Company Name:     Cal-Ore Telephone Co.       Reporting Unit Type:		Cal-Ore Telephone Co.					U#:	1006	_		Report Year:		2020	_	
		a Total Company D Exchange D Wire Center					Reporting Unit Name:			All Exchanges				-	
		onthly, file quarterly)	Date filed (05/15/2020)				Date filed (08/15/2020)			Date filed (11/15/2020)			Date filed (02/15/2021)		
		Jan	1st Quarter Feb	Mar	Apr	2nd Quarter May	Jun	Jul	3rd Quarter Aug	Sep	Oct	4th Quarter Nov	r Dec		
		Total # of business days	18	37	48	Abi	inay	oun	oui	Aug	000	001	1101	000	
Installation Interva		Total # of service orders	9	18	21									1	
Min. standard = 5 b	bus. days	Avg. # of business days	2.00	2.06	2.29									1	
		Total # of installation commitments	9	18	21									1	
Installation Comm	nitment	Total # of installation commitment met	9	18	21										
Min. standard = 95	% commitment met	Total # of installation commitment missed	0	0	0										
		% of commitment met	100%	100%	100%										
Customers		Acct # for voice or bundle, res+bus	1,551	1,552	1,542										
Customer Trouble	e Report														
	an (a taa li li t	Total # of working lines													
	6% (6 per 100 working lines for units w/ $\geq$ 3,000 lines)	Total # of trouble reports													
E		% of trouble reports													
ı. Standar		Total # of working lines	1.601	1,603	1,613										
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports	19	12	19										
		% of trouble reports	0.01	0.01	0.01										
W		Total # of working lines													
	10% (10 per 100 working lines for units w/ $\leq$ 1,000 lines)	Total # of trouble reports													
		% of trouble reports													
		Total # of outage report tickets	6	6	7									1	
Adjusted		Total # of repair tickets restored in < 24hrs	6	5	7									1	
Out of Service Re	port	% of repair tickets restored ≤ 24 Hours	100%	83%	100%									1	
Min. standard = 90		Sum of the duration of all outages (hh:mm)	40.09	60.50	24.70									<u> </u>	
	-	Avg. outage duration (hh:mm)	6.68	10.08	3.53		1 1							1	
		Total # of outage report tickets	6	6	7										
Unadjusted Out of Service Re	port	Total # of repair tickets restored in $\leq$ 24hrs	6	5	7										
		% of repair tickets restored ≤ 24 Hours	100%	83%	100%										
		Sum of the duration of all outages (hh:mm)	40.09	60.50	24.70										
		Avg. outage duration (hh:mm)	6.68	10.08	3.53										
Refunds Number of custo		Number of customers who received refunds	0	0	0										
		Monthly amount of refunds	0	0	0										
Answer Time (Trou	uble Reports, Billing & Non-Billing)														
	% 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													

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:		2020	
Reporting Unit Type: • Total Company • Exchange • Wire Center					Reporting Unit Name: Dorris Exchange									
Measurement (Compile monthly, file quarterly)			Date filed (05/15/2020)			Date filed (08/15/2020)			Date filed (11/15/2020) 3rd Quarter		Date filed (02/15/2021)			
			Jan	1st Quarter Feb	Mar	Apr	2nd Quarter May	Jun	Jul	Aug	Sep	Oct	4th Quarter Nov	Dec
		Total # of business days	1	10	15	Арі	widy	Jun	501	Aug	Jep	001	NOV	Dec
Installation Interva		Total # of service orders	1	6	7									
Min. standard = 5 b	ous. days	Avg. # of business days	1	1.7	2.1									
		Total # of installation commitments	1	6	7									
Installation Comm		Total # of installation commitment met	1	6	7									
Min. standard = 95	% commitment met	Total # of installation commitment missed	0	0	0									1
		% of commitment met	100%	100%	100%									(
Customers		Acct # for voice or bundle, res+bus	406	401	400									(
Customer Trouble	Report													(
	6% (6 per 100 working lines for	Total # of working lines Total # of trouble reports												
E	units w/ ≥ 3,000 lines)	% of trouble reports												ĺ
Standard	8% (8 per 100 working lines for	Total # of working lines												
Sta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
		% of trouble reports												
Min.	10% (10 per 100 working lines for units w/ $\leq$ 1,000 lines)	Total # of working lines	429	425	424									
		Total # of trouble reports	7	4	8									
		% of trouble reports	0.02	0.01	0.02									
		Total # of outage report tickets	1	2	3									
Adjusted		Total # of repair tickets restored in < 24hrs	1	2	3									
Out of Service Rep	port	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
Min. standard = 90°	% within 24 hrs	Sum of the duration of all outages (hh:mm)	21.56	7.47	8.61									
		Avg. outage duration (hh:mm)	21.56	3.74	2.87									
		Total # of outage report tickets	1	2	3									
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	1	2	3					1				
Out of Service Rep	port	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
		Sum of the duration of all outages (hh:mm)	21.56	7.47	8.61									Í
		Avg. outage duration (hh:mm)	21.56	3.74	2.87									
Refunds		Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	0	0	0									
	ble Reports, Billing & Non-Billing)													
Min. standard = 809	% 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												
		% <u>&lt; 6</u> 0 seconds												
i i														I

