Company Name:		Cal-Ore Telepi	none Co.	U#:	1006	Report Year:	2017
Reporting Unit Type:	☑ Total Company	Exchange	☐ Wire Center	Reporting Unit	t Name:	All Exchanges	

	Measurement (Compile mo	onthly, 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	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	18	26	41	34	48	44	31	39	23	OCI	NOV	Dec
Installation Inter		Total # of service orders	10	14	15	22	21	20	14	20	10			
Min. standard = 5	bus. days	Avg. # of business days	1.8	1.9	2.7	1.5	2.3	2.2	2.2	2.0	2.3			
		Total # of installation commitments	10	14	15	22	21	20	14	20	10			
Installation Com	mitment	Total # of installation commitment met	10	14	14	21	21	20	14	19	10			
	95% commitment met	Total # of installation commitment missed	0	0	1	1	0	0	0	1	0			
		% of commitment met	100.0%	100.0%	93.3%	95%	100%	100%	100%	95.0%	100.0%			
Customers		Acct # for voice or bundle, res+bus	1,771	1,763	1.770	1.772	1.785	1.753	1,694	1,705	1.694			
Customer Troub	ale Report	Access to voice of barraic, recorded	-,	2,1.00	2,1.0	-,	2,7.00	2,7.00	2,02	2,1.00	2,02			
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
7	units w/ 3,000 lines)	% of trouble reports												 I
Standard		Total # of working lines	1.813	1,800	1,814	1,812	1.823	1,791	1,814	1,781	1,770			
ä	8% (8 per 100 working lines for	Total # of working lines Total # of trouble reports	25	30	27	27	41	15	30	23	1,770			
. დ	units w/ 1,001 - 2,999 lines)		0.01	0.02	0.01	0.01	0.02	0.01	0.02	0.01	0.01			
<u>:</u> <u>-</u>		% of trouble reports	0.01	0.02	0.01	0.01	0.02	0.01	0.02	0.01	0.01			
~	10% (10 per 100 working lines	Total # of working lines												
	for units w/ 1,000 lines)	Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	17	14	17	16	22	4	17	16	7			
Adjusted		Total # of repair tickets restored in ≤ 24hrs	16	13	17	16	22	4	17	15	7			L
Out of Service R		% of repair tickets restored 24 Hours	94.1%	92.9%	100.0%	100.0%	100.0%	100.0%	100.0%	94%	100%			L
Min. standard = 9	90% within 24 hrs	Sum of the duration of all outages (hh:mm)	65	78	74	75	113	8	128	69.76	14.67			ı
		Avg. outage duration (hh:mm)	3.8	5.6	4.4	4.7	5.1	2.0	7.5	4.36	2.10			
		Total # of outage report tickets	17	14	19	16	22	4	17	16	7			1
Unadjusted Out of Service R	teport	Total # of repair tickets restored in ≤ 24hrs	16	13	17	16	21	4	16	15	7			
		% of repair tickets restored 24 Hours	94.1%	92.9%	89.5%	100.0%	95.5%	100.0%	94.1%	94%	100%			İ
		Sum of the duration of all outages (hh:mm)	65	78	319	75	113	8	128	69.76	14.67			
		Avg. outage duration (hh:mm)	3.8	5.6	17	4.7	5.1	2.0	7.5	4.36	2.10			
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
		Monthly amount of refunds	0	0	0	0	0	0	0	0	0			
Answer Time (Tro	ouble Reports, Billing & Non-Billing)													l
	80% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
	enu option to reach live agent).	Total # of call seconds to reach live agent												
5 (11/4 11/		%< 60 seconds												
		<u>.</u>												

Primary Utility Contact Information

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

Company Name:		Cal-Ore Teleph	one Co.	U#:	1006	Report Year:	2017
Reporting Unit Type:	☐ Total Company	Exchange	Wire Center	Reporting Unit Na	ame:	Dorris Exchange	

