Company Name:	Cal-Ore Telephone Co.			U#:	1006	Report Year:	2019
Reporting Unit Type:	☑ otal Company	 ■ E xchange	☐ V Vire Center	Reporting Unit N	Name:	All Exchanges	

				Date filed (05/16/2019)			Date filed (08/15/2019)			Date filed (11/15/2019)			Date filed (02/15/2020))
	Measurement (Compile mo	onthly, file quarterly)	1st Quarter		2nd Quarter			3rd Quarter			4th Quarte			
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
l	1	Total # of business days	39	31	29									
Installation Interv Min. standard = 5		Total # of service orders	12	13	14									
iviiii. Stariuaru = 5	bus. days	Avg. # of business days	3.25	2.38	2.07									
		Total # of installation commitments	12	13	14									
Installation Com	mitment	Total # of installation commitment met	11	12	14									
Min. standard = 9	5% commitment met	Total # of installation commitment missed	1	1	0									
		% of commitment met	92%	92%	100%									
Customers		Acct # for voice or bundle, res+bus	1,561	1,593	1,588									
Customer Troub	le Report													
	20/ /2 422 1: " 1	Total # of working lines												
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports												
臣	units w/ 2 3,000 lines)	% of trouble reports												
Standard	00/ (0 400 1 1 4	Total # of working lines	1,657	1,656	1,652									
ā	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports	21	28	19									
	units w/ 1,001 - 2,999 inles)	% of trouble reports	0.01	0.02	0.01									
M r.		Total # of working lines												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports												1
	ior units w/ ≤ 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	9	18	8									
Adjusted		Total # of repair tickets restored in < 24hrs	8	18	8									
Out of Service R	eport	% of repair tickets restored ≤ 24 Hours	89%	100%	100%									
Min. standard = 9	0% within 24 hrs	Sum of the duration of all outages (hh:mm)	106.17	360.91	159.55									
		Avg. outage duration (hh:mm)	11.80	20.05	19.94									1
		Total # of outage report tickets	9	18	8									
Unadjusted Out of Service R	eport	Total # of repair tickets restored in ≤ 24hrs	8	17	6									
		% of repair tickets restored ≤ 24 Hours	89%	94%	75%									
		Sum of the duration of all outages (hh:mm)	106.17	360.91	159.55									
		Avg. outage duration (hh:mm)	11.80	20.05	19.94									
Refunds		Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	0	0	0									
Answer Time (Tro	puble 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												
		%<_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	hone Co.	U#:		1006	Report Year:	2019
Reporting Unit Type:	otal Company	√Exchange	Wire Center	Report	ing Unit Name:	_	Dorris 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	Nov	Dec
	-1	Total # of business days	15	13	4									
Installation Interv Min. standard = 5		Total # of service orders	2	6	4									<u> </u>
IVIIII. Staridard = 5	bus. days	Avg. # of business days	7.5	2.2	1									<u> </u>
		Total # of installation commitments	2	6	4									
Installation Comn Min. standard = 95	nitment 5% commitment met	Total # of installation commitment met	1	6	4									
		Total # of installation commitment missed	1	0	0									l
		% of commitment met	50%	100%	100%									
Customers		Acct # for voice or bundle, res+bus	414	413	414									
Customer Trouble	e Report													
		Total # of working lines												
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports												
밑	units w/ ≥ 3,000 lines)	% of trouble reports												
tandar	8% (8 per 100 working lines for	Total # of working lines												İ
Stal	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
ë	units w/ 1,001 - 2,939 lines)	% of trouble reports												
Σ	400/ (40 400	Total # of working lines	432	430	432									
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports	3	6	2									
		% of trouble reports	0.01	0.01	0.00									
	•	Total # of outage report tickets	2	4	0									
Adjusted		Total # of repair tickets restored in ≤ 24hrs	2	4	0									
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	100%	100%	0%									
Min. standard = 90	0% within 24 hrs	Sum of the duration of all outages (hh:mm)	4.28	8.10	0.00									
		Avg. outage duration (hh:mm)	2.14	2.03	0.00									
		Total # of outage report tickets	2	4	#DIV/0!									
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	2	4	0									
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	100%	100%	0									
		Sum of the duration of all outages (hh:mm)	4.28	8.10	0%									
		Avg. outage duration (hh:mm)	2.14	2.03	0.00									
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)													
	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
ive agent (w/a me	nu option to reach live agent).	Total # of call seconds to reach live agent												
	- '	%<_60 seconds												
														ſ

