

**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
		Installation Interval Min. standard = 5 bus. days	Total # of business days	31	27	29	21	30	30	17	34	22	
	Total # of service orders	14	12	14	10	12	11	7	17	11			
	Avg. # of business days	2.21	2.25	2.07	2.10	2.50	2.73	2.43	2.00	2.00			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	14	12	14	10	12	11	7	17	11			
	Total # of installation commitment met	13	12	14	10	12	10	7	17	11			
	Total # of installation commitment missed	1	0	0	0	0	1	0	0	0			
	% of commitment met	93%	100%	100%	100%	100%	91%	100%	100%	100%			
Customers	Acct # for voice or bundle, res+bus	1,652	1,661	1,645	1,682	1,625	1,625	1,615	1,612	1,605			
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	1,746	1,756	1,739	1,814	1,718	1,718	1,709	1,706	1,700		
		Total # of trouble reports	17	13	24	31	26	24	16	18	14		
		% of trouble reports	0.01	0.01	0.01	0.02	0.02	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											
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	7	6	11	21	15	15	8	7	5			
	Total # of repair tickets restored in ≤ 24hrs	7	5	10	20	15	13	8	7	5			
	% of repair tickets restored ≤ 24 Hours	100%	83%	91%	95%	100%	87%	100%	100%	100%			
	Sum of the duration of all outages (hh:mm)	41.18	65.63	124.06	164.26	193.98	192.45	57.82	61.76	26.38			
	Avg. outage duration (hh:mm)	5.88	10.94	11.28	7.8	12.9	12.8	7.2	8.82	5.28			
Unadjusted Out of Service Report	Total # of outage report tickets	7	6	11	21	15	15	8	7	5			
	Total # of repair tickets restored in ≤ 24hrs	7	5	9	19	14	13	8	7	5			
	% of repair tickets restored ≤ 24 Hours	100%	83%	82%	90%	93%	87%	100%	100%	100%			
	Sum of the duration of all outages (hh:mm)	41	65.63	124.06	164.26	193.98	192.45	57.82	61.76	26.38			
	Avg. outage duration (hh:mm)	5.9	10.9	11.28	7.8	13	12.8	7.2	8.82	5.28			
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	Monthly amount of refunds	0	0	0	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: 2018

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Dorris Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2018)			Date filed (08/15/2018)			Date filed (11/15/2018)			Date filed (02/15/2019)		
		1st Quarter			2nd Quarter			3rd Quarter			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	12	11	3	4	10	2	4	9	9			
	Total # of service orders	5	4	2	2	4	1	2	6	6			
	Avg. # of business days	2.4	2.75	1.5	2	2.5	2	2	1.5	1.5			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	5	4	2	2	4	1	2	6	6			
	Total # of installation commitment met	5	4	2	2	4	1	2	6	6			
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Customers	Acct # for voice or bundle, res+bus	439	443	441	448	428	432	426	427	420			
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	462	466	464	478	450	454	448	449	443		
		Total # of trouble reports	3	3	4	4	4	5	4	4	6		
		% of trouble reports	0.01	0.01	0.01	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	1	3	1	3	4	2	2	1	1			
	Total # of repair tickets restored in ≤ 24hrs	1	3	1	3	4	2	2	1	1			
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%			
	Sum of the duration of all outages (hh:mm)	9.20	34.62	2.89	4.67	10.99	3.04	19.03	19.54	5.00			
	Avg. outage duration (hh:mm)	9.20	11.54	2.89	1.56	2.75	1.52	9.52	19.54	5.00			
Unadjusted Out of Service Report	Total # of outage report tickets	1	3	1	3	4	2	2	1	1			
	Total # of repair tickets restored in ≤ 24hrs	1	3	1	3	4	2	2	1	1			
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%			
	Sum of the duration of all outages (hh:mm)	9.20	34.62	2.89	4.67	10.99	3.04	19.03	19.54	5.00			
	Avg. outage duration (hh:mm)	9.20	11.54	2.89	1.56	2.75	1.52	9.52	19.54	5.00			
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	Monthly amount of refunds	0	0	0	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												
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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: 2018

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Macdoel Exchange

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																																																																			
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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: Tulelake Exchange

