Company Name:	Cal-	-Ore Telepho	one Co.	U	#:	1006	Report Year:	2018
Reporting Unit Type:	otal Company Execution Exe	change	☐ Wire Center	R	eporting Unit Name:	-	All Exchanges	

	Measurement (Compile mo	onthly, file quarterly)		Date filed (05/16/2018)			Date filed (08/15/2018)			Date filed (11/15/2018)			Date filed 02/15/2019	
		,, q,		1st Quarter			2nd Quarter			3rd Quarter	_		4th Quarter	
		Total # of business days	Jan 31	Feb 27	Mar 29	Apr 21	May 30	Jun 30	Jul 17	Aug 34	Sep 22	Oct	Nov 24	Dec 29
Installation Interva		Total # of service orders	14	12	14	10	12	11	7	17	11	7	11	13
Min. standard = 5 b	ous. days	Avg. # of business days	2.21	2.25	2.07	2.10	2.50	2.73	2.43	2.00	2.00	1.71	2.18	2.23
		Total # of installation commitments	14	12	14	10	12	11	7	17	11	7	11	13
Installation Comm	itment	Total # of installation commitment met	13	12	14	10	12	10	7	17	11	7	11	13
Min. standard = 95°	% commitment met	Total # of installation commitment missed	1	0	0	0	0	1	0	0	0	0	0	(
		% of commitment met	93%	100%	100%	100%	100%	91%	100%	100%	100%	100%	100%	100%
Customers		Acct # for voice or bundle, res+bus	1,652	1,661	1,645	1,682	1,625	1,625	1,615	1,612	1,605	1,601	1,586	1,579
Customer Trouble	Report													1
	00/ (0 400 1: 1: /	Total # of working lines												1
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports												1
5	units w/ ≥ 3,000 inles)	% of trouble reports												1
ndar		Total # of working lines	1,746	1,756	1,739	1,814	1,718	1,718	1,709	1,706	1,700	1,696	1,681	1,675
star	8% (8 per 100 working lines for units w/ 1.001 - 2.999 lines)	Total # of trouble reports	17	13	24	31	26	24	16	18	14	23	19	32
	units w/ 1,001 - 2,999 lines)	% of trouble reports	0.01	0.01	0.01	0.02	0.02	0.01	0.01	0.01	0.01	0.01	0.01	0.02
Min		Total # of working lines												I
	10% (10 per 100 working lines for units w/ ≤ 1.000 lines)	Total # of trouble reports												
	ior units w/ ≤ 1,000 lines)	% of trouble reports												
	-	Total # of outage report tickets	7	6	11	21	15	15	8	7	5	14	7	16
Adjusted		Total # of repair tickets restored in ≤ 24hrs	7	5	10	20	15	13	8	7	5	14	6	10
Out of Service Rep	port	% of repair tickets restored ≤ 24 Hours	100%	83%	91%	95%	100%	87%	100%	100%	100%	100%	86%	100%
Min. standard = 90°	% within 24 hrs	Sum of the duration of all outages (hh:mm)	41.18	65.63	124.06	164.26	193.98	192.45	57.82	61.76	26.38	91.44	91.30	118.79
		Avg. outage duration (hh:mm)	5.88	10.94	11.28	7.8	12.9	12.8	7.2	8.82	5.28	6.5	13.0	7.4
		Total # of outage report tickets	7	6	11	21	15	15	8	7	5	14	7	16
Unadjusted Out of Service Rep	port	Total # of repair tickets restored in ≤ 24hrs	7	5	9	19	14	13	8	7	5	14	6	15
		% of repair tickets restored ≤ 24 Hours	100%	83%	82%	90%	93%	87%	100%	100%	100%	100%	86%	94%
		Sum of the duration of all outages (hh:mm)	41	65.63	124.06	164.26	193.98	192.45	57.82	61.76	26.38	91.44	91.30	118.79
		Avg. outage duration (hh:mm)	5.9	10.9	11.28	7.8	13	12.8	7.2	8.82	5.28	6.5	13.0	7.4
Refunds		Number of customers who received refunds	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	(
	ble Reports, Billing & Non-Billing)													ļ.
	% 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												
														ı

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)

Company Name:		Cal-Ore Tele	phone Co.	U#:	1006	Report Year:	2018
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Reporting Unit Nar	me:	Dorris Exchange	