	Measurement (Compile mo	onthly, 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	
	Total # of business days			Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	<u>Jan</u> 8	5	3	22	14	6	8	13	10	OCI	1404	Dec
nstallation Interval lin. standard = 5 bus. days		Total # of service orders	4	2	2	7	6	3	3	7	4			<u> </u>
		Avg. # of business days	2	2.5	1.5	3.1	2.3	2	2.7	1.9	2.5			<u> </u>
		Total # of installation commitments	4	2	2	7	6	3	3	7	4			<u> </u>
Installation Comm	nitment	Total # of installation commitment met	4	2	2	6	6	3	3	7	4			
nstallation Commitment flin. standard = 95% commitment met		Total # of installation commitment missed	0	0	0	1	0	0	0	0	0			
Min. standard = 95% commitment met		% of commitment met	100.0%	100.0%	100.0%	86%	100%	100%	100.0%	100.0%	100.0%			
Customers		Acct # for voice or bundle, res+bus	479	462	461	459	456	451	443	444	443			
Customer Trouble	Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
2	units w/ 3,000 lines)	% of trouble reports												
Standard		Total # of working lines												
ţ	8% (8 per 100 working lines for	Total # of trouble reports												<u> </u>
	units w/ 1,001 - 2,999 lines)	% of trouble reports												-
Ei	10% (10 per 100 working lines for units w/ 1,000 lines)	Total # of working lines	496	479	478	477	474	469	478	467	466			
		Total # of trouble reports	6	7	4	6	7	6	5	8	6			
	for units w/ 1,000 lines)	% of trouble reports	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.02	0.01			
		Total # of outage report tickets	4	2	1	1	3	1	2	5	3			
Adjusted		Total # of repair tickets restored in < 24hrs	4	2	1	1	3	1	2	5	3			
Aujusteu Out of Service Re	nort	% of repair tickets restored 24 Hours	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100%	100%			-
Min. standard = 90		Sum of the duration of all outages (hh:mm)	8	13	3.4	5.7	2.1	1.1	5	3.97	25.32			-
	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	Avg. outage duration (hh:mm)	2	6.7	3.4	5.7	1.4	1.1	2.7	0.79	8.44			
		Avg. outage duration (nn.mm)		0.7	3.4	5.7	1.4	1.1	2.1	0.73	0.44			
		Total # of outage report tickets	4	2	1	1	3	1	2	5	3			
Unadjusted		Total # of repair tickets restored in < 24hrs	4	2	1	1	3	1	2	5	3			
Out of Service Re	port	% of repair tickets restored 24 Hours	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100%	100%			
		Sum of the duration of all outages (hh:mm)	8	13	3.4	5.7	2.1	1.1	5	3.97	25.32			
		Avg. outage duration (hh:mm)	2	6.7	3.4	5.7	1.4	1.1	2.7	0.79	8.44			
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
		Monthly amount of refunds	0	0	0	0	0	0	0	0	0			
Answer Time (Trou	uble Reports, Billing & Non-Billing)													
	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
	nu option to reach live agent).	Total # of call seconds to reach live agent												
		%< 60 seconds												
														<u> </u>

Primary Utility Contact Information

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

Date Adopted: 7/28/09

Company Name:	Cal-Ore Te	ephone Co.	U#:	1006	Report Year:	2017
Reporting Unit Type:	☐ Total Company ☑ Exchange	☐ Wire Center	Reportin	g Unit Name:	Macdoel Exchange	

