Company Name:		Cal-Ore Tele	ohone Co.
porting Unit Type:	✓ Total Company	Exchange	Wire Center

	Measurement (Compile mo	onthly, file quarterly)		Date filed (05/16/2017)			Date filed (08/15/2017)			Date filed (11/15/2017)		Date filed (02/15/2018)		
		······································	Jan	1st Quarter Feb	Mar	Apr	2nd Quarter May	Jun	Jul	3rd Quarter	Sep	Oct	4th Quarter Nov	Dec
		Total # of business days	18	26	41	Арі	Ividy	Jun	501	Aug	Sep	001	NOV	Dec
Installation Inter		Total # of service orders	10	14	15									
Min. standard = 5	5 bus. days	Avg. # of business days	1.8	1.9	2.7									
		Total # of installation commitments	10	14	15									
Installation Com	mitment	Total # of installation commitment met	10	14	14									
Ain. standard = 95% commitment met		Total # of installation commitment missed	0	0	1									
		% of commitment met	100.0%	100.0%	93.3%									
		Acct # for voice or bundle, res+bus	1,771	1,763	1,770									
Customer Troub	ble Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
p	units w/ \geq 3,000 lines)	% of trouble reports												
Idai		Total # of working lines	1,813	1,800	1,814									
itan	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports	25	30	27									
S.		% of trouble reports	0.01	0.02	0.01									
Ξ.		Total # of working lines												
	10% (10 per 100 working lines	Total # of trouble reports												
	for units w/ \leq 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	17	14	17									
Adjusted		Total # of repair tickets restored in \leq 24hrs	16	13	17									
Out of Service R	Report	% of repair tickets restored \leq 24 Hours	94.1%	92.9%	100.0%									
	90% within 24 hrs	Sum of the duration of all outages (hh:mm)	65	78	74									
		Avg. outage duration (hh:mm)	3.8	5.6	4.4									
		Total # of outage report tickets	17	14	19									
Unadjusted Out of Service R	leport	Total # of repair tickets restored in \leq 24hrs	16	13	17									
		% of repair tickets restored \leq 24 Hours	94.1%	92.9%	89.5%									1
		Sum of the duration of all outages (hh:mm)	65		319									
		Avg. outage duration (hh:mm)	3.8	5.6	17									
Refunds		Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	0	0	0									
Answer Time (Tr	ouble Reports, Billing & Non-Billing)													
Min. standard = 8	30% of calls <u>< 6</u> 0 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a m	enu option to reach live agent).	Total # of call seconds to reach live agent												
-		% <u>< 6</u> 0 seconds												
														(

Primary Utility Contact Information

Name: Mindy Hill

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)

1006

Report Year:

2017

J Unit Name:

All Exchanges

Email: mindy@calore.net

Company Name:		Cal-Ore Telep	phone Co.	U#:
Reporting Unit Type:	Total Company	✓ Exchange	Wire Center	Report

	Maaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaa	with the fille and and a		Date filed (05/16/2017)			Date filed (08/15/2017)			Date filed (11/15/2017)			Date filed (02/15/2018	;)
	Measurement (Compile mo	onthiy, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	/
			Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interva	al	Total # of business days	8	5	3									
Min. standard = 5 k		Total # of service orders	4	2	2									
		Avg. # of business days	2	2.5	1.5									
		Total # of installation commitments	4	2	2									
Installation Comm		Total # of installation commitment met	4	2	2									
Min. standard = 95	% commitment met	Total # of installation commitment missed	0	0	0									
_		% of commitment met	100.0%	100.0%	100.0%									
Customers		Acct # for voice or bundle, res+bus	479	462	461									
Customer Trouble	e Report											_		
	6% (6 per 100 working lines for	Total # of working lines												
	units w/ \geq 3,000 lines)	Total # of trouble reports												
rd		% of trouble reports												
Standa		Total # of working lines												
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
č.		% of trouble reports												
Ш. М	10% (10 per 100 working lines	Total # of working lines	496	479	478									
	10% (10 per 100 working lines for units w/ \leq 1,000 lines)	Total # of trouble reports	6	7	4									
		% of trouble reports	0.01	0.01	0.01									
	•	Total # of outage report tickets	4	2	1									
Adjusted		Total # of repair tickets restored in \leq 24hrs	4	2	1									
Out of Service Re	port	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%									
Min. standard = 90	% within 24 hrs	Sum of the duration of all outages (hh:mm)	8	13	3.4									
		Avg. outage duration (hh:mm)	2	6.7	3.4									
		Total # of outage report tickets	4	2	1									
Unadjusted		Total # of repair tickets restored in \leq 24hrs	4	2	1									
Out of Service Re	port	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%									
		Sum of the duration of all outages (hh:mm)	8	13	3.4									
		Avg. outage duration (hh:mm)	2	6.7	3.4									
Refunds		Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	0	0	0									
Answer Time (Tro	uble Reports, Billing & Non-Billing)				, in the second s		1	1						
	% 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												
ayon (wa me	na option to reach live agent).	%< 60 seconds												
														