Primary Utility Contact Information

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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 Telephone Co.			U#:	1006	Report Year:	2019
Reporting Unit Type:	otal Company	√£xchange	Wire Center	Reporting Unit I	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	Nov	Dec
la stallation latera	and a	Total # of business days	9	4	4									
Installation Inter- Min. standard = 5		Total # of service orders	3	1	1									
IVIIII. Staridard = 5	bus. days	Avg. # of business days	3	4.00	4.00									
		Total # of installation commitments	3	1	1									
Installation Com	mitment	Total # of installation commitment met	3	1	1									
Min. standard = 9	5% commitment met	Total # of installation commitment missed	0	0	0									
		% of commitment met	100%	100%	100%									
Customers		Acct # for voice or bundle, res+bus	352	351	349									
Customer Troub	le Report													
	20/ (2 400 1: 1: /	Total # of working lines												
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports												
ē	units w/ ≥ 3,000 lines)	% of trouble reports												
dard		Total # of working lines											†	
ä	8% (8 per 100 working lines for	Total # of trouble reports											+	
. გ	units w/ 1,001 - 2,999 lines)	% of trouble reports											+	
Ē			372	371	369								+	
_	10% (10 per 100 working lines	Total # of working lines Total # of trouble reports	2	3/1	5									├
	for units w/ ≤ 1,000 lines)			,	-									
		% of trouble reports	0.01	0.01	0.01									<u> </u>
		Total # of outage report tickets	0	2	2									<u> </u>
Adjusted		Total # of repair tickets restored in ≤ 24hrs	0	2	2									<u> </u>
Out of Service R		% of repair tickets restored ≤ 24 Hours	0.0%	100.0%	100.0%									<u> </u>
Min. standard = 9	0% within 24 hrs	Sum of the duration of all outages (hh:mm)	0	4.2	88								<u> </u>	<u> </u>
		Avg. outage duration (hh:mm)	-	2.1	43.8								<u> </u>	
		Total # of outage report tickets	0	2	2									
Unadjusted		Total # of repair tickets restored in < 24hrs	0	2	1								1	
Out of Service Report		% of repair tickets restored ≤ 24 Hours	0.0%	100.0%	50.0%									
		Sum of the duration of all outages (hh:mm)	0	4.2	88									
		Avg. outage duration (hh:mm)	-	2.1	43.8									
Refunds		Number of customers who received refunds	0	0	0	•								
		Monthly amount of refunds	0	0	0									
Answer Time (Tro	puble Reports, Billing & Non-Billing)													
Min. standard = 8	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing					İ							
live agent (w/a me	enu option to reach live agent).	Total # of call seconds to reach live agent					i i							
		%< 60 seconds					1						T 7	
		=					1						+	

Primary Utility Contact Information

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Date Adopted: 7/28/09

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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)

Company Name:		Cal-Ore Telep	hone Co.	U#:	1006	Report Year:	2019
Reporting Unit Type:	otal Company	✓Exchange		Reporting Un	nit Name:	Tulelake Exchange	

