

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

Company Name: Cal-Ore Telephone Co.

U#: 1006

Report Year: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: All Exchanges

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2017) 1st Quarter			Date filed (08/15/2017) 2nd Quarter			Date filed (11/15/2017) 3rd Quarter			Date filed (02/15/2018) 4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Installation Interval Min. standard = 5 bus. days		Total # of business days	18	26	41	34	48	44			
		Total # of service orders	10	14	15	22	21	20					
		Avg. # of business days	1.8	1.9	2.7	1.5	2.3	2.2					
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitments	10	14	15	22	21	20					
		Total # of installation commitment met	10	14	14	21	21	20					
		Total # of installation commitment missed	0	0	1	1	0	0					
		% of commitment met	100.0%	100.0%	93.3%	95%	100%	100%					
Customers		Acct # for voice or bundle, res+bus	1,771	1,763	1,770	1,772	1,785	1,753					
Customer Trouble Report													
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	1,813	1,800	1,814	1,812	1,823	1,791					
		Total # of trouble reports	25	30	27	27	41	15					
		% of trouble reports	0.01	0.02	0.01	0.01	0.02	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											
Adjusted Out of Service Report Min. standard = 90% within 24 hrs		Total # of outage report tickets	17	14	17	16	22	4					
		Total # of repair tickets restored in ≤ 24hrs	16	13	17	16	22	4					
		% of repair tickets restored ≤ 24 Hours	94.1%	92.9%	100.0%	100.0%	100.0%	100.0%					
		Sum of the duration of all outages (hh:mm)	65	78	74	75	113	8					
		Avg. outage duration (hh:mm)	3.8	5.6	4.4	4.7	5.1	2.0					
Unadjusted Out of Service Report		Total # of outage report tickets	17	14	19	16	22	4					
		Total # of repair tickets restored in ≤ 24hrs	16	13	17	16	21	4					
		% of repair tickets restored ≤ 24 Hours	94.1%	92.9%	89.5%	100.0%	95.5%	100.0%					
		Sum of the duration of all outages (hh:mm)	65	78	319	75	113	8					
		Avg. outage duration (hh:mm)	3.8	5.6	17	4.7	5.1	2.0					
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) 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

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)

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

Company Name: Cal-Ore Telephone Co.