Primary Utility Contact Information

Name: Mindy Hill

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Company Name:		Cal-Ore Telephone Co.				U#:	1006	_		Report Year:		2020			
Reporting Unit Type:		□ Total Company					Reporting Unit Nan	ne:		Macdoel Exc	hange			-	
				Date filed (05/15/2020)			Date filed (08/15/2020)			Date filed (11/15/2020)			Date filed (02/15/2021)		
	Measurement (Compile mo	onthiy, file quarterly)		1st Quarter		-	2nd Quarter			3rd Quarter	-	4th Quarter			
		Total # of business days	Jan 2	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Interva		Total # of service orders		2	3										
Min. standard = 5 b	us. days	Avg. # of business days	2	2.50	1.67										
		Total # of installation commitments	1	2	3										
Installation Comm	itment	Total # of installation commitment met	1	2	3										
Min. standard = 95%		Total # of installation commitment missed	0	0	0										
1		% of commitment met	100%	100%	100%										
Customers		Acct # for voice or bundle, res+bus	342	344	343										
Customer Trouble	Report		542	5.11	545		1 1								
		Total # of working lines													
	6% (6 per 100 working lines for units w/ $\ge$ 3,000 lines)	Total # of trouble reports													
σ		% of trouble reports													
dar	8% (8 per 100 working lines for	Total # of working lines													
. Standard		Total # of trouble reports									1				
	units w/ 1,001 - 2,999 lines)	% of trouble reports													
Min.		Total # of working lines	355	357	358				1						
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports	333	1	3.30					+	ł				
		% of trouble reports	0.01	0.00	0.01					-					
		Total # of outage report tickets	0.01	0.00	0.01						-				
Adjusted		Total # of repair tickets restored in < 24hrs	0	0	0										
Out of Service Rep	port	% of repair tickets restored $\leq 24$ Hours	0.0%	0.0%	0.0%										
Min. standard = 909		Sum of the duration of all outages (hh:mm)	0.070	0.070	0.070										
		Avg. outage duration (hh:mm)	-	-	-										
		Total # of outage report tickets	0	0	0										
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	0	0	0										
Out of Service Rep	Dort	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%										
		Sum of the duration of all outages (hh:mm)	0	0	0										
		Avg. outage duration (hh:mm)	-	-	-										
		Number of customers who received refunds	0	0	0										
		Monthly amount of refunds	0	0	0										
Answer Time (Trouble 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													
		%<_60 seconds													