	Measurement (Compile mo	nthly, file quarterly)		Date filed (05/16/2018) 1st Quarter			Date filed (08/15/2018) 2nd Quarter			Date filed (11/15/2018) 3rd Quarter		(0	Date filed 2/15/2019) th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval		Total # of business days	12	11	3	4	10	2	4	9	9	0	10	9
Min. standard = 5 bi		Total # of service orders	5	4	2	2	4	1	2	6	6	0	3	4
IVIIII. Staridard – 5 bt	us. uays	Avg. # of business days	2.4	2.75	1.5	2	2.5	2	2	1.5	1.5	0	3.3	2.25
		Total # of installation commitments	5	4	2	2	4	1	2	6	6	0	3	4
Installation Commi	itment	Total # of installation commitment met	5	4	2	2	4	1	2	6	6	0	3	4
Min. standard = 95%	% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	Ů	0	0	0	0
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	100%
Customers Acct # for voice or bundle, res+bu		Acct # for voice or bundle, res+bus	439	443	441	448	428	432	426	427	420	416	412	413
Customer Trouble	Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
5	units w/ ≥ 3,000 lines)	% of trouble reports												
g		Total # of working lines												
Standard	8% (8 per 100 working lines for units w/ 1.001 - 2.999 lines)	Total # of trouble reports												
	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Ε̈́	100/ /10 100 11 11	Total # of working lines	462	466	464	478	450	454	448	449	443	439	435	436
	10% (10 per 100 working lines	Total # of trouble reports	3	3	4	4	4	5	4	4	6	4	7	7
	101 units w/ ≤ 1,000 lines) %	% of trouble reports	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.02	0.02
	II.	Total # of outage report tickets	1	3	1	3	4	2	2	1	1	1	2	3
Adjusted		Total # of repair tickets restored in < 24hrs	1	3	1	3	4	2	2	1	1	1	2	3
Out of Service Rep	port	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Min. standard = 90%		Sum of the duration of all outages (hh:mm)	9.20	34.62	2.89	4.67	10.99	3.04	19.03	19.54	5.00	0.60	10.21	9.91
		Avg. outage duration (hh:mm)	9.20	11.54	2.89	1.56	2.75	1.52	9.52	19.54	5.00	0.60	5.11	3.30
		Total # of outage report tickets	1	3	1	3	4	2	2	1	1	1	2	3
Unadjusted Out of Service Rep	oort	Total # of repair tickets restored in ≤ 24hrs	1	3	1	3	4	2	2	1	1	1	2	3
Out of Service Rep	oort	% 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)	9.20	34.62	2.89	4.67	10.99	3.04	19.03	19.54	5.00	0.60	10.21	9.91
		Avg. outage duration (hh:mm)	9.20	11.54	2.89	1.56	2.75	1.52	9.52	19.54	5.00	0.60	5.11	3.30
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 (Troub	ble Reports, Billing & Non-Billing)													
	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a men	u option to reach live agent).	Total # of call seconds to reach live agent												
3 (%<_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)

Company Name:		Cal-Ore Tele	ohone Co.	U#:	1006	Report Year:	2018
Reporting Unit Type:	☐ Total Company	☑ Exchange	□ Wire Center	Reporting Unit Nan	me:	Macdoel Exchange	

