Company Name:	:	Cal-Ore Telephone Co.					U#:	1006	-		Report Year:		2019	
Reporting Unit T	Гуре:	☑ Total Company □ Exchange □ Wire Cer	iter				Reporting Unit Na	me:		All Exchange				
	Measurement (Compile mo	nthly, file quarterly)	Date filed (05/16/2019) 1st Quarter				Date filed (08/15/2019)			Date filed (11/15/2019) 3rd Quarter			Date filed (02/15/2020) 4th Quarter	
			Jan	Feb	Mar	Apr	2nd Quarter May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	39	31	29	28	11	27	oui	Aug	000	001		500
Installation Interva		Total # of service orders	12	13	14	12	7	11						í
Vin. standard = 5 b	bus. days	Avg. # of business days	3.25	2.38	2.07	2.33	1.57	2.45						í
Installation Commitment Ti Min. standard = 95% commitment met Ti		Total # of installation commitments	12	13	14	12	7	11						í
		Total # of installation commitment met	11	12	14	12	7	11						1
		Total # of installation commitment missed	1	1	0	0	0	0						
		% of commitment met	92%	92%	100%	100%	100%	100%						1
Customers		Acct # for voice or bundle, res+bus	1,561	1,593	1,588	1,585	1,594	1,576						1
Customer Trouble	Report													1
		Total # of working lines												1
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports												1
2	units w/ 2 3,000 intes)	% of trouble reports												1
Ida		Total # of working lines	1,657	1,656	1,652	1,654	1,663	1,647						í
Star	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports	21	28	19	23	27	13						l l
c'	units w/ 1,001 - 2,999 intes)	% of trouble reports	0.01	0.02	0.01	0.01	0.02	0.01		1	1			1
мі Ч		Total # of working lines									1			1
10% (10 per 100 working lines for units $w \le 1,000$ lines)		Total # of trouble reports												1
	for units w/ \leq 1,000 lines)	% of trouble reports												1
		Total # of outage report tickets	9	18	8	10	12	4			1			1
Adjusted		Total # of repair tickets restored in < 24hrs	8	18	8	10	12	4						1
Dut of Convice Dev		R/ of repair tickets restared < 24 Hours	000/	1000/	1000/	1000/	1000/	1000/	-	-			├ ───┤	

	% of trouble reports									
	Total # of outage report tickets	9	18	8	10	12	4			
Adjusted	Total # of repair tickets restored in < 24hrs	8	18	8	10	12	4			
Out of Service Report	% of repair tickets restored ≤ 24 Hours	89%	100%	100%	100%	100%	100%			
Min. standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	106.17	360.91	159.55	127.98	180.46	30.50			
	Avg. outage duration (hh:mm)	11.80	20.05	19.94	12.8	15.0	7.6			
	Total # of outage report tickets	9	18	8	10	12	4			
Inadjusted Dut of Service Report	Total # of repair tickets restored in < 24hrs	8	17	б	9	11	4			
	% of repair tickets restored ≤ 24 Hours	89%	94%	75%	90%	92%	100%			
	Sum of the duration of all outages (hh:mm)	106.17	360.91	159.55	127.98	180.46	30.50			
	Avg. outage duration (hh:mm)	11.80	20.05	19.94	12.8	15.0	7.6			
Refunds	Number of customers who received refunds	0	0	0	0	0	0			
	Monthly amount of refunds	0	0	0	0	0	0			
Answer Time (Trouble Reports, Billing & Non-Billing)										
In. standard = 80% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing									
ive 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