	Measurement (Compile mo	onthly, 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	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	6	9	1	7 7	10	13	4	17	3	OCI	NOV	Dec
Installation Interv		Total # of service orders	4	4	1	2	7	6	2	7	2			
Min. standard = 5	bus. days	Avg. # of business days	1.5	2.25	1	3.5	1.4	2.2	2.0	2.4	1.5			
		Total # of installation commitments	4	4	1	2	7	6	2	7	2			
Installation Com	nitment	Total # of installation commitment met	4	4	1	2	7	6	2	6	2			
Min. standard = 9	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	1	0			
		% of commitment met	100.0%	100.0%	100.0%	100%	100%	100%	100.0%	85.7%	100.0%			
Customers		Acct # for voice or bundle, res+bus	377	375	379	381	386	381	371	373	371			
Customer Troub	le Report													
		Total # of working lines												
	6% (6 per 100 working lines for units w/ 3,000 lines)	Total # of trouble reports												
5	units w/ 3,000 lines)	% of trouble reports												
Standard	20/ (2 400 1: 1: /	Total # of working lines												
ja.	8% (8 per 100 working lines for units w/ 1.001 - 2.999 lines)	Total # of trouble reports												
	uriits w/ 1,001 - 2,999 lines)	% of trouble reports												
Min	100/ /10 100 1: 1:	Total # of working lines	388	381	392	389	392	387	392	387	385			
	I tot utilits w/ 1,000 littles)	Total # of trouble reports	1	3	7	1	16	5	10	8	0			
	for units w/ 1,000 lines)	% of trouble reports	0.00	0.01	0.02	0.00	0.04	0.01	0.03	0.02	0.00			
		Total # of outage report tickets	0	1	3	0	10	1	7	2	0			
Adjusted		Total # of repair tickets restored in < 24hrs	0	1	3	0	10	1	7	2	0			
Out of Service Re	eport	% of repair tickets restored 24 Hours	0.0%	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%	100%	0%			
Min. standard = 9	0% within 24 hrs	Sum of the duration of all outages (hh:mm)	0	3.6	16	0	25.7	1.7	28	3.62	0			
		Avg. outage duration (hh:mm)	-	3.6	5.4	-	2.6	1.7	3.9	1.81	0.00			
		Total # of outage report tickets	0	1	3	0	10	1	7	2	0			
Unadjusted Out of Service Re		Total # of repair tickets restored in ≤ 24hrs	0	1	3	0	10	1	7	2	0			
Out of Service R	ероп	% of repair tickets restored 24 Hours	0.0%	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%	100%	0%			
		Sum of the duration of all outages (hh:mm)	0	3.6	16	0	25.7	1.7	28	3.62	0			
		Avg. outage duration (hh:mm)	-	3.6	5.4	-	2.6	1.7	3.9	1.81	0.00			
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
		Monthly amount of refunds	0	0	0	0	0	0	0	0	0			
	uble Reports, Billing & Non-Billing)													
Min. standard = 8	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												

Primary Utility Contact Information

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

Company Name:	Cal-Ore Tele	phone Co.	U#:	1006	Report Year:	2017
Reporting Unit Type:	☐ Total Company ☑ Exchange	☐ Wire Center	Reporting	g Unit Name:	Tulelake Exchange	

	Measurement (Compile mo	onthly, 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	
		-	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	2	7	12	34	15	14	15	Aug 4	8	OCI	1404	Dec
Installation Interv		Total # of service orders	1	5	4	10	5	8	7	3	3			
Min. standard = 5	bus. days	Avg. # of business days	2	1.4	3	3.4	3	1.75	2.14	1.33	2.67			
		Total # of installation commitments	1	5	4	10	5	8	7	3	3			ſ
Installation Com	mitment	Total # of installation commitment met	1	5	4	10	5	8	7	3	3			
	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Customers		Acct # for voice or bundle, res+bus	642	651	654	653	664	643	607	611	607			
Customer Troub	le Report	7 tot in fel veloc el ballate, l'es rea												
	i e	Total # of working lines												
[6% (6 per 100 working lines for	Total # of trouble reports												
	units w/ 3,000 lines)													ſ
Standard		% of trouble reports												
og e	8% (8 per 100 working lines for	Total # of working lines												
ž	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
<u>:</u> <u>:</u>		% of trouble reports												
Σ	10% (10 per 100 working lines	Total # of working lines	653	662	665	664	675	654	665	647	643			I
	10% (10 per 100 working lines for units w/ 1,000 lines)	Total # of trouble reports	12	13	10	16	8	6	11	14	5			
	101 411110 117 1,000 1111007	% of trouble reports	0.02	0.02	0.02	0.02	0.01	0.01	0.02	0.02	0.01			
		Total # of outage report tickets	8	8	9	13	4	1	5	8	3			
Adjusted		Total # of repair tickets restored in ≤ 24hrs	7	7	9	13	4	1	5	7	3			
Out of Service R	eport	% of repair tickets restored 24 Hours	88%	88%	100%	100%	100%	100%	100%	88%	100%			
Min. standard = 9	0% within 24 hrs	Sum of the duration of all outages (hh:mm)	46	38	45	61.5	71.1	2.8	85	58.75	6.73			
		Avg. outage duration (hh:mm)	5.8	4.8	5.1	4.7	17.8	2.8	17.0	7.34	2.24			
		Total # of outage report tickets	8	8	10	13	4	1	5	8	3			
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	7	7	9	13	3	1	4	7	3			
Out of Service R	eport	% of repair tickets restored 24 Hours	88%	88%	90%	100%	75%	100%	80%	88%	100%			
		Sum of the duration of all outages (hh:mm)	46	38	219	61.5	71.1	2.8	85	58.75	6.73			
		Avg. outage duration (hh:mm)	5.8	4.8	22	4.7	17.8	2.8	17.0	7.34	2.24			ſ
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
itoranus		Monthly amount of refunds	0	0	0	0	0	0	0	0	0			
Answer Time /Tro	puble Reports, Billing & Non-Billing)	monthly amount of foldings	v		0	•		· · ·	<u></u>	3	0			
	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
	enu option to reach live agent).	Total # of call seconds to reach live agent												
iive agerii (w/a me	end option to reach live agent).	%< 60 seconds												
		76≤ DU SECONOS												<u> </u>