Measurement (Compile monthly, file quarterly)	Date filed (05/16/2018)			Date filed (08/15/2018)			Date filed (11/15/2018)			Date filed (02/15/2019)			
	1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
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Installation Interval Min. standard = 5 bus. days	Total # of business days	3	7	12	11	11	5	11	7	6			
	Total # of service orders	2	3	6	5	3	3	4	5	2			
	Avg. # of business days	1.50	2.33	2.00	2.20	3.67	1.67	2.75	1.40	3.00			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2	3	6	5	3	3	4	5	2			
	Total # of installation commitment met	2	3	6	5	3	3	4	5	2			
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Customers	Acct # for voice or bundle, res+bus	595	598	584	587	577	575	571	570	572			
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	639	642	627	665	620	618	614	613	615		
		Total # of trouble reports	10	4	13	14	9	6	5	8	5		
		% of trouble reports	0.02	0.01	0.02	0.02	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	5	3	8	8	6	5	3	3	2			
	Total # of repair tickets restored in ≤ 24hrs	5	2	7	7	6	4	3	3	2			
	% of repair tickets restored ≤ 24 Hours	100%	67%	88%	88%	100%	80%	100%	100%	100%			
	Sum of the duration of all outages (hh:mm)	12.65	31.00	97.45	40.65	30.72	27.99	6.85	19.85	4.18			
	Avg. outage duration (hh:mm)	2.5	10.3	12.2	5.1	5.1	5.6	2.3	6.62	2.09			
Unadjusted Out of Service Report	Total # of outage report tickets	5	3	8	8	6	5	3	3	2			
	Total # of repair tickets restored in ≤ 24hrs	5	2	6	7	6	4	3	3	2			
	% of repair tickets restored ≤ 24 Hours	100%	67%	75%	88%	100%	80%	100%	100%	100%			
	Sum of the duration of all outages (hh:mm)	12.65	31.00	97.45	40.65	30.72	27.99	6.85	19.85	4.18			
	Avg. outage duration (hh:mm)	2.5	10.3	12.2	5.1	5.1	5.6	2.3	6.62	2.09			
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	Monthly amount of refunds	0	0	0	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: 2018

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Newell Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2018)			Date filed (08/15/2018)			Date filed (11/15/2018)			Date filed (02/15/2019)		
		1st Quarter			2nd Quarter			3rd Quarter			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	4	4	5	0	4	11	0	14	1			
	Total # of service orders	2	2	2	0	3	4	0	4	1			
	Avg. # of business days	2.00	2.00	2.50	0.00	1.33	2.75	0.00	3.50	1.00			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2	2	2	0	3	4	0	4	1			
	Total # of installation commitment met	2	2	2	0	3	4	0	4	1			
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
	% of commitment met	100%	100%	100%	0%	100%	100%	0%	100%	100%			
Customers	Acct # for voice or bundle, res+bus	258	261	260	271	259	259	257	256	256			
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	263	267	266	279	265	265	263	262	262		
		Total # of trouble reports	1	1	4	3	4	3	1	3	1		
		% of trouble reports	0.00	0.00	0.02	0.01	0.02	0.01	0.00	0.01	0.00		
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	0	2	3	3	3	1	2	0			
	Total # of repair tickets restored in ≤ 24hrs	1	0	2	3	3	3	1	2	0			
	% of repair tickets restored ≤ 24 Hours	100%	0%	100%	100%	100%	100%	100%	100%	0%			
	Sum of the duration of all outages (hh:mm)	19.33	0.00	23.72	32.50	148.87	27.99	20.95	19.83	0.00			
	Avg. outage duration (hh:mm)	19.33	0.00	11.86	10.83	49.62	9.33	20.95	9.92	0.00			
Unadjusted Out of Service Report	Total # of outage report tickets	1	0	2	3	3	3	1	2	0			
	Total # of repair tickets restored in ≤ 24hrs	1	0	2	3	2	3	1	2	0			
	% of repair tickets restored ≤ 24 Hours	100%	0%	100%	100%	67%	100%	100%	100%	0%			
	Sum of the duration of all outages (hh:mm)	19.33	0.00	23.72	32.50	148.87	27.99	20.95	19.83	0.00			
	Avg. outage duration (hh:mm)	19.33	0.00	11.86	10.83	49.62	9.33	20.95	9.92	0.00			
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	Monthly amount of refunds	0	0	0	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												
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