Company Name:		Cal-Ore Telephone Co.		-			U#:	1006	Report Year: 2019					
Reporting Unit T	ype:	Total Company Exchange Wire Cer	iter				Reporting Unit Name:			Dorris Excha	nge			-
	Measurement (Compile mo	onthly, file quarterly)		Date filed (05/16/2019) 1st Quarter		Date filed (08/15/2019) 2nd Quarter			Date filed (11/15/2019) 3rd Quarter			Date filed (02/15/2020) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interva		Total # of business days	15	13	4	14	5	5					Ļ'	<u> </u>
Min. standard = 5 b		Total # of service orders	2	6	4	6	3	3		-			└─── '	
		Avg. # of business days	7.5	2.2	1	2.3	1.7	1.7		-			└─── '	
		Total # of installation commitments	2	6	4	6	3	3		-			├ ──── [′]	
Installation Commi Min. standard = 95%		Total # of installation commitment met	1	6	4	6	3	3						
		Total # of installation commitment missed	1	0	0	0	0	0					 '	
L		% of commitment met	50%	100%	100%	100%	100%	100%					Ļ'	
Customers		Acct # for voice or bundle, res+bus	414	413	414	413	418	411						
Customer Trouble	Report												Ļ'	
	6% (6 per 100 working lines for	Total # of working lines											Ļ'	
Will 8% Unit 00 10 ⁽	units w/ \geq 3,000 lines)	Total # of trouble reports												
		% of trouble reports											1	
		Total # of working lines												
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines	Total # of working lines	432	430	432	441	441	434						
		Total # of trouble reports	3	6	2	6	7	4						-
	for units w/ ≤ 1,000 lines)	% of trouble reports	0.01	0.01	0.00	0.01	0.02	0.01					<u> </u>	
		Total # of outage report tickets	2	4	0	2	0.02	0					<u> </u>	
Adjusted		Total # of repair tickets restored in \leq 24hrs	2	4	0	2	0	0					<u> </u>	
Out of Service Rep	port	% of repair tickets restored ≤ 24 Hours	100%	100%	0%	100%	0%	0%						-
Min. standard = 90%		Sum of the duration of all outages (hh:mm)	4.28	8.10	0.00	93.11	0.00	0.00					<u> </u>	
		Avg. outage duration (hh:mm)	2.14	2.03	0.00	46.56	0.00	0.00					<u> </u>	
		Total # of outage report tickets	2	4	0.00	2	0	0						
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	2	4	0	1	0	0						
Out of Service Rep	port	% of repair tickets restored ≤ 24 Hours	100%	100%	0	50%	0%	0%						
		Sum of the duration of all outages (hh:mm)	4.28	8.10	0%	93.11	0.00	0.00					└─── ′	
		Avg. outage duration (hh:mm)	2.14	2.03	0.00	46.56	0.00	0.00					└─── '	l
Refunds		Number of customers who received refunds	0	0	0	0	0	0					ļ'	l
		Monthly amount of refunds	0	0	0	0	0	0					└─── '	<u> </u>
	ble Reports, Billing & Non-Billing)												└─── '	l
	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing											ļ'	l
live agent (w/a men	u option to reach live agent).	Total # of call seconds to reach live agent											ļ'	
		% <u>< 6</u> 0 seconds											Ļ'	
													<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: 2019
Reporting Unit Type:	Total Company Exchange Wire Center	Reporting Unit Name:	Macdoel Exchange

