

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

Company Name: Cal-Ore Telephone Co.

U#: 1006

Report Year: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: All Exchanges

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	18	26	41	34	48	44	31	39	23	11	36	24	
	Total # of service orders	10	14	15	22	21	20	14	20	10	7	10	14	
	Avg. # of business days	1.8	1.9	2.7	1.5	2.3	2.2	2.2	2.0	2.3	1.6	3.6	1.7	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	10	14	15	22	21	20	14	20	10	7	10	14	
	Total # of installation commitment met	10	14	14	21	21	20	14	19	10	7	8	14	
	Total # of installation commitment missed	0	0	1	1	0	0	0	1	0	0	1	0	
% of commitment met	100.0%	100.0%	93.3%	95%	100%	100%	100%	95.0%	100.0%	100%	80%	100%		
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	1,694	1,660	1,660	
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	1,813	1,800	1,814	1,812	1,823	1,791	1,814	1,781	1,770	1,770	1,736	1,736
		Total # of trouble reports	25	30	27	27	41	15	30	23	11	16	26	14
		% of trouble reports	0.01	0.02	0.01	0.01	0.02	0.01	0.02	0.01	0.01	0.01	0.01	0.01
	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	17	14	17	16	22	4	17	16	7	7	18	9	
	Total # of repair tickets restored in ≤ 24hrs	16	13	17	16	22	4	17	15	7	7	17	9	
	% of repair tickets restored 24 Hours	94.1%	92.9%	100.0%	100.0%	100.0%	100.0%	100.0%	94%	100%	100.0%	94.4%	100.0%	
	Sum of the duration of all outages (hh:mm)	65	78	74	75	113	8	128	69.76	14.67	51.72	131.75	26.56	
	Avg. outage duration (hh:mm)	3.8	5.6	4.4	4.7	5.1	2.0	7.5	4.36	2.10	7.4	7.3	3.0	
Unadjusted Out of Service Report	Total # of outage report tickets	17	14	19	16	22	4	17	16	7	7	18	9	
	Total # of repair tickets restored in ≤ 24hrs	16	13	17	16	21	4	16	15	7	7	17	9	
	% of repair tickets restored 24 Hours	94.1%	92.9%	89.5%	100.0%	95.5%	100.0%	94.1%	94%	100%	100.0%	94.4%	100.0%	
	Sum of the duration of all outages (hh:mm)	65	78	319	75	113	8	128	69.76	14.67	51.72	131.75	26.56	
	Avg. outage duration (hh:mm)	3.8	5.6	17	4.7	5.1	2.0	7.5	4.36	2.10	7.4	7.3	3.0	
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													

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)

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

Company Name: Cal-Ore Telephone Co.

U#: 1006

Report Year: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Dorris 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	8	5	3	22	14	6	8	13	10	2	12	7	
	Total # of service orders	4	2	2	7	6	3	3	7	4	1	2	5	
	Avg. # of business days	2	2.5	1.5	3.1	2.3	2	2.7	1.9	2.5	2	6	1.4	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	4	2	2	7	6	3	3	7	4	1	2	5	
	Total # of installation commitment met	4	2	2	6	6	3	3	7	4	1	1	5	
	Total # of installation commitment missed	0	0	0	1	0	0	0	0	0	0	1	0	
% of commitment met	100.0%	100.0%	100.0%	86%	100%	100%	100.0%	100.0%	100.0%	100%	50%	100%		
Customers	Acct # for voice or bundle, res+bus	479	462	461	459	456	451	443	444	443	443	434	437	
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	496	479	478	477	474	469	478	467	466	466	457	460
		Total # of trouble reports	6	7	4	6	7	6	5	8	6	16	7	2
		% of trouble reports	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.02	0.01	0.03	0.02	0.00
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	4	2	1	1	3	1	2	5	3	0	3	0	
	Total # of repair tickets restored in ≤ 24hrs	4	2	1	1	3	1	2	5	3	0	2	0	
	% of repair tickets restored 24 Hours	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100%	100%	0.0%	66.7%	0.0%	
	Sum of the duration of all outages (hh:mm)	8	13	3.4	5.7	2.1	1.1	5	3.97	25.32	0.0	31.2	0.0	
Avg. outage duration (hh:mm)	2	6.7	3.4	5.7	1.4	1.1	2.7	0.79	8.44	0.0	10.4	0.0		
Unadjusted Out of Service Report	Total # of outage report tickets	4	2	1	1	3	1	2	5	3	0	3	0	
	Total # of repair tickets restored in ≤ 24hrs	4	2	1	1	3	1	2	5	3	0	2	0	
	% of repair tickets restored 24 Hours	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100%	100%	0.0%	66.7%	0.0%	
	Sum of the duration of all outages (hh:mm)	8	13	3.4	5.7	2.1	1.1	5	3.97	25.32	0	31.2	0.0	
Avg. outage duration (hh:mm)	2	6.7	3.4	5.7	1.4	1.1	2.7	0.79	8.44	0.0	10.4	0.0		
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													

