

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

Company Name: Cal-Ore Telephone Co.

U#: 1006

Report Year: 2018

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: All Exchanges

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2018) 1st Quarter			Date filed (08/15/2018) 2nd Quarter			Date filed (11/15/2018) 3rd Quarter			Date filed (02/15/2019) 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	31	27	29	21	30	30				
	Total # of service orders	14	12	14	10	12	11						
	Avg. # of business days	2.21	2.25	2.07	2.10	2.50	2.73						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	14	12	14	10	12	11						
	Total # of installation commitment met	13	12	14	10	12	10						
	Total # of installation commitment missed	1	0	0	0	0	1						
	% of commitment met	93%	100%	100%	100%	100%	91%						
<b>Customers</b>	Acct # for voice or bundle, res+bus	1,652	1,661	1,645	1,682	1,625	1,625						
<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	1,746	1,756	1,739	1,814	1,718	1,718					
		Total # of trouble reports	17	13	24	31	26	24					
		% of trouble reports	0.01	0.01	0.01	0.02	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	7	6	11	21	15	15						
	Total # of repair tickets restored in ≤ 24hrs	7	5	10	20	15	13						
	% of repair tickets restored ≤ 24 Hours	100%	83%	91%	95%	100%	87%						
	Sum of the duration of all outages (hh:mm)	41.18	65.63	124.06	164.26	193.98	192.45						
	Avg. outage duration (hh:mm)	5.88	10.94	11.28	7.8	12.9	12.8						
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	7	6	11	21	15	15						
	Total # of repair tickets restored in ≤ 24hrs	7	5	9	19	14	13						
	% of repair tickets restored ≤ 24 Hours	100%	83%	82%	90%	93%	87%						
	Sum of the duration of all outages (hh:mm)	41	65.63	124.06	164.26	193.98	192.45						
	Avg. outage duration (hh:mm)	5.9	10.9	11.28	7.8	13	12.8						
<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						
<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**

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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)