

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

Company Name: Cal-Ore Telephone Co.

U#: 1006

Report Year: 2018

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: All Exchanges

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														
		<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	31	27	29																					
	Total # of service orders	14	12	14																							
	Avg. # of business days	2.21	2.25	2.07																							
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	14	12	14																							
	Total # of installation commitment met	13	12	14																							
	Total # of installation commitment missed	1	0	0																							
	% of commitment met	93%	100%	100%																							
<b>Customers</b>	Acct # for voice or bundle, res+bus	1,652	1,661	1,645																							
<b>Customer Trouble Report</b>																											
<b>Min. Standard</b>	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	1,746	1,756	1,739																						
		Total # of trouble reports	17	13	24																						
		% of trouble reports	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																									
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	7	6	11																							
	Total # of repair tickets restored in ≤ 24hrs	7	5	10																							
	% of repair tickets restored ≤ 24 Hours	100%	83%	91%																							
	Sum of the duration of all outages (hh:mm)	41.18	65.63	124.06																							
	Avg. outage duration (hh:mm)	5.88	10.94	11.28																							
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	7	6	11																							
	Total # of repair tickets restored in ≤ 24hrs	7	5	9																							
	% of repair tickets restored ≤ 24 Hours	100%	83%	82%																							
	Sum of the duration of all outages (hh:mm)	41	65.63	124.06																							
	Avg. outage duration (hh:mm)	5.9	10.9	11.28																							
<b>Refunds</b>	Number of customers who received refunds	0	0	0																							
	Monthly amount of refunds	0	0	0																							
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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: 2018

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Dorris 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
		<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	12	11	3							
	Total # of service orders	5	4	2									
	Avg. # of business days	2.4	2.75	1.5									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	5	4	2									
	Total # of installation commitment met	5	4	2									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	439	443	441									
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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	462	466	464								
		Total # of trouble reports	3	3	4								
		% of trouble reports	0.01	0.01	0.01								
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	3	1									
	Total # of repair tickets restored in ≤ 24hrs	1	3	1									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	9.20	34.62	2.89									
	Avg. outage duration (hh:mm)	9.20	11.54	2.89									
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	1	3	1									
	Total # of repair tickets restored in ≤ 24hrs	1	3	1									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	9.20	34.62	2.89									
	Avg. outage duration (hh:mm)	9.20	11.54	2.89									
<b>Refunds</b>	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	0	0	0									
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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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**California Public Utilities Commission  
Service Quality Standards Reporting  
General Order No. 133-D**

Company Name: Cal-Ore Telephone Co.

U#: 1006

Report Year: 2018

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Macdoel 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
		<b>Installation Interval</b> Min. standard = 5 bus. days		Total # of business days	12	5	9						
		Total # of service orders	5	3	4								
		Avg. # of business days	2.4	1.67	2.25								
<b>Installation Commitment</b> Min. standard = 95% commitment met		Total # of installation commitments	5	3	4								
		Total # of installation commitment met	4	3	4								
		Total # of installation commitment missed	1	0	0								
		% of commitment met	80%	100%	100%								
<b>Customers</b>		Acct # for voice or bundle, res+bus	360	359	360								
<b>Customer Trouble Report</b>													
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	382	381	382								
		Total # of trouble reports	3	5	3								
		% of trouble reports	0.01	0.01	0.01								
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs		Total # of outage report tickets	0	0	0								
		Total # of repair tickets restored in ≤ 24hrs	0	0	0								
		% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%								
		Sum of the duration of all outages (hh:mm)	0	-	0								
		Avg. outage duration (hh:mm)	-	-	-								
<b>Unadjusted Out of Service Report</b>		Total # of outage report tickets	0	0	0								
		Total # of repair tickets restored in ≤ 24hrs	0	0	0								
		% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%								
		Sum of the duration of all outages (hh:mm)	0	-	0								
		Avg. outage duration (hh:mm)	-	-	-								
<b>Refunds</b>		Number of customers who received refunds	0	0	0								
		Monthly amount of refunds	0	0	0								
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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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**California Public Utilities Commission  
Service Quality Standards Reporting  
General Order No. 133-D**

Company Name: Cal-Ore Telephone Co.

U#: 1006

Report Year: 2018

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Tulelake 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
		<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	3	7	12							
	Total # of service orders	2	3	6									
	Avg. # of business days	1.50	2.33	2.00									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	2	3	6									
	Total # of installation commitment met	2	3	6									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	595	598	584									
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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	639	642	627								
		Total # of trouble reports	10	4	13								
		% of trouble reports	0.02	0.01	0.02								
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	5	3	8									
	Total # of repair tickets restored in ≤ 24hrs	5	2	7									
	% of repair tickets restored ≤ 24 Hours	100%	67%	88%									
	Sum of the duration of all outages (hh:mm)	12.65	31.00	97.45									
	Avg. outage duration (hh:mm)	2.5	10.3	12.2									
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	5	3	8									
	Total # of repair tickets restored in ≤ 24hrs	5	2	6									
	% of repair tickets restored ≤ 24 Hours	100%	67%	75%									
	Sum of the duration of all outages (hh:mm)	12.65	31.00	97.45									
	Avg. outage duration (hh:mm)	2.5	10.3	12.2									
<b>Refunds</b>	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	0	0	0									
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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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**California Public Utilities Commission  
Service Quality Standards Reporting  
General Order No. 133-D**

Company Name: Cal-Ore Telephone Co.

U#: 1006

Report Year: 2018

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: 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
		<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	4	4	5							
	Total # of service orders	2	2	2									
	Avg. # of business days	2.00	2.00	2.50									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	2	2	2									
	Total # of installation commitment met	2	2	2									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	258	261	260									
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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	263	267	266								
		Total # of trouble reports	1	1	4								
		% of trouble reports	0.00	0.00	0.02								
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	0	2									
	Total # of repair tickets restored in ≤ 24hrs	1	0	2									
	% of repair tickets restored ≤ 24 Hours	100%	0%	100%									
	Sum of the duration of all outages (hh:mm)	19.33	0.00	23.72									
	Avg. outage duration (hh:mm)	19.33	0.00	11.86									
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	1	0	2									
	Total # of repair tickets restored in ≤ 24hrs	1	0	2									
	% of repair tickets restored ≤ 24 Hours	100%	0%	100%									
	Sum of the duration of all outages (hh:mm)	19.33	0.00	23.72									
	Avg. outage duration (hh:mm)	19.33	0.00	11.86									
<b>Refunds</b>	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	0	0	0									
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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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