	Measurement (Compile mo	onthly, file quarterly)		Date filed (05/16/2019) 1st Quarter		Date filed (08/15/2019) 2nd Quarter				Date filed (11/15/2019) 3rd Quarter	Date filed (02/15/2020) 4th Quarter			
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Ath Quarter Nov	Dec
		Total # of business days	9	4	4	0	3	7	• • •	7.009	000			200
Installation Interv	andard = 5 bus. days Avg. # of business days		3	1	1	0	2	3					1	(
Min. standard = 5	bus. days		3	4.00	4.00	0.00	1.50	2.33					1	(
		Total # of installation commitments	3	1	1	0	2	3						
Installation Com	mitment	Total # of installation commitment met	3	1	1	0	2	3						
Min. standard = 9	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0						
		% of commitment met	100%	100%	100%	0%	100%	100%						L
Customers		Acct # for voice or bundle, res+bus	352	351	349	351	345	346						L
Customer Troubl	le Report													
6% (6 per 100 working lines for Total # of working lines														
	units w/ \ge 3,000 lines)	Total # of trouble reports												
2	unita w/ E 3,000 intea)	% of trouble reports												1
Standard	8% (8 per 100 working lines for	Total # of working lines												
Star	units w/ 1.001 - 2.999 lines)	Total # of trouble reports												
Min		% of trouble reports												
ž	40% (40 400	Total # of working lines	372	371	369	366	365	367						
	for units w/ \leq 1,000 lines)	Total # of trouble reports	2	3	5	2	11	3					1	(
		% of trouble reports	0.01	0.01	0.01	0.01	0.03	0.01					1	(
	•	Total # of outage report tickets	0	2	2	2	8	1					1	(
Adjusted		Total # of repair tickets restored in < 24hrs	0	2	2	2	8	1					1	(
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%					1	(
Min. standard = 90	0% within 24 hrs	Sum of the duration of all outages (hh:mm)	0	4.2	88	4.38	89.17	2.12						
		Avg. outage duration (hh:mm)	-	2.1	43.8	2.2	11.1	2.1						
		Total # of outage report tickets	0	2	2	2	8	1						
Unadjusted Out of Service Re		Total # of repair tickets restored in < 24hrs	0	2	1	2	7	1					1	
Out of Service R	eport	% of repair tickets restored ≤ 24 Hours	0.0%	100.0%	50.0%	100.0%	87.5%	100.0%						
		Sum of the duration of all outages (hh:mm)	0	4.2	88	4.38	89.17	2.12						
		Avg. outage duration (hh:mm)	-	2.1	43.8	2.2	11.1	2.1						
Refunds		Number of customers who received refunds	0	0	0	0	0	0						
		Monthly amount of refunds	0	0	0	0	0	0						
	ouble Reports, Billing & Non-Billing)													L
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												
		% <u>< 6</u> 0 seconds												

Primary Utility Contact Information

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Email: mindy@calore.net

Company Name:	Cal-Ore Telephone Co.	U#: 1006	Report Year: 2019
Reporting Unit Type:	Total Company Exchange Wire Center	Reporting Unit Name:	Tulelake Exchange

	Measurement (Compile monthly, file quarterly)			Date filed (05/16/2019)		Date filed (08/15/2019)				Date filed (11/15/2019)	Date filed (02/15/2020) 4th Quarter			
	· ·	,	Jan	1st Quarter Feb	Mar	Apr	2nd Quarter May	Jun	Jul	3rd Quarter Aug	Sep	Oct	4th Quarter	er Dec
		Total # of business days	11	13	13	7	0	13	Jui	Aug	Jep	001	NOV	Dec
Installation Interv		Total # of service orders	6	5	6	2	0	4					-	
Min. standard = 5 t	bus. days	Avg. # of business days	1.83	2.60	2.17	3.50	0.00	3.25						
		Total # of installation commitments	6	5	6	2	0	4					-	
Installation Comm	nitment	Total # of installation commitment met	6	4	6	2	0	4					1	
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	1	0	0	0	0						
		% of commitment met	100%	80%	100%	100%	0%	100%						
Customers		Acct # for voice or bundle, res+bus	583	582	580	578	586	575						
Customer Trouble	e Report													
0% (0 and 100 working lines for		Total # of working lines					İ							
6% (6 per 100 working lines for units $w/ \ge 3,000$ lines)		Total # of trouble reports					İ							
2	units $w/ \ge 3,000$ lines)	% of trouble reports												
Standard		Total # of working lines												
štar	8% (8 per 100 working lines for units w/ 1.001 - 2.999 lines)	Total # of trouble reports												
č	units w/ 1,001 - 2,999 lines)	% of trouble reports												
мі г		Total # of working lines	602	601	599	597	604	594						
	for units w/ \leq 1,000 lines)	Total # of trouble reports	10	14	3	11	7	2					-	-
		% of trouble reports	0.02	0.02	0.01	0.02	0.01	0.00					-	-
		Total # of outage report tickets	5	7	3	4	2	1						<u> </u>
Adjusted		Total # of repair tickets restored in \leq 24hrs	4	7	3	4	1	1						<u> </u>
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	80%	100%	100%	100%	50%	100%					<u> </u>	<u> </u>
Min. standard = 90		Sum of the duration of all outages (hh:mm)	76.25	318.45	55.57	28.14	46.71	3.20					<u> </u>	<u> </u>
		Avg. outage duration (hh:mm)	15.3	45.5	18.5	7.0	23.4	3.2					<u> </u>	<u> </u>
		Avg. outage duration (mi.min)	15.5	+5.5	10.5	7.0	25.4	5.2				-	+	
		Total # of outage report tickets	5	7	3	4	2	1						
Unadjusted		Total # of repair tickets restored in < 24hrs	4	6	2	4	1	1						
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	80%	86%	67%	100%	50%	100%						
		Sum of the duration of all outages (hh:mm)	76.25	318.45	55.57	28.14	46.71	3.20					1	
		Avg. outage duration (hh:mm)	15.3	45.5	18.5	7.0	23.4	3.2						
Refunds		Number of customers who received refunds	0	0	0	0	0	0						
norana s		Monthly amount of refunds	0	0	0	0	0	0					1	İ
Answer Time (Tro	uble Reports, Billing & Non-Billing)												1	İ
	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												
3		%< 60 seconds											1	İ
													1	t