Primary Utility Contact Information

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 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)

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

Company Name: Cal-Ore Telephone Co.

U#: 1006

Report Year: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Macdoel Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2017)			Date filed (08/15/2017)			Date filed (11/15/2017)			Date filed (02/15/2018)			
		1st Quarter			2nd Quarter			3rd Quarter			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	6	9	1	7	10	13	4	17	3	3	5	3	
	Total # of service orders	4	4	1	2	7	6	2	7	2	2	2	1	
	Avg. # of business days	1.5	2.25	1	3.5	1.4	2.2	2.0	2.4	1.5	1.5	2.5	3	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	4	4	1	2	7	6	2	7	2	2	2	1	
	Total # of installation commitment met	4	4	1	2	7	6	2	6	2	2	2	1	
	Total # of installation commitment missed	0	0	0	0	0	0	0	1	0	0	0	0	
Customers	Acct # for voice or bundle, res+bus	377	375	379	381	386	381	371	373	371	371	364	365	
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	388	381	392	389	392	387	392	387	385	385	378	379
		Total # of trouble reports	1	3	7	1	16	5	10	8	0	6	5	3
		% of trouble reports	0.00	0.01	0.02	0.00	0.04	0.01	0.03	0.02	0.00	0.02	0.01	0.01
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	1	3	0	10	1	7	2	0	2	4	1	
	Total # of repair tickets restored in ≤ 24hrs	0	1	3	0	10	1	7	2	0	2	4	1	
	% of repair tickets restored 24 Hours	0.0%	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%	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	10.74	29.17	0.50	
	Avg. outage duration (hh:mm)	-	3.6	5.4	-	2.6	1.7	3.9	1.81	0.00	5.4	7.3	0.5	
Unadjusted Out of Service Report	Total # of outage report tickets	0	1	3	0	10	1	7	2	0	2	4	1	
	Total # of repair tickets restored in ≤ 24hrs	0	1	3	0	10	1	7	2	0	2	4	1	
	% of repair tickets restored 24 Hours	0.0%	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%	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	10.74	29.17	0.50	
	Avg. outage duration (hh:mm)	-	3.6	5.4	-	2.6	1.7	3.9	1.81	0.00	5.4	7.3	0.5	
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													

Primary Utility Contact Information

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

Company Name: Cal-Ore Telephone Co.

