company Name:	Cal-Ore	Telephone Co.	U#: <u>1006</u>	Report Year:	2020
eporting Unit Type:	☑ Total Company ☐ Excha	nge ☑ Wire Center	Reporting Unit Name:	All Exchanges	

	Measurement (Compile mo	nthly, 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
Installation Interva	al .	Total # of business days	18	37	48	58	44	47						
Min. standard = 5 b		Total # of service orders	9	18	21	30	23	19						
wiii. Staridard – O bus. days		Avg. # of business days	2.00	2.06	2.29	1.93	1.91	2.47						L
		Total # of installation commitments	9	18	21	30	23	19						
Installation Comm	itment	Total # of installation commitment met	9	18	21	28	23	17						<u> </u>
Min. standard = 959	% commitment met	Total # of installation commitment missed	0	0	0	2	0	2						
		% of commitment met	100%	100%	100%	93%	100%	89%						
Customers		Acct # for voice or bundle, res+bus	1,551	1,552	1,542	1,550	1,551	1,555						
Customer Trouble	Report													
	201 (2 400 1: " 1	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
5	units w/ ≥ 3,000 lines)	% of trouble reports												
Standard	20/ /2 400 1: 1: /	Total # of working lines	1,601	1,603	1,613	1,627	1,628	1,632						
tar	8% (8 per 100 working lines for units w/ 1.001 - 2.999 lines)	Total # of trouble reports	19	12	19	22	19	12						
٠.	units w/ 1,001 - 2,999 lines)	% of trouble reports	0.01	0.01	0.01	0.01	0.01	0.01						
Ē	10% (10 per 100 working lines	Total # of working lines				0.01	0.00							
	for units w/ ≤ 1,000 lines)	Total # of trouble reports												
	ioi dilits w/ ± 1,000 lilles)	% of trouble reports												
	•	Total # of outage report tickets	6	6	7	7	8	2						
Adjusted		Total # of repair tickets restored in < 24hrs	6	5	7	7	8	2						
Out of Service Rep	port	% of repair tickets restored ≤ 24 Hours	100%	83%	100%	100%	100%	100%						
Min. standard = 90°	% within 24 hrs	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						
		Total # of outage report tickets	6	6	7	7	8	2						
Unadjusted Out of Service Rep	port	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%						ı
		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						
Refunds		Number of customers who received refunds	0	0	0	0	0	0						
	Monthly amount of refund		0	0	0	0	0	0						
Answer Time (Trou	ble 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												
5 1, 11		%< 60 seconds												
		j												

**Primary Utility Contact Information** 

Name: Mindy Hill	Phone:	530-397-7012	Email: mindy@calore.net

Company Name:	Cal-Ore Tel	ephone Co.	U#:	1006	Report Year:	2020
Reporting Unit Type:	☐ Total Company ☑ Exchange	☐ Wire Center	Reporting Un	it Name:	Dorris Exchange	

	Measurement (Compile mo	nthly, 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	
		T	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interve	-1	Total # of business days	1	10	15	21	20	19						
Installation Interval Min. standard = 5 bus. days		Total # of service orders	1	6	7	9	8	5						
iviiii. Stanuaru = 5 t	ous. days	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						
Installation Comm		Total # of installation commitment met	1	6	7	9	8	4						
Min. standard = 95	% commitment met	Total # of installation commitment missed	0	0	0	0	0	1						
		% of commitment met	100%	100%	100%	100%	100%	80%						
Customers		Acct # for voice or bundle, res+bus	406	401	400	404	401	401						
Customer Trouble	Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
tandard	units w/ ≥ 3,000 lines)	% of trouble reports												
ğ	8% (8 per 100 working lines for	Total # of working lines												
Sta Sta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
ė		% of trouble reports												
Ē		Total # of working lines	429	425	424	429	426	426						
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	7	4	8	4	1	4						
	101 dilite 11/ = 1,000 iii.00/	% of trouble reports	0.02	0.01	0.02	0.01	0.00	0.01						
		Total # of outage report tickets	1	2	3	0	0	1						
Adjusted		Total # of repair tickets restored in ≤ 24hrs	1	2	3	0	0	1						
Out of Service Re	port	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	0%	0%	100%						
Min. standard = 90	% within 24 hrs	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						
		Total # of outage report tickets	1	2	3	0	0	1						
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	1	2	3	0	0	1						
Out of Service Re	port	% 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						
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 (Trou	uble Reports, Billing & Non-Billing)													
Min. standard = 80	% 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												
- '		%<_60 seconds												

Primary Utility Contact Information

Name: Mindy Hill	Phone: 530-397-7012	Email: mindy@calore.net

Company Name:	Cal-Ore Tel	ephone Co.	U#:	1006	Report Year:	2020
Reporting Unit Type:	☐ Total Company ☑ Exchange	☐ Wire Center	Reportin	g Unit Name:	Macdoel Exchange	

