Company Name:	Cal-Ore Telephone Co.	U#:	1006	Report Year:	2018
Reporting Unit Type:	✓ Total Company ☐ Exchange ☐ Wire Center	Reporting Unit N	lame:	All Exchanges	

	Measurement (Compile mo	onthly, 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 Inter	val	Total # of business days	31	27	29									
Min. standard = 5		Total # of service orders	14	12	14									
IVIIII. Stariuaru – 5	bus. days	Avg. # of business days	2.21	2.25	2.07								l	
		Total # of installation commitments	14	12	14									
Installation Com		Total # of installation commitment met	13	12	14									
Min. standard = 95% commitment met		Total # of installation commitment missed	1	0	0								ļ!	
		% of commitment met	93%	100%	100%									
Customers		Acct # for voice or bundle, res+bus	1,652	1,661	1,645									
Customer Troub	le Report													
	6% (6 per 100 working lines for	Total # of working lines				-		-						
	units w/ ≥ 3,000 lines)	Total # of trouble reports												
5	units w/ 2 3,000 lines)	% of trouble reports											ı	
ga		Total # of working lines	1,746	1,756	1,739								ı	
Stan	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports	17	13	24									
9,	units w/ 1,001 - 2,999 lines)	% of trouble reports	0.01	0.01	0.01								1	
Ē	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports											\vdash	
		% of trouble reports											 	
	l l	Total # of outage report tickets	7	6	11								 	
Adjusted		Total # of repair tickets restored in < 24hrs	7	5	10								 	
Out of Service R	enort	% of repair tickets restored ≤ 24 Hours	100%	83%	91%								 	
Min. standard = 9		Sum of the duration of all outages (hh:mm)	41.18	65.63	124.06								 	
		Avg. outage duration (hh:mm)	5.88	10.94	11.28								\vdash	
		Total # of outage report tickets	7	6	11									
Unadjusted Out of Service R	eport	Total # of repair tickets restored in ≤ 24hrs	7	5	9									
		% of repair tickets restored ≤ 24 Hours	100%	83%	82%									
		Sum of the duration of all outages (hh:mm)	41	65.63	124.06		İ							
		Avg. outage duration (hh:mm)	5.9	10.9	11.28									
Refunds		Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	0	0	0									
Answer Time (Tro	puble Reports, Billing & Non-Billing)													
	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><</u> 60 seconds												
													1 '	

Primary Utility Contact Information

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

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 mo	nthly, 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 Inter	uel .	Total # of business days	12	11	3									
Min. standard = 5		Total # of service orders	5	4	2									
IVIIII. Stariuaru – 5	bus. days	Avg. # of business days	2.4	2.75	1.5									
		Total # of installation commitments	5	4	2									
Installation Com	mitment	Total # of installation commitment met	5	4	2									
Min. standard = 9	5% commitment met	Total # of installation commitment missed	0	0	0									
		% of commitment met	100%	100%	100%									
Customers		Acct # for voice or bundle, res+bus	439	443	441									
Customer Troub	le Report													
	60/ (6 100 101 11 1	Total # of working lines												
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports												
2	units w/ 2 3,000 lines)	% of trouble reports												
andard	00/ (0 400 1: 1: 6	Total # of working lines												
Ĭ	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
9,	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	% of trouble reports												
Ē		Total # of working lines	462	466	464									
		Total # of trouble reports	3	3	4									
	ior units w/ ± 1,000 lines)	% of trouble reports	0.01	0.01	0.01									
		Total # of outage report tickets	1	3	1									
Adjusted		Total # of repair tickets restored in < 24hrs	1	3	1									
Out of Service R	eport	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
Min. standard = 9		Sum of the duration of all outages (hh:mm)	9.20	34.62	2.89									
		Avg. outage duration (hh:mm)	9.20	11.54	2.89									
		Total # of outage report tickets	1	3	1									
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	1	3	1									
Out of Service Report		% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
		Sum of the duration of all outages (hh:mm)	9.20	34.62	2.89									
		Avg. outage duration (hh:mm)	9.20	11.54	2.89									
Refunds		Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	0	0	0									
	ouble Reports, Billing & Non-Billing)													
Min. standard = 8	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												
		1												

Primary Utility Contact Information

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

Company Name:	Cal-Ore Telepho	one Co.	U#:	1006	Report Year:	2018
Reporting Unit Type:	☐ Total Company ☑ Exchange	Wire Center	Reporting Unit	t Name:	Macdoel Exchange	