Primary Utility Contact Information

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

Company Name:	Cal-Ore Telephone Co.		U#:	1006	Report Year:	2017
Reporting Unit Type:	☐ Total Company	☐ Wire Center	Reporting Ur	nit 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						
			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	4	5	2			
		Total # of service orders	1	3	15	3	3	3	2	3	1			
		Avg. # of business days	2	1.7	1.7	1.7	3	3.7	2.0	1.7	2.0			
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitments	1	3	8	3	3	3	2	3	1			
		Total # of installation commitment met	1	3	7	3	3	3	2	3	1			
		Total # of installation commitment missed	0	0	1	0	0	0	0	0	0			
		% of commitment met	100%	100%	88%	100%	100%	100%	100%	100%	100%			
Customers Acct # for voice or bundle, res-		Acct # for voice or bundle, res+bus	273	275	276	279	279	278	273	277	273			
Customer Troul	ole Report													
•	00/ (0 400 1: " 1	Total # of working lines												
	6% (6 per 100 working lines for units w/ 3,000 lines)	Total # of trouble reports												
5	units w/ 3,000 lines)	% of trouble reports												
8% (8 per 100 working line:		Total # of working lines												
ig.	8% (8 per 100 working lines for units w/ 1.001 - 2.999 lines)	Total # of trouble reports												
8.	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Mi.		Total # of working lines	276	278	279	282	282	281	279	280	276			
	10% (10 per 100 working lines for units w/ 1,000 lines)	Total # of trouble reports	6	7	6	4	10	2	4	1	1			
	for units w/ 1,000 lines)	% of trouble reports	0.02	0.03	0.02	0.01	0.04	0.01	0.01	0.00	0.00			
		Total # of outage report tickets	5	3	4	2	5	1	3	1	1			
Adjusted		Total # of repair tickets restored in < 24hrs	5	3	4	2	5	1	3	1	1			
Out of Service F	Report	% of repair tickets restored 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Min. standard = 90% within 24 hrs		Sum of the duration of all outages (hh:mm)	11	23	9	7.5	39.9	2.5	10	3.42	2.23			
		Avg. outage duration (hh:mm)	2.2	7.8	2.3	3.8	8.0	2.5	3.3	3.42	2.23			
Handbore d		Total # of outage report tickets	5	3	5	2	5	1	3	1	1			
Unadjusted Out of Service Report	Total # of repair tickets restored in < 24hrs	5	3	4	2	5	1	3	1	1				
		% of repair tickets restored 24 Hours	100%	100%	80%	100%	100%	100%	100%	100%	100%			
		Sum of the duration of all outages (hh:mm)	11	23	81	7.5	39.9	2.5	10	3.42	2.23			
		Avg. outage duration (hh:mm)	2.2	7.8	16.1	3.8	8.0	2.5	3.3	3.42	2.23			
110101100		Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
		Monthly amount of refunds	0	0	0	0	0	0	0	0	0			
Answer Time (Tr	ouble Reports, Billing & Non-Billing)													
Min. standard = 80% of calls < 60 seconds to reach Total # of c		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												

Primary Utility Contact Information

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