Primary Utility Contact Information

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Email: mindy@calore.net

Company Name:		Cal-Ore Telephone Co.					U#:	1006	<u>.</u>		Report Year:		2020	-	
Reporting Unit Type:  O Total Comp		□ Total Company □ Exchange □ Wire Center					Reporting Unit Na	me:		Tulelake Exc	nange				
				Date filed (05/15/2020)			Date filed (08/15/2020)			Date filed (11/15/2020)			Date filed (02/15/2021)		
Measurement (Compile monthly, file quarterly)			1st Quarter			2nd Quarter			3rd Quarter		4th Quarter				
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Interva	al	Total # of business days	0	13	22										
Min. standard = 5 k		Total # of service orders	0	4	8										
	546. 4495	Avg. # of business days	0.00	3.25	2.75										
		Total # of installation commitments	0	4	8										
Installation Comm		Total # of installation commitment met	0	4	8										
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0									L	
		% of commitment met	0%	100%	100%										
Customers		Acct # for voice or bundle, res+bus	556	563	555										
Customer Trouble	e Report														
	6% (6 per 100 working lines for	Total # of working lines													
	units w/ $\ge$ 3,000 lines)	Total # of trouble reports													
2		% of trouble reports													
Standard		Total # of working lines													
tar	8% (8 per 100 working lines for	Total # of trouble reports													
	units w/ 1,001 - 2,999 lines)	% of trouble reports													
мі Ч		· · · · · · · · · · · · · · · · · · ·	577	572	587										
_	10% (10 per 100 working lines for units w/ $\leq$ 1,000 lines)	Total # of working lines Total # of trouble reports	566	573	587										
			1	0.01	5										
		% of trouble reports Total # of outage report tickets	0.00	0.01	0.01										
			1	4	3					_					
Adjusted		Total # of repair tickets restored in < 24hrs	10000	3	3										
Out of Service Re		% of repair tickets restored ≤ 24 Hours	100%	75%	100%										
Min. standard = 90	1% within 24 hrs	Sum of the duration of all outages (hh:mm)	1.59	53.03	11.46										
		Avg. outage duration (hh:mm)	1.6	13.3	3.8										
		Total # of outage report tickets	1	4	3										
Unadjusted		Total # of repair tickets restored in < 24hrs	1	3	3										
Out of Service Re	port	· · · · · · · · · · · · · · · · · · ·	1							1					
		% of repair tickets restored ≤ 24 Hours	100%	75%	100%										
		Sum of the duration of all outages (hh:mm)	1.59	53.03	11.46										
		Avg. outage duration (hh:mm)	1.6	13.3	3.8										
Refunds		Number of customers who received refunds	0	0	0										
		Monthly amount of refunds	0	0	0										
Answer Time (Trou	uble Reports, Billing & Non-Billing)														
	% 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											1		
		%< 60 seconds													

Primary Utility Contact Information

Name: Mindy Hill

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Email: mindy@calore.net

Company Name:		Cal-Ore Telephone Co.					U#:	1006	<u>;</u>		Report Year:		2020	<u>,</u>
Reporting Unit Type: • Total Company • Exchange • Wire Center					Reporting Unit Name: Newell Exchange									
Measurement (Compile monthly, file quarterly)			Date filed (05/15/2020)			Date filed (08/15/2020)			Date filed (11/15/2020)			Date filed (02/15/2021) 4th Quarter		
		-	Jan	1st Quarter Feb	Mar	Apr	2nd Quarter May	Jun	Jul	3rd Quarter Aug	Sep	Oct	Nov	Dec
		Total # of business days	15	9	6					1				
Installation Interva		Total # of service orders	7	6	3									
Min. standard = 5 b	us. days	Avg. # of business days	2.14	1.50	2.00									
		Total # of installation commitments	7	6	3									
		Total # of installation commitment met	7	6	3									
Installation Commi Min. standard = 959		Total # of installation commitment missed	0	0	0									
		% of commitment met	100%	100%	100%									
Customers		Acct # for voice or bundle, res+bus	247	244	239									
Customer Trouble	Report													
	6% (6 per 100 working lines for	Total # of working lines Total # of trouble reports										-		
σ	units w/ ≥ 3,000 lines)	% of trouble reports												1
Standard		Total # of working lines												1
an	8% (8 per 100 working lines for	Total # of trouble reports								1				+
۵. د	units w/ 1,001 - 2,999 lines)	% of trouble reports								1				+
Min.	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)									-				
-		Total # of working lines	251	248	244									<u> </u>
		Total # of trouble reports	9	2	3									<u> </u>
		% of trouble reports Total # of outage report tickets	0.04	0.01	0.01				-					
		<u> </u>	4	0	1							_		
Adjusted		Total # of repair tickets restored in $\leq$ 24hrs % of repair tickets restored $\leq$ 24 Hours	4 100%	0	100%									
Out of Service Rep Min. standard = 90%												_		
wiin. standaru = 907	/6 WIUIIII 24 IIIS	Sum of the duration of all outages (hh:mm)	16.94	0.00	4.63							_		
		Avg. outage duration (hh:mm)	4.24	0.00	4.63				-					
		Total # of outage report tickets	4	0	1									
Unadjusted Out of Service Rep	port	Total # of repair tickets restored in < 24hrs	4	0	1									
Out of Service Rep	Jort	% of repair tickets restored ≤ 24 Hours	100%	0%	100%									
		Sum of the duration of all outages (hh:mm)	16.94	0.00	4.63									
		Avg. outage duration (hh:mm)	4.24	0.00	4.63									
Refunds Nu		Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	0	0	0									
	ble 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 men	u option to reach live agent).	Total # of call seconds to reach live agent												
		% <u>&lt; 60 seconds</u>												

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