	Measurement (Compile mo	nthly, 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
		Total # of business days	12	5	9	•								í
Installation Inter		Total # of service orders	5	3	4									1
Min. standard = 5	bus. days	Avg. # of business days	2.4	1.67	2.25									1
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitments	5	3	4									
		Total # of installation commitment met	4	3	4									1
		Total # of installation commitment missed	1	0	0									
		% of commitment met	80%	100%	100%									1
Customers		Acct # for voice or bundle, res+bus	360	359	360									i T
Customer Troub	le Report													í
		Total # of working lines												i
	6% (6 per 100 working lines for	Total # of trouble reports												í T
5	units w/ ≥ 3,000 lines)	% of trouble reports												1
tandarc		Total # of working lines												i
種	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												<u> </u>
خ	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	% of trouble reports												<u> </u>
Ē		Total # of working lines	382	381	382									
		Total # of trouble reports	3	5	3									
		% of trouble reports	0.01	0.01	0.01									
	l .	Total # of outage report tickets	0	0	0									
Adjusted		Total # of repair tickets restored in < 24hrs	0	0	0									
Out of Service R	eport	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%									
Min. standard = 9		Sum of the duration of all outages (hh:mm)	0.070	-	0.070									
		Avg. outage duration (hh:mm)	-	-	-									
		Total # of outage report tickets	0	0	0									
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	0	0	0									
Out of Service R	eport	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%									
		Sum of the duration of all outages (hh:mm)	0	-	0									i T
		Avg. outage duration (hh:mm)	-	-	-									ī
Refunds		Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	0	0	0									i
Answer Time (Tro	ouble Reports, Billing & Non-Billing)													i
Min. standard = 8	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												i
live agent (w/a m	enu option to reach live agent).	Total # of call seconds to reach live agent												ī —
		%<_60 seconds												<u> </u>
							1							

Primary Utility Contact Information

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

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 mo	nthly, 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
		Total # of business days	3	7	12									
Installation Inter Min. standard = 5		Total # of service orders	2	3	6									
wiiri. Stariuaru – o	bus. days	Avg. # of business days	1.50	2.33	2.00									
installation Commitment Min. standard = 95% commitment met		Total # of installation commitments	2	3	6									
		Total # of installation commitment met	2	3	6									l
		Total # of installation commitment missed	0	0	0									
		% of commitment met	100%	100%	100%									<u> </u>
Customers		Acct # for voice or bundle, res+bus	595	598	584									
Customer Troub	le Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
2	units w/ ≥ 3,000 lines)	% of trouble reports												
g		Total # of working lines												
Star	8% (8 per 100 working lines for	Total # of trouble reports											1	
	units w/ 1,001 - 2,999 lines)	% of trouble reports											1	
Ξ	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	639	642	627								+	
		Total # of trouble reports	10	4	13								+ +	
		% of trouble reports	0.02	0.01	0.02								+ +	
		Total # of outage report tickets	5	3	8								1	
Adjusted		Total # of repair tickets restored in < 24hrs	5	2	7								1	
Out of Service R	eport	% of repair tickets restored ≤ 24 Hours	100%	67%	88%								1	
	00% within 24 hrs	Sum of the duration of all outages (hh:mm)	12.65	31.00	97.45								1	
		Avg. outage duration (hh:mm)	2.5	10.3	12.2								+ +	
		Total # of outage report tickets	5	3	8									
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	5	2	6									
Out of Service R	eport	% of repair tickets restored ≤ 24 Hours	100%	67%	75%									
		Sum of the duration of all outages (hh:mm)	12.65	31.00	97.45									
		Avg. outage duration (hh:mm)	2.5	10.3	12.2									
Refunds		Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	0	0	0									
	ouble Reports, Billing & Non-Billing)							-						
Min. standard = 8	80% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
ive agent (w/a m	enu option to reach live agent).	Total # of call seconds to reach live agent												
		%≤60 seconds												
													1	

Primary Utility Contact Information

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

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) 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
T		Total # of business days	4	4	5									
Installation Interval Min. standard = 5 bus. days		Total # of service orders	2	2	2									
		Avg. # of business days	2.00	2.00	2.50									
Installation Commitment Min. standard = 95% commitment met Total		Total # of installation commitments	2	2	2									
		Total # of installation commitment met	2	2	2									
		Total # of installation commitment missed	0	0	0									
		% of commitment met	100%	100%	100%									
Customers Ad		Acct # for voice or bundle, res+bus	258	261	260									
Customer Trouble	Report					•								
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
2	units w/ ≥ 3,000 lines)	% of trouble reports												
ā		Total # of working lines												
草	8% (8 per 100 working lines for	Total # of trouble reports												
ώ.	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Ē		Total # of working lines	263	267	266									
_	10% (10 per 100 working lines	Total # of trouble reports	1	1	4									-
	for units w/ ≤ 1,000 lines)	% of trouble reports	0.00	0.00	0.02									
		Total # of outage report tickets	1	0.00	2									
Adjusted		Total # of repair tickets restored in < 24hrs	1	0	2		1							
Aujusteu Out of Service Re	nort	% of repair tickets restored ≤ 24 Hours	100%	0%	100%		1							
Min. standard = 90		Sum of the duration of all outages (hh:mm)	19.33	0.00	23.72		1							
Willing Standard - 90 % Within 24 hrs		Avg. outage duration (hh:mm)	19.33	0.00	11.86									
Unadjusted Out of Service Report		Total # of outage report tickets	17.33	0.00	2									
		Total # of repair tickets restored in < 24hrs	1	0	2									
		% of repair tickets restored ≤ 24 Hours	100%	0%	100%									
		Sum of the duration of all outages (hh:mm)	19.33	0.00	23.72									
		Avg. outage duration (hh:mm)	19.33	0.00	11.86									
Refunds		Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	0	0	0									
Answer Time (Trouble Reports, Billing & Non-Billing)		,		ŭ	Ü									
		Total # of calls for TR, Billing & Non-Billing					1							
live agent (w/a menu option to reach live agent).		Total # of call seconds to reach live agent					1							
		%< 60 seconds					†							
														

Primary Utility Contact Information

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