				Date filed			Date filed			Date filed		Ι	Date filed	
				(05/16/2019)			(08/15/2019)			(11/15/2019)		l .	02/15/2020	
	Measurement (Compile mo	onthly, file quarterly)	1st Quarter			2nd Quarter				3rd Quarter			4th Quarte	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Inter	1	Total # of business days	11	13	13									
Min. standard = 5		Total # of service orders	6	5	6									
IVIIII. Staridard = 3	bus. days	Avg. # of business days	1.83	2.60	2.17									
		Total # of installation commitments	6	5	6									
Installation Com		Total # of installation commitment met	6	4	6									
Min. standard = 9	95% commitment met	Total # of installation commitment missed	0	1	0									
		% of commitment met	100%	80%	100%									
Customers		Acct # for voice or bundle, res+bus	583	582	580									
Customer Troub	le Report													
6% (6 per 100 working lines fo		Total # of working lines												
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports												
핕	units w/ £ 3,000 lines)	% of trouble reports												
ρ	00/ (0 400 10 - 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10	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 iiiles)	% of trouble reports												
ri		Total # of working lines	602	601	599									
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports	10	14	3									
	ioi driits W/ 2 1,000 lines)	% of trouble reports	0.02	0.02	0.01									
	•	Total # of outage report tickets	5	7	3									
Adjusted		Total # of repair tickets restored in < 24hrs	4	7	3									
Out of Service R	eport	% of repair tickets restored ≤ 24 Hours	80%	100%	100%									
Min. standard = 9		Sum of the duration of all outages (hh:mm)	76.25	318.45	55.57									
		Avg. outage duration (hh:mm)	15.3	45.5	18.5									
		Total # of outage report tickets	5	7	3									
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	4	6	2									1
Out of Service R	eport	% of repair tickets restored ≤ 24 Hours	80%	86%	67%									
		Sum of the duration of all outages (hh:mm)	76.25	318.45	55.57									
		Avg. outage duration (hh:mm)	15.3	45.5	18.5									
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)													
	30% of calls < 60 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												
5 ,		%< 60 seconds												
														1

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Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Company Name:	Cal-Ore Telephone Co.		hone Co.	U#:	1006	Report Year:		
Reporting Unit Type:	Total Company	√ Exchange	☐ V Vire Center	Reporting Unit N	Name:	Newell Exchange		

				D : (1)										
				Date filed			Date filed			Date filed			Date filed	
Measurement (Compile monthly, file quarterly)		(05/16/2019) 1st Quarter		(08/15/2019) 2nd Quarter		(11/15/2019) 3rd Quarter			(02/15/2020) 4th Quarter					
` ' " "			Jan	Feb	Mar	Apr	Mav	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Total # of business da		Total # of business days	4	1	8	7.40.			- Jul	, ag	Сор			
Installation Interval Min. standard = 5 bus. days		Total # of service orders	1	1	3									
		Avg. # of business days	4.00	1.00	0.38									
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitments	1	1	3									
		Total # of installation commitment met	1	1	3									
		Total # of installation commitment missed	0	0	0									
		% of commitment met	100%	100%	100%									1
Customers		Acct # for voice or bundle, res+bus	245	247	245									
Customer Trouble Report														
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
p	units w/ ≥ 3,000 lines)	% of trouble reports												
units w/ 1,001 - 2,9		Total # of working lines												
	8% (8 per 100 working lines for	Total # of trouble reports												+
	units w/ 1,001 - 2,999 lines)	% of trouble reports												
		Total # of working lines	251	254	252		†							†
	10% (10 per 100 working lines	Total # of trouble reports	6	5	9									
	for units w/ ≤ 1,000 lines)	% of trouble reports	0.02	0.02	0.04									
	l .	Total # of outage report tickets	2	5	3									
Adjusted		Total # of repair tickets restored in < 24hrs	1	5	3									
Out of Service R	eport	% of repair tickets restored ≤ 24 Hours	50%	100%	100%									+
Min. standard = 9		Sum of the duration of all outages (hh:mm)	25.65	30.14	16.38									
		Avg. outage duration (hh:mm)	12.83	6.03	5.46									
Unadjusted Out of Service Report		Total # of outage report tickets	2	5	3									
		Total # of repair tickets restored in < 24hrs	1	5	3		†							†
		% of repair tickets restored ≤ 24 Hours	50%	100%	100%									
		Sum of the duration of all outages (hh:mm)	25.65	30.14	16.38									
		Avg. outage duration (hh:mm)	12.83	6.03	5.46									
		Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	0	0	0									
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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Name: Mindy Hill		

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