

**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
		<b>Installation Interval</b> Min. standard = 5 bus. days		Total # of business days	18	26	41						
		Total # of service orders	10	14	15								
		Avg. # of business days	1.8	1.9	2.7								
<b>Installation Commitment</b> Min. standard = 95% commitment met		Total # of installation commitments	10	14	15								
		Total # of installation commitment met	10	14	14								
		Total # of installation commitment missed	0	0	1								
		% of commitment met	100.0%	100.0%	93.3%								
<b>Customers</b>		Acct # for voice or bundle, res+bus	1,771	1,763	1,770								
<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	1,813	1,800	1,814								
		Total # of trouble reports	25	30	27								
		% of trouble reports	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											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs		Total # of outage report tickets	17	14	17								
		Total # of repair tickets restored in ≤ 24hrs	16	13	17								
		% of repair tickets restored ≤ 24 Hours	94.1%	92.9%	100.0%								
		Sum of the duration of all outages (hh:mm)	65	78	74								
		Avg. outage duration (hh:mm)	3.8	5.6	4.4								
<b>Unadjusted Out of Service Report</b>		Total # of outage report tickets	17	14	19								
		Total # of repair tickets restored in ≤ 24hrs	16	13	17								
		% of repair tickets restored ≤ 24 Hours	94.1%	92.9%	89.5%								
		Sum of the duration of all outages (hh:mm)	65	78	319								
		Avg. outage duration (hh:mm)	3.8	5.6	17								
<b>Refunds</b>		Number of customers who received refunds	0	0	0								
		Monthly amount of refunds	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

Email: [mindy@calore.net](mailto: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	
		<b>Installation Interval</b> Min. standard = 5 bus. days		Total # of business days	8	5	3							
		Total # of service orders	4	2	2									
		Avg. # of business days	2	2.5	1.5									
<b>Installation Commitment</b> Min. standard = 95% commitment met		Total # of installation commitments	4	2	2									
		Total # of installation commitment met	4	2	2									
		Total # of installation commitment missed	0	0	0									
		% of commitment met	100.0%	100.0%	100.0%									
<b>Customers</b>		Acct # for voice or bundle, res+bus	479	462	461									
<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	496	479	478									
		Total # of trouble reports	6	7	4									
		% of trouble reports	0.01	0.01	0.01									
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs		Total # of outage report tickets	4	2	1									
		Total # of repair tickets restored in ≤ 24hrs	4	2	1									
		% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%									
		Sum of the duration of all outages (hh:mm)	8	13	3.4									
		Avg. outage duration (hh:mm)	2	6.7	3.4									
<b>Unadjusted Out of Service Report</b>		Total # of outage report tickets	4	2	1									
		Total # of repair tickets restored in ≤ 24hrs	4	2	1									
		% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%									
		Sum of the duration of all outages (hh:mm)	8	13	3.4									
		Avg. outage duration (hh:mm)	2	6.7	3.4									
<b>Refunds</b>		Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	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: 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	
		<b>Installation Interval</b> Min. standard = 5 bus. days		Total # of business days	6	9	1							
		Total # of service orders	4	4	1									
		Avg. # of business days	1.5	2.25	1									
<b>Installation Commitment</b> Min. standard = 95% commitment met		Total # of installation commitments	4	4	1									
		Total # of installation commitment met	4	4	1									
		Total # of installation commitment missed	0	0	0									
		% of commitment met	100.0%	100.0%	100.0%									
<b>Customers</b>		Acct # for voice or bundle, res+bus	377	375	379									
<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	388	381	392									
		Total # of trouble reports	1	3	7									
		% of trouble reports	0.00	0.01	0.02									
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs		Total # of outage report tickets	0	1	3									
		Total # of repair tickets restored in ≤ 24hrs	0	1	3									
		% of repair tickets restored ≤ 24 Hours	0.0%	100.0%	100.0%									
		Sum of the duration of all outages (hh:mm)	0	3.6	16									
		Avg. outage duration (hh:mm)	-	3.6	5.4									
<b>Unadjusted Out of Service Report</b>		Total # of outage report tickets	0	1	3									
		Total # of repair tickets restored in ≤ 24hrs	0	1	3									
		% of repair tickets restored ≤ 24 Hours	0.0%	100.0%	100.0%									
		Sum of the duration of all outages (hh:mm)	0	3.6	16									
		Avg. outage duration (hh:mm)	-	3.6	5.4									
<b>Refunds</b>		Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	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: 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	
		<b>Installation Interval</b> Min. standard = 5 bus. days		Total # of business days	2	7	12							
		Total # of service orders	1	5	4									
		Avg. # of business days	2	1.4	3									
<b>Installation Commitment</b> Min. standard = 95% commitment met		Total # of installation commitments	1	5	4									
		Total # of installation commitment met	1	5	4									
		Total # of installation commitment missed	0	0	0									
		% of commitment met	100.0%	100.0%	100.0%									
<b>Customers</b>		Acct # for voice or bundle, res+bus	642	651	654									
<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	653	662	665									
		Total # of trouble reports	12	13	10									
		% of trouble reports	0.02	0.02	0.02									
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs		Total # of outage report tickets	8	8	9									
		Total # of repair tickets restored in ≤ 24hrs	7	7	9									
		% of repair tickets restored ≤ 24 Hours	87.5%	87.5%	100.0%									
		Sum of the duration of all outages (hh:mm)	46	38	45									
		Avg. outage duration (hh:mm)	5.8	4.8	5.1									
<b>Unadjusted Out of Service Report</b>		Total # of outage report tickets	8	8	10									
		Total # of repair tickets restored in ≤ 24hrs	7	7	9									
		% of repair tickets restored ≤ 24 Hours	87.5%	87.5%	90.0%									
		Sum of the duration of all outages (hh:mm)	46	38	219									
		Avg. outage duration (hh:mm)	5.8	4.8	22									
<b>Refunds</b>		Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	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: 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	
		<b>Installation Interval</b> Min. standard = 5 bus. days		Total # of business days	2	5	25							
		Total # of service orders	1	3	15									
		Avg. # of business days	2	1.7	1.7									
<b>Installation Commitment</b> Min. standard = 95% commitment met		Total # of installation commitments	1	3	8									
		Total # of installation commitment met	1	3	7									
		Total # of installation commitment missed	0	0	1									
		% of commitment met	100.0%	100.0%	87.5%									
<b>Customers</b>		Acct # for voice or bundle, res+bus	273	275	276									
<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	276	278	279									
		Total # of trouble reports	6	7	6									
		% of trouble reports	0.02	0.03	0.02									
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs		Total # of outage report tickets	5	3	4									
		Total # of repair tickets restored in ≤ 24hrs	5	3	4									
		% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%									
		Sum of the duration of all outages (hh:mm)	11	23	9									
		Avg. outage duration (hh:mm)	2.2	7.8	2.3									
<b>Unadjusted Out of Service Report</b>		Total # of outage report tickets	5	3	5									
		Total # of repair tickets restored in ≤ 24hrs	5	3	4									
		% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	80.0%									
		Sum of the duration of all outages (hh:mm)	11	23	81									
		Avg. outage duration (hh:mm)	2.2	7.8	16.1									
<b>Refunds</b>		Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	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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