	Measurement (Compile mod	nthly, 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
setallation Interval		Total # of business days	2	5	5	22	11	10						
	andard – 5 hus, days		1	2	3	12		5						
IVIIII. Standard = 5	bus. days	Avg. # of business days	2	2.50	1.67	1.83	2.20	2.00						
		Total # of installation commitments	1	2	3	12	5	5						
nstallation Commitment		Total # of installation commitment met	1	2	3	12	5	5						
	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	342	344	343	343	346	351						
<b>Customer Troubl</b>	le Report													
	201 /2 422 1: " 1	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
힏	units w/ ≥ 3,000 lines)	% of trouble reports												
ğ	8% (8 per 100 working lines for	Total # of working lines												
8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports													
ė,	10% (10 per 100 working lines for units w/ ≤ 1.000 lines)	% of trouble reports												
Ē		Total # of working lines	355	357	358	358	361	366						
		Total # of trouble reports	2	1	3	5	6	3						
	10. dr.me 11, 2 1,000 m.100)	% of trouble reports	0.01	0.00	0.01	0.01	0.02	0.01						
		Total # of outage report tickets	0	0	0	1	2	0						
Adjusted		Total # of repair tickets restored in ≤ 24hrs	0	0	0	1	2	0						
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%	100.0%	100.0%	0.0%						
Min. standard = 90	0% within 24 hrs	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	-						
		Total # of outage report tickets	0	0	0	1	2	0						
Unadjusted Out of Service Re	anart	Total # of repair tickets restored in ≤ 24hrs	0	0	0	1	2	0						
Out of Service Re	ерогт	% 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	-						
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 (Tro	ouble Reports, Billing & Non-Billing)						ĺ							
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				_								
= :		%<60 seconds					ĺ							

Primary Utility Contact Information

Name: Mindy Hill	Phone: 530-397-7012	Email: mindy@calore.net

Date Adopted: 7/28/09

Company Name:	Cal-Ore Tel	ephone Co.	U#:	1006	Report Year:	2020
Reporting Unit Type:	☐ Total Company ☑ Exchange	☐ Wire Center	Reporting Un	it Name:	Tulelake Exchange	

	Measurement (Compile mo	nthly, 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
Installation Interval		Total # of business days	0	13	22	20	26	7						
	stallation Interval  Description of the standard of the service of		0	4	8	7	10	6						
, Av		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						
Installation Comn	nitment	Total # of installation commitment met	0	4	8	6	10	6						
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	1	0	0						
		% of commitment met	0%	100%	100%	86%	100%	100%						
Customers		Acct # for voice or bundle, res+bus	556	563	555	560	564	563						
<b>Customer Trouble</b>	e Report													
	00/ /0 === 400	Total # of working lines						_						
	6% (6 per 100 working lines for	Total # of trouble reports												
2	units w/ ≥ 3,000 lines)	% of trouble reports												
andar	99/ /9 per 400 working lines for	Total # of working lines												
Stai	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
ċ		% of trouble reports												
Ξ	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						
	for units w/ \( \sigma 1,000 lines)	% of trouble reports	0.00	0.01	0.01	0.02	0.02	0.00						<u> </u>
		Total # of outage report tickets	1	4	3	6	5	1						
Adjusted		Total # of repair tickets restored in < 24hrs	1	3	3	6	5	1						
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	100%	75%	100%	100%	100%	100%						
Min. standard = 90	0% within 24 hrs	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						
		Total # of outage report tickets	1	4	3	6	5	1						
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	1	3	3	6	4	1						
Out of Service Re	eport	% 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						
Refunds		Number of customers who received refunds	0	0	0	0	0	0						
		Monthly amount of refunds	0	0	0	0	0	0						
	uble Reports, Billing & Non-Billing)													
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>&lt;</u> 60 seconds						_						
		I I						_						

Primary Utility Contact Information

Name: Mindy Hill	Phone: 530-397-7012	Email: mindy@calore.net

Company Name:	Cal-Ore Tel	ephone Co.	U#:	1006	Report Year:	2020
Reporting Unit Type:	☐ Total Company ☑ Exchange	☐ Wire Center	Reporting Un	it 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) <b>3rd Quarter</b>			Date filed (02/15/2021) 4th Quarter				
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Interv	(al	Total # of business days	15	9	6	16	5	11						
Min. standard = 5 bus. days		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						
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitments	7	6	3	3	2	3						
		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%						<del>                                     </del>
Customers		Acct # for voice or bundle, res+bus	247	244	239	243	240	240					<u> </u>	<del>                                     </del>
Customer Troubl	le Penort	Acct # 101 Voice of buildle, les+bus	247	244	239	243	240	240						
Customer 110001	ie Keport	Total # of working lines											<u> </u>	<del>                                     </del>
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports												
핕	u 11, 2 0,000 i00)	% of trouble reports												
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													
10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	10% (10 per 100 working 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						
		Total # of outage report tickets	4	0	1	0	1	0						
Adjusted		Total # of repair tickets restored in ≤ 24hrs	4	0	1	0	1	0						
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	100%	0%	100%	0%	100%	0%						
Min. standard = 90% within 24 hrs	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							
		Total # of outage report tickets	4	0	1	0	1	0						
Unadjusted Out of Service Report	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%							
Refunds Avg. outage dura Number of custo Monthly amount		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						
		Number of customers who received refunds	0	0	0	0	0	0						
		Monthly amount of refunds	0	0	0	0	0	0						
Answer Time (Tro	uble Reports, Billing & Non-Billing)					ĺ								
		Total # of calls for TR, Billing & Non-Billing												
live agent (w/a menu option to reach live agent).		Total # of call seconds to reach live agent				İ								
		%<_60 seconds				İ								
						j	ĺ							

Primary Utility Contact Information

Name: Mindy Hill	Phone: 530-397-7012	Email: mindy@calore.net