	Measurement (Compile mo	nthly, file quarterly)		Date filed (05/16/2018) 1st Quarter			Date filed (08/15/2018) 2nd Quarter			Date filed (11/15/2018) 3rd Quarter			Date filed 02/15/2019 4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interv	val	Total # of business days	12	5	9	6	5	12	2	4	6	5	0	8
Min. standard = 5		Total # of service orders	5	3	4	3	2	3	1	2	2	3	0	2
mini otandara – o	200. 00,0	Avg. # of business days	2.4	1.67	2.25	2.00	2.50	4.00	2	2.00	3.00	1.67	0.00	4.00
		Total # of installation commitments	5	3	4	3	2	3	1	2	2	3	0	2
Installation Com		Total # of installation commitment met	4	3	4	3	2	2	1	2	2	3	0	2
Min. standard = 9	5% commitment met	Total # of installation commitment missed	1	0	0	0	0	1	0	0	0	0	0	(
		% of commitment met	80%	100%	100%	100%	100%	67%	100%	100%	100%	100%	0%	100%
Customers		Acct # for voice or bundle, res+bus	360	359	360	376	361	359	361	359	357	360	350	351
Customer Troub	le Report													
<u> </u>	201 (2 400 1: 1: 1	Total # of working lines												1
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports												
2	units w/ ≥ 3,000 lines)	% of trouble reports												
Standard	00/ /0 400 1: 1: /	Total # of working lines												
ia.	8% (8 per 100 working lines for units w/ 1.001 - 2.999 lines)	Total # of trouble reports												
	uriits w/ 1,001 - 2,999 iiries)	% of trouble reports												
i	400/ (40 400 400 10	Total # of working lines	382	381	382	392	383	381	384	382	380	383	373	374
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports	3	5	3	10	9	10	6	3	2	2	2	(
	ior units w/ ≤ 1,000 lines)	% of trouble reports	0.01	0.01	0.01	0.03	0.02	0.03	0.02	0.01	0.01	0.01	0.01	0.02
	II.	Total # of outage report tickets	0	0	0	7	2	5	2	1	2	2	1	3
Adjusted		Total # of repair tickets restored in < 24hrs	0	0	0	7	2	4	2	1	2	2	1	
Out of Service R	enort	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%	100.0%	100.0%	80.0%	100.0%	100%	100%	100.0%	100.0%	100.0%
Min. standard = 9		Sum of the duration of all outages (hh:mm)	0.070	-	0.070	86.44	3.40	78.43	10.99	2.53	17.20	5.51	4.00	42.81
		Avg. outage duration (hh:mm)	-	-	-	12.3	1.7	15.7	5.5	2.53	8.60	2.8	4.00	14.3
		Total # of outage report tickets	0	0	0	7	2	5	2	1	2	2	1	1
Unadjusted Out of Service R	onort	Total # of repair tickets restored in ≤ 24hrs	0	0	0	6	2	4	2	1	2	2	1	- 2
Out of Service K	ероп	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%	1	100.0%	80.0%	100.0%	100%	100%	100.0%	100.0%	66.7%
		Sum of the duration of all outages (hh:mm)	0	-	0	86.44	3.40	78.43	10.99	2.53	17.20	5.51	4.00	42.8
		Avg. outage duration (hh:mm)	-	-	-	12.3	1.7	15.7	5.5	2.53	8.60	2.8	4.0	14.3
Refunds		Number of customers who received refunds	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	Ò
Answer Time (Tro	puble Reports, Billing & Non-Billing)	and an invariant	· ·	· ·				Ü	- V	Ü				<u> </u>
		Total # of calls for TR, Billing & Non-Billing												
	enu option to reach live agent).	Total # of call seconds to reach live agent				+	<u> </u>							
iivo agont (w/a me	option 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)

Company Name:		Cal-Ore Telep	ohone Co.	U#:	1006	Report Year:	2018
Reporting Unit Type:	☐ Total Company	☑ Exchange	□ Wire Center	Reporting Unit Nar	me:	Tulelake Exchange	

	Measurement (Compile mo	onthly, file quarterly)		Date filed (05/16/2018) 1st Quarter			Date filed (08/15/2018) 2nd Quarter			Date filed (11/15/2018) 3rd Quarter			Date filed (02/15/2019) 4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interv	ral	Total # of business days	3	7	12	11	11	5	11	7	6	4	14	12
Min. standard = 5 l		Total # of service orders	2	3	6	5	3	3	4	5	2	2	8	
wiiii. Staridard = 0 i	bas. days	Avg. # of business days	1.50	2.33	2.00	2.20	3.67	1.67	2.75	1.40	3.00	2.00	1.75	1.7
		Total # of installation commitments	2	3	6	5	3	3	4	5	2	2	8	
Installation Comn	nitment	Total # of installation commitment met	2	3	6	5	3	3	4	5	2	2	8	
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	1009
Customers		Acct # for voice or bundle, res+bus	595	598	584	587	577	575	571	570	572	570	570	56
Customer Trouble	e Report													
	20/ (0 400 1: 1: /	Total # of working lines											1	
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports											i	
2	units w/ 2 3,000 lines)	% of trouble reports												
ndar	20/ (0 400 1: 1: /	Total # of working lines											1	
Star	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	units w/ 1,001 - 2,999 lines)	% of trouble reports												
E	100/ /10 100 1: 1:	Total # of working lines	639	642	627	665	620	618	614	613	615	612	613	609
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports	10	4	13	14	9	6	5	8	5	12	7	
	9	% of trouble reports	0.02	0.01	0.02	0.02	0.01	0.01	0.01	0.01	0.01	0.02	0.01	0.0
		Total # of outage report tickets	5	3	8	8	6	5	3	3	2	8	3	- 4
Adjusted		Total # of repair tickets restored in < 24hrs	5	2	7	7	6	4	3	3	2	8	2	
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	100%	67%	88%	88%	100%	80%	100%	100%	100%	100%	67%	100%
Min. standard = 90		Sum of the duration of all outages (hh:mm)	12.65	31.00	97.45	40.65	30.72	27.99	6.85	19.85	4.18	60.92	73.18	9.8
		Avg. outage duration (hh:mm)	2.5	10.3	12.2	5.1	5.1	5.6	2.3	6.62	2.09	7.6	24.4	2.5
		Total # of outage report tickets	5	3	8	8	6	5	3	3	2	8	3	
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	5	2	6	7	6	4	3	3	2	8	2	
Out of Service Report	% of repair tickets restored ≤ 24 Hours	100%	67%	75%	88%	100%	80%	100%	100%	100%	100%	67%	100%	
		Sum of the duration of all outages (hh:mm)	12.65	31.00	97.45	40.65	30.72	27.99	6.85	19.85	4.18	60.92	73.18	9.89
		Avg. outage duration (hh:mm)	2.5	10.3	12.2	5.1	5.1	5.6	2.3	6.62	2.09	7.6	24.4	2.5
Refunds		Number of customers who received refunds	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	
Answer Time (Trou	uble 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												