U#: 1006

Report Year: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Dorris Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2017) 1st Quarter			Date filed (08/15/2017) 2nd Quarter			Date filed (11/15/2017) 3rd Quarter			Date filed (02/15/2018) 4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
		Installation Interval Min. standard = 5 bus. days		Total # of business days	8	5	3	22	14	6				
		Total # of service orders	4	2	2	7	6	3						
		Avg. # of business days	2	2.5	1.5	3.1	2.3	2						
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitments	4	2	2	7	6	3						
		Total # of installation commitment met	4	2	2	6	6	3						
		Total # of installation commitment missed	0	0	0	1	0	0						
		% of commitment met	100.0%	100.0%	100.0%	86%	100%	100%						
Customers		Acct # for voice or bundle, res+bus	479	462	461	459	456	451						
Customer Trouble Report														
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	496	479	478	477	474	469						
		Total # of trouble reports	6	7	4	6	7	6						
		% of trouble reports	0.01	0.01	0.01	0.01	0.01	0.01						
Adjusted Out of Service Report Min. standard = 90% within 24 hrs		Total # of outage report tickets	4	2	1	1	3	1						
		Total # of repair tickets restored in ≤ 24hrs	4	2	1	1	3	1						
		% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						
		Sum of the duration of all outages (hh:mm)	8	13	3.4	5.7	2.1	1.1						
		Avg. outage duration (hh:mm)	2	6.7	3.4	5.7	1.4	1.1						
Unadjusted Out of Service Report		Total # of outage report tickets	4	2	1	1	3	1						
		Total # of repair tickets restored in ≤ 24hrs	4	2	1	1	3	1						
		% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						
		Sum of the duration of all outages (hh:mm)	8	13	3.4	5.7	2.1	1.1						
		Avg. outage duration (hh:mm)	2	6.7	3.4	5.7	1.4	1.1						
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) 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: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Macdoel Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2017) 1st Quarter			Date filed (08/15/2017) 2nd Quarter			Date filed (11/15/2017) 3rd Quarter			Date filed (02/15/2018) 4th Quarter				
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
		Installation Interval Min. standard = 5 bus. days		Total # of business days	6	9	1	7	10	13					
		Total # of service orders	4	4	1	2	7	6							
		Avg. # of business days	1.5	2.25	1	3.5	1.4	2.2							
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitments	4	4	1	2	7	6							
		Total # of installation commitment met	4	4	1	2	7	6							
		Total # of installation commitment missed	0	0	0	0	0	0							
		% of commitment met	100.0%	100.0%	100.0%	100%	100%	100%							
Customers		Acct # for voice or bundle, res+bus	377	375	379	381	386	381							
Customer Trouble Report															
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	388	381	392	389	392	387							
		Total # of trouble reports	1	3	7	1	16	5							
		% of trouble reports	0.00	0.01	0.02	0.00	0.04	0.01							
Adjusted Out of Service Report Min. standard = 90% within 24 hrs		Total # of outage report tickets	0	1	3	0	10	1							
		Total # of repair tickets restored in ≤ 24hrs	0	1	3	0	10	1							
		% of repair tickets restored ≤ 24 Hours	0.0%	100.0%	100.0%	0.0%	100.0%	100.0%							
		Sum of the duration of all outages (hh:mm)	0	3.6	16	0	25.7	1.7							
		Avg. outage duration (hh:mm)	-	3.6	5.4	-	2.6	1.7							
Unadjusted Out of Service Report		Total # of outage report tickets	0	1	3	0	10	1							
		Total # of repair tickets restored in ≤ 24hrs	0	1	3	0	10	1							
		% of repair tickets restored ≤ 24 Hours	0.0%	100.0%	100.0%	0.0%	100.0%	100.0%							
		Sum of the duration of all outages (hh:mm)	0	3.6	16	0	25.7	1.7							
		Avg. outage duration (hh:mm)	-	3.6	5.4	-	2.6	1.7							
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 (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: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Tulelake Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2017) 1st Quarter			Date filed (08/15/2017) 2nd Quarter			Date filed (11/15/2017) 3rd Quarter			Date filed (02/15/2018) 4th Quarter				
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
		Installation Interval Min. standard = 5 bus. days		Total # of business days	2	7	12	34	15	14					
		Total # of service orders	1	5	4	10	5	8							
		Avg. # of business days	2	1.4	3	3.4	3	1.75							
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitments	1	5	4	10	5	8							
		Total # of installation commitment met	1	5	4	10	5	8							
		Total # of installation commitment missed	0	0	0	0	0	0							
		% of commitment met	100.0%	100.0%	100.0%	100%	100%	100%							
Customers		Acct # for voice or bundle, res+bus	642	651	654	653	664	643							
Customer Trouble Report															
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	653	662	665	664	675	654							
		Total # of trouble reports	12	13	10	16	8	6							
		% of trouble reports	0.02	0.02	0.02	0.02	0.01	0.01							
Adjusted Out of Service Report Min. standard = 90% within 24 hrs		Total # of outage report tickets	8	8	9	13	4	1							
		Total # of repair tickets restored in ≤ 24hrs	7	7	9	13	4	1							
		% of repair tickets restored ≤ 24 Hours	87.5%	87.5%	100.0%	100.0%	100.0%	100.0%							
		Sum of the duration of all outages (hh:mm)	46	38	45	61.5	71.1	2.8							
		Avg. outage duration (hh:mm)	5.8	4.8	5.1	4.7	17.8	2.8							
Unadjusted Out of Service Report		Total # of outage report tickets	8	8	10	13	4	1							
		Total # of repair tickets restored in ≤ 24hrs	7	7	9	13	3	1							
		% of repair tickets restored ≤ 24 Hours	87.5%	87.5%	90.0%	100.0%	75.0%	100.0%							
		Sum of the duration of all outages (hh:mm)	46	38	219	61.5	71.1	2.8							
		Avg. outage duration (hh:mm)	5.8	4.8	22	4.7	17.8	2.8							
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) 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: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Newell Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2017) 1st Quarter			Date filed (08/15/2017) 2nd Quarter			Date filed (11/15/2017) 3rd Quarter			Date filed (02/15/2018) 4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Installation Interval Min. standard = 5 bus. days	Total # of business days	2	5	25	5	9	11				
	Total # of service orders	1	3	15	3	3	3						
	Avg. # of business days	2	1.7	1.7	1.7	3	3.7						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	3	8	3	3	3						
	Total # of installation commitment met	1	3	7	3	3	3						
	Total # of installation commitment missed	0	0	1	0	0	0						
	% of commitment met	100.0%	100.0%	87.5%	100%	100%	100%						
Customers	Acct # for voice or bundle, res+bus	273	275	276	279	279	278						
Customer Trouble Report													
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	276	278	279	282	282	281					
		Total # of trouble reports	6	7	6	4	10	2					
		% of trouble reports	0.02	0.03	0.02	0.01	0.04	0.01					
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	5	3	4	2	5	1						
	Total # of repair tickets restored in ≤ 24hrs	5	3	4	2	5	1						
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						
	Sum of the duration of all outages (hh:mm)	11	23	9	7.5	39.9	2.5						
	Avg. outage duration (hh:mm)	2.2	7.8	2.3	3.8	8.0	2.5						
Unadjusted Out of Service Report	Total # of outage report tickets	5	3	5	2	5	1						
	Total # of repair tickets restored in ≤ 24hrs	5	3	4	2	5	1						
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%						
	Sum of the duration of all outages (hh:mm)	11	23	81	7.5	39.9	2.5						
	Avg. outage duration (hh:mm)	2.2	7.8	16.1	3.8	8.0	2.5						
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) 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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