U#: 1006

Report Year: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Tulelake 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	7	12	34	15	14	15	4	8	6	7	6	
	Total # of service orders	1	5	4	10	5	8	7	3	3	4	2	5	
	Avg. # of business days	2	1.4	3	3.4	3	1.75	2.14	1.33	2.67	1.5	3.5	1.2	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	5	4	10	5	8	7	3	3	4	2	5	
	Total # of installation commitment met	1	5	4	10	5	8	7	3	3	4	2	5	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
Customers	Acct # for voice or bundle, res+bus	642	651	654	653	664	643	607	611	607	607	594	596	
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	653	662	665	664	675	654	665	647	643	643	630	632
		Total # of trouble reports	12	13	10	16	8	6	11	14	5	4	8	6
		% of trouble reports	0.02	0.02	0.02	0.02	0.01	0.01	0.02	0.02	0.01	0.01	0.01	0.01
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	8	8	9	13	4	1	5	8	3	3	6	5	
	Total # of repair tickets restored in ≤ 24hrs	7	7	9	13	4	1	5	7	3	3	6	5	
	% of repair tickets restored 24 Hours	88%	88%	100%	100%	100%	100%	100%	88%	100%	100%	100%	100%	
	Sum of the duration of all outages (hh:mm)	46	38	45	61.5	71.1	2.8	85	58.75	6.73	6.4	18.1	14.4	
Unadjusted Out of Service Report	Avg. outage duration (hh:mm)	5.8	4.8	5.1	4.7	17.8	2.8	17.0	7.34	2.24	2.1	3.0	2.9	
	Total # of outage report tickets	8	8	10	13	4	1	5	8	3	3	6	5	
	Total # of repair tickets restored in ≤ 24hrs	7	7	9	13	3	1	4	7	3	3	6	5	
	% of repair tickets restored 24 Hours	88%	88%	90%	100%	75%	100%	80%	88%	100%	100%	100%	100%	
Refunds	Sum of the duration of all outages (hh:mm)	46	38	219	61.5	71.1	2.8	85	58.75	6.73	6.4	18.1	14.4	
	Avg. outage duration (hh:mm)	5.8	4.8	22	4.7	17.8	2.8	17.0	7.34	2.24	2.1	3.0	2.9	
	Number of customers who received 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).	Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	0	
	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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Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

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

Company Name: Cal-Ore Telephone Co.

U#: 1006

Report Year: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting 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			
		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	0	12
	Total # of service orders	1	3	15	3	3	3	2	3	1	0	4	3	
	Avg. # of business days	2	1.7	1.7	1.7	3	3.7	2.0	1.7	2.0	0.0	3	2.7	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	3	8	3	3	3	2	3	1	0	4	3	
	Total # of installation commitment met	1	3	7	3	3	3	2	3	1	0	3	3	
	Total # of installation commitment missed	0	0	1	0	0	0	0	0	0	0	1	0	
	% of commitment met	100%	100%	88%	100%	100%	100%	100%	100%	100%	0%	75%	100%	
Customers	Acct # for voice or bundle, res+bus	273	275	276	279	279	278	273	277	273	273	268	262	
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	276	278	279	282	282	281	279	280	276	276	271	265
		Total # of trouble reports	6	7	6	4	10	2	4	1	1	3	6	3
		% of trouble reports	0.02	0.03	0.02	0.01	0.04	0.01	0.01	0.00	0.00	0.01	0.02	0.01
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	5	3	4	2	5	1	3	1	1	2	5	3	
	Total # of repair tickets restored in ≤ 24hrs	5	3	4	2	5	1	3	1	1	2	5	3	
	% of repair tickets restored 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Sum of the duration of all outages (hh:mm)	11	23	9	7.5	39.9	2.5	10	3.42	2.23	34.6	53.3	11.6	
	Avg. outage duration (hh:mm)	2.2	7.8	2.3	3.8	8.0	2.5	3.3	3.42	2.23	17.3	10.7	3.9	
Unadjusted Out of Service Report	Total # of outage report tickets	5	3	5	2	5	1	3	1	1	2	5	3	
	Total # of repair tickets restored in ≤ 24hrs	5	3	4	2	5	1	3	1	1	2	5	3	
	% of repair tickets restored 24 Hours	100%	100%	80%	100%	100%	100%	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	34.6	53.3	11.6	
	Avg. outage duration (hh:mm)	2.2	7.8	16.1	3.8	8.0	2.5	3.3	3.42	2.23	17.3	10.7	3.9	
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													

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