

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

Company Name: Cal-Ore Telephone Co.

U#: 1006

Report Year: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: All Exchanges

Measurement (Compile monthly, file quarterly)	Date filed (05/16/2019)			Date filed (08/15/2019)			Date filed (11/15/2019)			Date filed (02/15/2020)		
	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	39	31	29	28	11	27					
	Total # of service orders	12	13	14	12	7	11					
	Avg. # of business days	3.25	2.38	2.07	2.33	1.57	2.45					
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	12	13	14	12	7	11					
	Total # of installation commitment met	11	12	14	12	7	11					
	Total # of installation commitment missed	1	1	0	0	0	0					
% of commitment met	92%	92%	100%	100%	100%	100%						
Customers	Acct # for voice or bundle, res+bus	1,561	1,593	1,588	1,585	1,594	1,576					
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	1,657	1,656	1,652	1,654	1,663	1,647				
		Total # of trouble reports	21	28	19	23	27	13				
		% 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	9	18	8	10	12	4					
	Total # of repair tickets restored in ≤ 24hrs	8	18	8	10	12	4					
	% of repair tickets restored ≤ 24 Hours	89%	100%	100%	100%	100%	100%					
	Sum of the duration of all outages (hh:mm)	106.17	360.91	159.55	127.98	180.46	30.50					
	Avg. outage duration (hh:mm)	11.80	20.05	19.94	12.8	15.0	7.6					
Unadjusted Out of Service Report	Total # of outage report tickets	9	18	8	10	12	4					
	Total # of repair tickets restored in ≤ 24hrs	8	17	6	9	11	4					
	% of repair tickets restored ≤ 24 Hours	89%	94%	75%	90%	92%	100%					
	Sum of the duration of all outages (hh:mm)	106.17	360.91	159.55	127.98	180.46	30.50					
	Avg. outage duration (hh:mm)	11.80	20.05	19.94	12.8	15.0	7.6					
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: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Dorris Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2019) 1st Quarter			Date filed (08/15/2019) 2nd Quarter			Date filed (11/15/2019) 3rd Quarter			Date filed (02/15/2020) 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	15	13	4	14	5	5				
	Total # of service orders	2	6	4	6	3	3						
	Avg. # of business days	7.5	2.2	1	2.3	1.7	1.7						
	Total # of installation commitments	2	6	4	6	3	3						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitment met	1	6	4	6	3	3						
	Total # of installation commitment missed	1	0	0	0	0	0						
	% of commitment met	50%	100%	100%	100%	100%	100%						
Customers	Acct # for voice or bundle, res+bus	414	413	414	413	418	411						
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	432	430	432	441	441	434					
		Total # of trouble reports	3	6	2	6	7	4					
		% of trouble reports	0.01	0.01	0.00	0.01	0.02	0.01					
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	4	0	2	0	0						
	Total # of repair tickets restored in ≤ 24hrs	2	4	0	2	0	0						
	% of repair tickets restored ≤ 24 Hours	100%	100%	0%	100%	0%	0%						
	Sum of the duration of all outages (hh:mm)	4.28	8.10	0.00	93.11	0.00	0.00						
	Avg. outage duration (hh:mm)	2.14	2.03	0.00	46.56	0.00	0.00						
Unadjusted Out of Service Report	Total # of outage report tickets	2	4	0.00	2	0	0						
	Total # of repair tickets restored in ≤ 24hrs	2	4	0	1	0	0						
	% of repair tickets restored ≤ 24 Hours	100%	100%	0	50%	0%	0%						
	Sum of the duration of all outages (hh:mm)	4.28	8.10	0%	93.11	0.00	0.00						
	Avg. outage duration (hh:mm)	2.14	2.03	0.00	46.56	0.00	0.00						
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: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Macdoel Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2019) 1st Quarter			Date filed (08/15/2019) 2nd Quarter			Date filed (11/15/2019) 3rd Quarter			Date filed (02/15/2020) 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	9	4	4	0	3	7				
	Total # of service orders	3	1	1	0	2	3						
	Avg. # of business days	3	4.00	4.00	0.00	1.50	2.33						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	3	1	1	0	2	3						
	Total # of installation commitment met	3	1	1	0	2	3						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	100%	100%	100%	0%	100%	100%						
Customers	Acct # for voice or bundle, res+bus	352	351	349	351	345	346						
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	372	371	369	366	365	367					
		Total # of trouble reports	2	3	5	2	11	3					
		% of trouble reports	0.01	0.01	0.01	0.01	0.03	0.01					
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	2	2	2	8	1						
	Total # of repair tickets restored in ≤ 24hrs	0	2	2	2	8	1						
	% of repair tickets restored ≤ 24 Hours	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%						
	Sum of the duration of all outages (hh:mm)	0	4.2	88	4.38	89.17	2.12						
	Avg. outage duration (hh:mm)	-	2.1	43.8	2.2	11.1	2.1						
Unadjusted Out of Service Report	Total # of outage report tickets	0	2	2	2	8	1						
	Total # of repair tickets restored in ≤ 24hrs	0	2	1	2	7	1						
	% of repair tickets restored ≤ 24 Hours	0.0%	100.0%	50.0%	100.0%	87.5%	100.0%						
	Sum of the duration of all outages (hh:mm)	0	4.2	88	4.38	89.17	2.12						
	Avg. outage duration (hh:mm)	-	2.1	43.8	2.2	11.1	2.1						
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: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Tulelake Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2019)			Date filed (08/15/2019)			Date filed (11/15/2019)			Date filed (02/15/2020)		
		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	11	13	13	7	0	13						
	Total # of service orders	6	5	6	2	0	4						
	Avg. # of business days	1.83	2.60	2.17	3.50	0.00	3.25						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	6	5	6	2	0	4						
	Total # of installation commitment met	6	4	6	2	0	4						
	Total # of installation commitment missed	0	1	0	0	0	0						
	% of commitment met	100%	80%	100%	100%	0%	100%						
Customers	Acct # for voice or bundle, res+bus	583	582	580	578	586	575						
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	602	601	599	597	604	594					
		Total # of trouble reports	10	14	3	11	7	2					
		% of trouble reports	0.02	0.02	0.01	0.02	0.01	0.00					
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	5	7	3	4	2	1						
	Total # of repair tickets restored in ≤ 24hrs	4	7	3	4	1	1						
	% of repair tickets restored ≤ 24 Hours	80%	100%	100%	100%	50%	100%						
	Sum of the duration of all outages (hh:mm)	76.25	318.45	55.57	28.14	46.71	3.20						
	Avg. outage duration (hh:mm)	15.3	45.5	18.5	7.0	23.4	3.2						
Unadjusted Out of Service Report	Total # of outage report tickets	5	7	3	4	2	1						
	Total # of repair tickets restored in ≤ 24hrs	4	6	2	4	1	1						
	% of repair tickets restored ≤ 24 Hours	80%	86%	67%	100%	50%	100%						
	Sum of the duration of all outages (hh:mm)	76.25	318.45	55.57	28.14	46.71	3.20						
	Avg. outage duration (hh:mm)	15.3	45.5	18.5	7.0	23.4	3.2						
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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Service Quality Standards Reporting
General Order No. 133-D**