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)

Company Name:		Cal-Ore Tele	ohone Co.	U#:	1006	Report Year:	2018
Reporting Unit Type:	□ Total Company	☑ Exchange	□ Wire Center	Reporting Unit Nan	me:	Newell Exchange	

Measurement (Compile monthly, file quarterly)			Date filed (05/16/2018) 1st Quarter		Date filed (08/15/2018) 2nd Quarter			Date filed (11/15/2018) 3rd Quarter			Date filed (02/15/2019) 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	4	4	5	0	4	11	0	14	1	3	0	0
		Total # of service orders	2	2	2	0	3	4	0	4	1	2	0	0
		Avg. # of business days	2.00	2.00	2.50	0.00	1.33	2.75	0.00	3.50	1.00	1.50	0.00	0.00
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitments	2	2	2	0	3	4	0	4	1	2	0	0
		Total # of installation commitment met	2	2	2	0	3	4	0	4	1	2	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%	0%	100%	100%	0%	100%	100%	100%	0%	0%
Customers		Acct # for voice or bundle, res+bus	258	261	260	271	259	259	257	256	256	255	254	250
Customer Troubl	le Report													
		Total # of working lines												1
	6% (6 per 100 working lines for	Total # of trouble reports												
o	units w/ ≥ 3,000 lines)	% of trouble reports												
andard		Total # of working lines												
ţa	8% (8 per 100 working lines for	Total # of trouble reports												
Ж	units w/ 1,001 - 2,999 lines)	% of trouble reports												
<u>≅</u>		Total # of working lines	263	267	266	279	265	265	263	262	262	262	260	256
_	10% (10 per 100 working lines	Total # of working lines Total # of trouble reports	203	207	200	217	203	203	203	202	202	502	200	11
	for units w/ ≤ 1,000 lines)	% of trouble reports	0.00	0.00	0.02	0.01	0.02	0.01	0.00	0.01	0.00	0.02	0.01	0.04
L.	L	Total # of outage report tickets	0.00	0.00	0.02	0.01	0.02	0.01	0.00	0.01	0.00	0.02	0.01	0.04
		Total # of outage report tickets Total # of repair tickets restored in < 24hrs	1	0	2	3	3	3	1	2	0	3		0
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	000	1000/	3	100%	1000/	100%	100%	000	100%	1000/	100%
Out of Service Re				0%	100%	100%		100%			0%		100%	
Min. standard = 90% within 24 hrs		Sum of the duration of all outages (hh:mm)	19.33	0.00	23.72	32.50	148.87	27.99	20.95	19.83	0.00	24.41	3.91	56.18
		Avg. outage duration (hh:mm)	19.33	0.00	11.86	10.83	49.62	9.33	20.95	9.92	0.00	8.14	3.91	9.36
Unadjusted Out of Service Report		Total # of outage report tickets	1	0	2	3	3	3	1	2	0	3	1	6
		Total # of repair tickets restored in ≤ 24hrs	1	0	2	3	2	3	1	2	0	3	1	6
		% of repair tickets restored ≤ 24 Hours	100%	0%	100%	100%	67%	100%	100%	100%	0%	100%	100%	100%
		Sum of the duration of all outages (hh:mm)	19.33	0.00	23.72	32.50	148.87	27.99	20.95	19.83	0.00	24.41	3.91	56.18
		Avg. outage duration (hh:mm)	19.33	0.00	11.86	10.83	49.62	9.33	20.95	9.92	0.00	8.14	3.91	9.36
		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		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												
		į												

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)