

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

Company Name: Cal-Ore Telephone Co.

U#: 1006

Report Year: 2020

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: All Exchanges

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)		
		1st Quarter			2nd Quarter			3rd Quarter			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	18	37	48	58	44	47						
	Total # of service orders	9	18	21	30	23	19						
	Avg. # of business days	2.00	2.06	2.29	1.93	1.91	2.47						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	9	18	21	30	23	19						
	Total # of installation commitment met	9	18	21	28	23	17						
	Total # of installation commitment missed	0	0	0	2	0	2						
	% of commitment met	100%	100%	100%	93%	100%	89%						
<b>Customers</b>	Acct # for voice or bundle, res+bus	1,551	1,552	1,542	1,550	1,551	1,555						
<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	1,601	1,603	1,613	1,627	1,628	1,632					
		Total # of trouble reports	19	12	19	22	19	12					
		% of trouble reports	0.01	0.01	0.01	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	6	6	7	7	8	2						
	Total # of repair tickets restored in ≤ 24hrs	6	5	7	7	8	2						
	% of repair tickets restored ≤ 24 Hours	100%	83%	100%	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)	40.09	60.50	24.70	43.66	140.66	11.71						
	Avg. outage duration (hh:mm)	6.68	10.08	3.53	6.2	17.6	5.9						
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	6	6	7	7	8	2						
	Total # of repair tickets restored in ≤ 24hrs	6	5	7	7	7	2						
	% of repair tickets restored ≤ 24 Hours	100%	83%	100%	100%	88%	100%						
	Sum of the duration of all outages (hh:mm)	40.09	60.50	24.70	43.66	140.66	11.71						
	Avg. outage duration (hh:mm)	6.68	10.08	3.53	6.2	17.6	5.9						
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0						
	Monthly amount of refunds	0	0	0	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

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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)

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

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) 1st Quarter			Date filed (08/15/2020) 2nd Quarter			Date filed (11/15/2020) 3rd Quarter			Date filed (02/15/2021) 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	1	10	15	21	20	19					
	Total # of service orders	1	6	7	9	8	5							
	Avg. # of business days	1	1.7	2.1	2.3	2.5	3.8							
	Total # of installation commitments	1	6	7	9	8	5							
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitment met	1	6	7	9	8	4							
	Total # of installation commitment missed	0	0	0	0	0	1							
	% of commitment met	100%	100%	100%	100%	100%	80%							
<b>Customers</b>	Acct # for voice or bundle, res+bus	406	401	400	404	401	401							
<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	429	425	424	429	426	426						
		Total # of trouble reports	7	4	8	4	1	4						
		% of trouble reports	0.02	0.01	0.02	0.01	0.00	0.01						
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	2	3	0	0	1							
	Total # of repair tickets restored in ≤ 24hrs	1	2	3	0	0	1							
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	0%	0%	100%							
	Sum of the duration of all outages (hh:mm)	21.56	7.47	8.61	0.00	0.00	4.95							
	Avg. outage duration (hh:mm)	21.56	3.74	2.87	0.00	0.00	4.95							
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	1	2	3	0	0	1							
	Total # of repair tickets restored in ≤ 24hrs	1	2	3	0	0	1							
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	0%	0%	100%							
	Sum of the duration of all outages (hh:mm)	21.56	7.47	8.61	0.00	0.00	4.95							
	Avg. outage duration (hh:mm)	21.56	3.74	2.87	0.00	0.00	4.95							
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0							
	Monthly amount of refunds	0	0	0	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: 2020

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Macdoel Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020) 1st Quarter			Date filed (08/15/2020) 2nd Quarter			Date filed (11/15/2020) 3rd Quarter			Date filed (02/15/2021) 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	2	5	5	22	11	10					
	Total # of service orders	1	2	3	12	5	5							
	Avg. # of business days	2	2.50	1.67	1.83	2.20	2.00							
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	1	2	3	12	5	5							
	Total # of installation commitment met	1	2	3	12	5	5							
	Total # of installation commitment missed	0	0	0	0	0	0							
	% of commitment met	100%	100%	100%	100%	100%	100%							
<b>Customers</b>	Acct # for voice or bundle, res+bus	342	344	343	343	346	351							
<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	355	357	358	358	361	366						
		Total # of trouble reports	2	1	3	5	6	3						
		% of trouble reports	0.01	0.00	0.01	0.01	0.02	0.01						
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0	1	2	0							
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	1	2	0							
	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%	100.0%	100.0%	0.0%							
	Sum of the duration of all outages (hh:mm)	0	0	0	3.35	23.44	0.00							
	Avg. outage duration (hh:mm)	-	-	-	3.35	11.7	-							
	<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	0	0	0	1	2	0						
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	1	2	0							
	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%	100.0%	100.0%	0.0%							
	Sum of the duration of all outages (hh:mm)	0	0	0	3.35	23.44	0.00							
	Avg. outage duration (hh:mm)	-	-	-	3.35	11.7	-							
<b>Refunds</b>	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) 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: 2020