Company Name: Cal-Ore Telephone Co.

U#: 1006

Report Year: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Newell Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2019) 1st Quarter			Date filed (08/15/2019) 2nd Quarter			Date filed (11/15/2019) 3rd Quarter			Date filed (02/15/2020) 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	1	8	7	3	2				
	Total # of service orders	1	1	3	4	2	1						
	Avg. # of business days	4.00	1.00	0.38	1.75	1.50	2.00						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	1	3	4	2	1						
	Total # of installation commitment met	1	1	3	4	2	1						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	100%	100%	100%	100%	100%	100%						
Customers	Acct # for voice or bundle, res+bus	245	247	245	243	245	244						
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	251	254	252	250	253	252					
		Total # of trouble reports	6	5	9	4	2	4					
		% of trouble reports	0.02	0.02	0.04	0.02	0.01	0.02					
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	5	3	2	2	2						
	Total # of repair tickets restored in ≤ 24hrs	1	5	3	2	1	2						
	% of repair tickets restored ≤ 24 Hours	50%	100%	100%	100%	50%	100%						
	Sum of the duration of all outages (hh:mm)	25.65	30.14	16.38	4.38	44.59	25.18						
	Avg. outage duration (hh:mm)	12.83	6.03	5.46	2.19	22.30	12.59						
Unadjusted Out of Service Report	Total # of outage report tickets	2	5	3	2	2	2						
	Total # of repair tickets restored in ≤ 24hrs	1	5	3	2	1	2						
	% of repair tickets restored ≤ 24 Hours	50%	100%	100%	100%	50%	100%						
	Sum of the duration of all outages (hh:mm)	25.65	30.14	16.38	4.38	44.59	25.18						
	Avg. outage duration (hh:mm)	12.83	6.03	5.46	2.19	22.30	12.59						
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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