Primary Utility Contact Information

Name: Mindy Hill

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Email: mindy@calore.net

Company Name:	Cal-Ore Telephone Co.	U#: 1006	Report Year: 2019
Reporting Unit Type:	Total Company Exchange Wire Center	Reporting Unit Name:	Newell Exchange

	Measurement (Compile mo	nthly, file quarterly)		Date filed (05/16/2019) 1st Quarter			Date filed (08/15/2019) 2nd Quarter			Date filed (11/15/2019) 3rd Quarter	Date filed (02/15/2020) 4th Quarter			
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	4	1	8	7	3	2	• ui	, tug	Cop			200
Installation Interv		Total # of service orders	1	1	3	4	2	1						
Min. standard = 5	bus. days	Avg. # of business days	4.00	1.00	0.38	1.75	1.50	2.00					1	
		Total # of installation commitments	1	1	3	4	2	1						
Installation Comn	- 14	Total # of installation commitment met	1	1	3	4	2	1						
	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0						
		% of commitment met	100%	100%	100%	100%	100%	100%						
Customers		Acct # for voice or bundle, res+bus	245	247	245	243	245	244						
Customer Trouble	e Report													\vdash
CO/ (C par 100 working lines for		Total # of working lines												
units w/ ≥ 3,000 lines)		Total # of trouble reports												
2		% of trouble reports												
andard		Total # of working lines												
Star	8% (8 per 100 working lines for units w/ 1.001 - 2.999 lines)	Total # of trouble reports												
Min. S	units w/ 1,001 - 2,999 intes)	% of trouble reports					1		1	1				
		Total # of working lines	251	254	252	250	253	252						
	10% (10 per 100 working lines for units $w/ \leq 1,000$ lines)	Total # of trouble reports	6	5	9	4	2	4						
	for units $W \leq 1,000$ lines)	% of trouble reports	0.02	0.02	0.04	0.02	0.01	0.02						
		Total # of outage report tickets	2	5	3	2	2	2						
Adjusted		Total # of repair tickets restored in ≤ 24hrs	1	5	3	2	1	2						
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	50%	100%	100%	100%	50%	100%						
Min. standard = 90	0% within 24 hrs	Sum of the duration of all outages (hh:mm)	25.65	30.14	16.38	4.38	44.59	25.18						
		Avg. outage duration (hh:mm)	12.83	6.03	5.46	2.19	22.30	12.59	1	1				
		Total # of outage report tickets	2	5	3	2	2	2						
Unadjusted		Total # of repair tickets restored in < 24hrs	1	5	3	2	1	2						
Out of Service Report		% of repair tickets restored ≤ 24 Hours	50%	100%	100%	100%	50%	100%						
		Sum of the duration of all outages (hh:mm)	25.65	30.14	16.38	4.38	44.59	25.18						L
		Avg. outage duration (hh:mm)	12.83	6.03	5.46	2.19	22.30	12.59						Ļ
Refunds		Number of customers who received refunds	0	0	0	0	0	0						L
		Monthly amount of refunds	0	0	0	0	0	0						
	uble Reports, Billing & Non-Billing)												ļ	───
	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												Ļ
live agent (w/a me	nu option to reach live agent).	Total # of call seconds to reach live agent												L
		% <u>< 6</u> 0 seconds												Ļ
														<u> </u>

Primary Utility Contact Information

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