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Tulelake Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020) 1st Quarter			Date filed (08/15/2020) 2nd Quarter			Date filed (11/15/2020) 3rd Quarter			Date filed (02/15/2021) 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	0	13	22	20	26	7				
	Total # of service orders	0	4	8	7	10	6						
	Avg. # of business days	0.00	3.25	2.75	2.86	2.60	1.17						
	Total # of installation commitments	0	4	8	7	10	6						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitment met	0	4	8	6	10	6						
	Total # of installation commitment missed	0	0	0	1	0	0						
	% of commitment met	0%	100%	100%	86%	100%	100%						
<b>Customers</b>	Acct # for voice or bundle, res+bus	556	563	555	560	564	563						
<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	566	573	587	592	596	595					
		Total # of trouble reports	1	5	5	12	10	1					
		% of trouble reports	0.00	0.01	0.01	0.02	0.02	0.00					
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	4	3	6	5	1						
	Total # of repair tickets restored in ≤ 24hrs	1	3	3	6	5	1						
	% of repair tickets restored ≤ 24 Hours	100%	75%	100%	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)	1.59	53.03	11.46	40.31	94.18	6.76						
	Avg. outage duration (hh:mm)	1.6	13.3	3.8	6.7	18.8	6.8						
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	1	4	3	6	5	1						
	Total # of repair tickets restored in ≤ 24hrs	1	3	3	6	4	1						
	% of repair tickets restored ≤ 24 Hours	100%	75%	100%	100%	80%	100%						
	Sum of the duration of all outages (hh:mm)	1.59	53.03	11.46	40.31	94.18	6.76						
	Avg. outage duration (hh:mm)	1.6	13.3	3.8	6.7	18.8	6.8						
<b>Refunds</b>	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) 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: 2020

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Newell Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020) 1st Quarter			Date filed (08/15/2020) 2nd Quarter			Date filed (11/15/2020) 3rd Quarter			Date filed (02/15/2021) 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	15	9	6	16	5	11				
	Total # of service orders	7	6	3	3	2	3						
	Avg. # of business days	2.14	1.50	2.00	5.33	2.50	3.67						
	Total # of installation commitments	7	6	3	3	2	3						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitment met	7	6	3	2	2	2						
	Total # of installation commitment missed	0	0	0	1	0	1						
	% of commitment met	100%	100%	100%	67%	100%	67%						
<b>Customers</b>	Acct # for voice or bundle, res+bus	247	244	239	243	240	240						
<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	251	248	244	248	245	245					
		Total # of trouble reports	9	2	3	1	2	4					
		% of trouble reports	0.04	0.01	0.01	0.00	0.01	0.02					
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	4	0	1	0	1	0						
	Total # of repair tickets restored in ≤ 24hrs	4	0	1	0	1	0						
	% of repair tickets restored ≤ 24 Hours	100%	0%	100%	0%	100%	0%						
	Sum of the duration of all outages (hh:mm)	16.94	0.00	4.63	0.00	23.04	0.00						
	Avg. outage duration (hh:mm)	4.24	0.00	4.63	0.00	23.04	0.00						
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	4	0	1	0	1	0						
	Total # of repair tickets restored in ≤ 24hrs	4	0	1	0	1	0						
	% of repair tickets restored ≤ 24 Hours	100%	0%	100%	0%	100%	0%						
	Sum of the duration of all outages (hh:mm)	16.94	0.00	4.63	0.00	23.04	0.00						
	Avg. outage duration (hh:mm)	4.24	0.00	4.63	0.00	23.04	0.00						
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0						
	Monthly amount of refunds	0	0	0	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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