nd Quarter May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	2	7	12	34	15	14	- Gui	Aug	ССР		1101	
Installation Interv		Total # of service orders	1	5	4	10	5	8						
Min. standard = 5	bus. days	Avg. # of business days	2	1.4	3	3.4	3	1.75					1	
		Total # of installation commitments	1	5	4	10	5	8						
Installation Com	mitment	Total # of installation commitment met	1	5	4	10	5	8					1	
	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0					1	
		% of commitment met	100.0%	100.0%	100.0%	100%	100%	100%					1	
Customers		Acct # for voice or bundle, res+bus	642	651	654	653	664	643					1	
Customer Troub	le Report													
	·	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												†
ъ	units w/ ≥ 3,000 lines)	% of trouble reports												†
dar		Total # of working lines											+	-
än	8% (8 per 100 working lines for	Total # of trouble reports										_	+	+
<i>™</i>	units w/ 1,001 - 2,999 lines)	% of trouble reports										_	+	
Air			652	662	665	664	675	654					+	+
_	10% (10 per 100 working lines	Total # of working lines	653	662	665		073	034				_	+	
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	12	13	10	16	8	6				_	+	
		% of trouble reports	0.02	0.02	0.02	0.02	0.01	0.01				_	+	
		Total # of outage report tickets	8	8	9	13	4	1				_		
Adjusted		Total # of repair tickets restored in ≤ 24hrs	7	7	9	13	4	1						
Out of Service Re		% of repair tickets restored ≤ 24 Hours	87.5%	87.5%	100.0%	100.0%	100.0%	100.0%				_		
Min. standard = 90% within 24 hrs		Sum of the duration of all outages (hh:mm)	46	38	45	61.5	71.1	2.8				_		
		Avg. outage duration (hh:mm)	5.8	4.8	5.1	4.7	17.8	2.8						
		Total # of outage report tickets	8	8	10	13	4	1						
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	7	7	9	13	3	1						
Out of Service Ro	eport													
		% of repair tickets restored ≤ 24 Hours	87.5%	87.5%	90.0%	100.0%	75.0%	100.0%						
		Sum of the duration of all outages (hh:mm)	46	38	219	61.5	71.1	2.8						
		Avg. outage duration (hh:mm)	5.8	4.8	22	4.7	17.8	2.8						
Refunds		Number of customers who received refunds	0	0	0	0	0	0						
		Monthly amount of refunds	0	0	0	0	0	0						
Answer Time (Tro	ouble Reports, Billing & Non-Billing)													
Min. standard = 80	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a me	enu option to reach live agent).	Total # of call seconds to reach live agent												
- ,	, , , , , , , , , , , , , , , , , , ,	%<_60 seconds												
													1	

Primary Utility Contact Information

Name: Mindy Hill Phone: 530-397-7012 Email: mindy@calore	
Name: Mindy Hill Phone: 530-397-7012 Email: mindy@calore	<u>net</u>

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Company Name:		Cal-Ore Telephone Co.		U#	U#: 1006		Report Year:	2017
Reporting Unit Type:	☐ Total Company	Exchange	☐ Wire Center	Re	eporting Unit Name:		Newell Exchange	

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2017) 1st Quarter		Date filed (08/15/2017) 2nd Quarter			Date filed (11/15/2017) 3rd Quarter			Date filed (02/15/2018) 4th Quarter				
		ŀ	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days		Total # of business days	2	5	25	5	9	11						
		Total # of service orders	1	3	15	3	3	3						
		Avg. # of business days	2	1.7	1.7	1.7	3	3.7						
Installation Commitment		Total # of installation commitments	1	3	8	3	3	3						
		Total # of installation commitment met	1	3	7	3	3	3						
Min. standard = 95°	% commitment met	Total # of installation commitment missed	0	0	1	0	0	0						
		% of commitment met	100.0%	100.0%	87.5%	100%	100%	100%						
		Acct # for voice or bundle, res+bus	273	275	276	279	279	278						
Customer Trouble Report														
	Ī	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
o	units w/ ≥ 3,000 lines)	% of trouble reports												
dai		Total # of working lines												
tan	8% (8 per 100 working lines for	Total # of trouble reports												
8.	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Ē	10% (10 per 100 working lines	Total # of working lines	276	278	279	282	282	281						
		Total # of trouble reports	6	7	6	4	10	2						
	for units w/ ≤ 1,000 lines)	% of trouble reports	0.02	0.03	0.02	0.01	0.04	0.01						
	-	Total # of outage report tickets	5	3	4	2	5	1						
Adjusted		Total # of repair tickets restored in ≤ 24hrs	5	3	4	2	5	1						
Out of Service Re	port	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						
Min. standard = 90% within 24 hrs		Sum of the duration of all outages (hh:mm)	11	23	9	7.5	39.9	2.5						
		Avg. outage duration (hh:mm)	2.2	7.8	2.3	3.8	8.0	2.5						
Unadjusted Out of Service Report		Total # of outage report tickets	5	3	5	2	5	1						
		Total # of repair tickets restored in ≤ 24hrs	5	3	4	2	5	1						
		% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%						
		Sum of the duration of all outages (hh:mm)	11	23	81	7.5	39.9	2.5						
		Avg. outage duration (hh:mm)	2.2	7.8	16.1	3.8	8.0	2.5						
Refunds		Number of customers who received refunds	0	0	0	0	0	0						
		Monthly amount of refunds	0	0	0	0	0	0						
Answer Time (Trouble 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 menu option to reach live agent).		Total # of call seconds to reach live agent												
		%<_60 seconds												
													_	1

Primary Utility Contact Information

Name: Mindy Hill	Phone: 530-397-7012	Email: mindy@calore.net
		·

Date Adopted: 7/28/09
Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)