														L

Primary Utility Contact Information

Phone: <u>530-397-7012</u>

Name: Mindy Hill

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) 1006

Report Year:

2017

JUnit Name:

Dorris Exchange

Email: <u>mindy@calore.net</u>

Company Name:		Cal-Ore Telep	hone Co.	U#:
Reporting Unit Type:	Total Company	✓ Exchange	Wire Center	Repor

	Maaannamaa (Oo musila ma	with her file amonton her		Date filed (05/16/2017)			Date filed (08/15/2017)			Date filed (11/15/2017)	Date filed (02/15/2018)			
	Measurement (Compile mo	onthiy, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	
			Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interv	val	Total # of business days	6	9	1									
Min. standard = 5		Total # of service orders	4	4	1									
		Avg. # of business days	1.5	2.25	1									
		Total # of installation commitments	4	4	1									
Installation Comm		Total # of installation commitment met	4	4	1									
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0									
		% of commitment met	100.0%	100.0%	100.0%									
Customers		Acct # for voice or bundle, res+bus	377	375	379									
Customer Troubl	le Report													
	6% (6 per 100 working lines for	Total # of working lines												
	units w/ \geq 3,000 lines)	Total # of trouble reports												
2		% of trouble reports												1
Ida		Total # of working lines												
itar	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
0 -		% of trouble reports												
Min		Total # of working lines	388	381	392									
	10% (10 per 100 working lines	Total # of trouble reports	1	3	7									<u> </u>
	for units w/ \leq 1,000 lines)	% of trouble reports	0.00	0.01	0.02									<u> </u>
		Total # of outage report tickets	0	1	3									
Adjusted		Total # of repair tickets restored in \leq 24hrs	0	1	3									
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	0.0%	100.0%	100.0%									
Min. standard = 90		Sum of the duration of all outages (hh:mm)	0	3.6	16									
		Avg. outage duration (hh:mm)	-	3.6	5.4									
		Total # of outage report tickets	0	1	3									
Unadjusted		Total # of repair tickets restored in \leq 24hrs	0	1	3									
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	0.0%	100.0%	100.0%									
		Sum of the duration of all outages (hh:mm)	0	3.6	16									
		Avg. outage duration (hh:mm)	-	3.6	5.4									
Refunds		Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	0	0	0									
Answer Time (Tro	ouble Reports, Billing & Non-Billing)													
	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												
		% <u><</u> 60 seconds												

Primary Utility Contact Information

Phone: 530-397-7012

Name: Mindy Hill

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) 1006

Report Year:

2017

ng Unit Name:

Macdoel Exchange

Email: mindy@calore.net

	Measurement (Compile mo	nthly, 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		inay	oun	- Oui	Aug		000		
Installation Inter		Total # of service orders	1	5	4								++	
Min. standard = 5	5 bus. days	Avg. # of business days	2	1.4	3								++	
		Total # of installation commitments	1	5	4								++	
Installation Com	nmitment	Total # of installation commitment met	1	5	4								1	
Min. standard = 9	95% commitment met	Total # of installation commitment missed	0	0	0								1	
		% of commitment met	100.0%	100.0%	100.0%									
Customers		Acct # for voice or bundle, res+bus	642	651	654								1	
Customer Trouk	ole Report												1	[
	· ·	Total # of working lines											++	
	6% (6 per 100 working lines for	Total # of trouble reports											++	
σ	units w/ \geq 3,000 lines)	% of trouble reports											++	
dar		Total # of working lines												
an	8% (8 per 100 working lines for	Total # of trouble reports											 /	<u> </u>
, St	units w/ 1,001 - 2,999 lines)												 /	
Ain.		% of trouble reports											Į/	
2	10% (10 per 100 working lines	Total # of working lines	653	662	665								/	L
	for units $w \le 1,000$ lines)	Total # of trouble reports	12	13	10									
		% of trouble reports	0.02	0.02	0.02									
		Total # of outage report tickets	8	8	9									
Adjusted		Total # of repair tickets restored in \leq 24hrs	7	7	9									
Out of Service F		% of repair tickets restored ≤ 24 Hours	87.5%	87.5%	100.0%									
Min. standard = 9	90% within 24 hrs	Sum of the duration of all outages (hh:mm)	46	38	45									
		Avg. outage duration (hh:mm)	5.8	4.8	5.1									
Unadjusted		Total # of outage report tickets	8	8	10									
Out of Service F	Report	Total # of repair tickets restored in \leq 24hrs	7	7	9									
		% of repair tickets restored ≤ 24 Hours	87.5%	87.5%	90.0%									
		Sum of the duration of all outages (hh:mm)	46	38	219									
		Avg. outage duration (hh:mm)	5.8	4.8	22									
Refunds		Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	0	0	0									
Answer Time (Tr	ouble Reports, Billing & Non-Billing)												1 1	
•	30% of calls <u>< 60</u> seconds to reach	Total # of calls for TR, Billing & Non-Billing											+	
	nenu 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

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)

1006

Report Year:

2017

ng Unit Name:

Tulelake Exchange

Email: <u>mindy@calore.net</u>

	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	5	25		inay	oun						200
Installation Interv		Total # of service orders	1	3	15								++	
Min. standard = 5	bus. days	Avg. # of business days	2	1.7	1.7								++	
		Total # of installation commitments	1	3	8								++	<u> </u>
Installation Comr	mitment	Total # of installation commitment met	1	3	7								++	
	5% commitment met	Total # of installation commitment missed	0	0	1								++	
% of commitment me		% of commitment met	100.0%	100.0%	87.5%								++	
		Acct # for voice or bundle, res+bus	273	275	276								++	
Customer Troubl	le Report		275	213	270								++	<u> </u>
		Total # of working lines											łł	<u> </u>
	6% (6 per 100 working lines for	Total # of trouble reports											├ ───┤	<u> </u>
q	units w/ \geq 3,000 lines)	% of trouble reports											 	
ıdar		Total # of working lines											++	
tar	8% (8 per 100 working lines for	Total # of trouble reports											++	<u> </u>
n. S	units w/ 1,001 - 2,999 lines)	% of trouble reports											++	<u> </u>
M		Total # of working lines	276	278	279								++	
	10% (10 per 100 working lines for units w/ \leq 1,000 lines)	Total # of trouble reports	6	7	6								++	
		% of trouble reports	0.02	0.03	0.02								· · · · ·	
		Total # of outage report tickets	5	3	4								1 1	
Adjusted		Total # of repair tickets restored in \leq 24hrs	5	3	4								+	
Out of Service Re	eport	% of repair tickets restored \leq 24 Hours	100.0%	100.0%	100.0%								++	
Min. standard = 90	0% within 24 hrs	Sum of the duration of all outages (hh:mm)	11	23	9								1 1	
		Avg. outage duration (hh:mm)	2.2	7.8	2.3									
Unadjusted		Total # of outage report tickets	5	3	5									
Out of Service Re	eport	Total # of repair tickets restored in \leq 24hrs	5	3	4									
		% of repair tickets restored \leq 24 Hours	100.0%	100.0%	80.0%									
		Sum of the duration of all outages (hh:mm)	11	23	81									
		Avg. outage duration (hh:mm)	2.2	7.8	16.1									
Refunds		Number of customers who received refunds	0	0	0								1	
		Monthly amount of refunds	0	0	0									
Answer Time (Tro	ouble Reports, Billing & Non-Billing)												<u>├</u>	
	0% of calls ≤ 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing											<u>├</u>	
live agent (w/a me	enu option to reach live agent).	Total # of call seconds to reach live agent												
_ `		% <u><</u> 60 seconds												
		T T											ļ	

Primary Utility Contact Information

Name: Mindy Hill

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)

1006

Report Year:

2017

g Unit Name:

Newell Exchange

Email: <u>mindy@calore.net</u>