

**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									
	Total # of service orders	12	13	14									
	Avg. # of business days	3.25	2.38	2.07									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	12	13	14									
	Total # of installation commitment met	11	12	14									
	Total # of installation commitment missed	1	1	0									
	% of commitment met	92%	92%	100%									
Customers	Acct # for voice or bundle, res+bus	1,561	1,593	1,588									
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								
		Total # of trouble reports	21	28	19								
		% 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											
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	9	18	8									
	Total # of repair tickets restored in ≤ 24hrs	8	18	8									
	% of repair tickets restored ≤ 24 Hours	89%	100%	100%									
	Sum of the duration of all outages (hh:mm)	106.17	360.91	159.55									
	Avg. outage duration (hh:mm)	11.80	20.05	19.94									
Unadjusted Out of Service Report	Total # of outage report tickets	9	18	8									
	Total # of repair tickets restored in ≤ 24hrs	8	17	6									
	% of repair tickets restored ≤ 24 Hours	89%	94%	75%									
	Sum of the duration of all outages (hh:mm)	106.17	360.91	159.55									
	Avg. outage duration (hh:mm)	11.80	20.05	19.94									
Refunds	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	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)			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	15	13	4									
	Total # of service orders	2	6	4									
	Avg. # of business days	7.5	2.2	1									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2	6	4									
	Total # of installation commitment met	1	6	4									
	Total # of installation commitment missed	1	0	0									
	% of commitment met	50%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	414	413	414									
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								
		Total # of trouble reports	3	6	2								
		% of trouble reports	0.01	0.01	0.00								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	4	0									
	Total # of repair tickets restored in ≤ 24hrs	2	4	0									
	% of repair tickets restored ≤ 24 Hours	100%	100%	0%									
	Sum of the duration of all outages (hh:mm)	4.28	8.10	0.00									
	Avg. outage duration (hh:mm)	2.14	2.03	0.00									
Unadjusted Out of Service Report	Total # of outage report tickets	2	4	#DIV/0!									
	Total # of repair tickets restored in ≤ 24hrs	2	4	0									
	% of repair tickets restored ≤ 24 Hours	100%	100%	0									
	Sum of the duration of all outages (hh:mm)	4.28	8.10	0%									
	Avg. outage duration (hh:mm)	2.14	2.03	0.00									
Refunds	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	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

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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)			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	9	4	4									
	Total # of service orders	3	1	1									
	Avg. # of business days	3	4.00	4.00									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	3	1	1									
	Total # of installation commitment met	3	1	1									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	352	351	349									
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								
		Total # of trouble reports	2	3	5								
		% of trouble reports	0.01	0.01	0.01								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	2	2									
	Total # of repair tickets restored in ≤ 24hrs	0	2	2									
	% of repair tickets restored ≤ 24 Hours	0.0%	100.0%	100.0%									
	Sum of the duration of all outages (hh:mm)	0	4.2	88									
	Avg. outage duration (hh:mm)	-	2.1	43.8									
Unadjusted Out of Service Report	Total # of outage report tickets	0	2	2									
	Total # of repair tickets restored in ≤ 24hrs	0	2	1									
	% of repair tickets restored ≤ 24 Hours	0.0%	100.0%	50.0%									
	Sum of the duration of all outages (hh:mm)	0	4.2	88									
	Avg. outage duration (hh:mm)	-	2.1	43.8									
Refunds	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	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									
	Total # of service orders	6	5	6									
	Avg. # of business days	1.83	2.60	2.17									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	6	5	6									
	Total # of installation commitment met	6	4	6									
	Total # of installation commitment missed	0	1	0									
	% of commitment met	100%	80%	100%									
Customers	Acct # for voice or bundle, res+bus	583	582	580									
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								
		Total # of trouble reports	10	14	3								
		% of trouble reports	0.02	0.02	0.01								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	5	7	3									
	Total # of repair tickets restored in ≤ 24hrs	4	7	3									
	% of repair tickets restored ≤ 24 Hours	80%	100%	100%									
	Sum of the duration of all outages (hh:mm)	76.25	318.45	55.57									
	Avg. outage duration (hh:mm)	15.3	45.5	18.5									
Unadjusted Out of Service Report	Total # of outage report tickets	5	7	3									
	Total # of repair tickets restored in ≤ 24hrs	4	6	2									
	% of repair tickets restored ≤ 24 Hours	80%	86%	67%									
	Sum of the duration of all outages (hh:mm)	76.25	318.45	55.57									
	Avg. outage duration (hh:mm)	15.3	45.5	18.5									
Refunds	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	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: 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							
	Total # of service orders	1	1	3									
	Avg. # of business days	4.00	1.00	0.38									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	1	3									
	Total # of installation commitment met	1	1	3									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	245	247	245									
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								
		Total # of trouble reports	6	5	9								
		% of trouble reports	0.02	0.02	0.04								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	5	3									
	Total # of repair tickets restored in ≤ 24hrs	1	5	3									
	% of repair tickets restored ≤ 24 Hours	50%	100%	100%									
	Sum of the duration of all outages (hh:mm)	25.65	30.14	16.38									
	Avg. outage duration (hh:mm)	12.83	6.03	5.46									
Unadjusted Out of Service Report	Total # of outage report tickets	2	5	3									
	Total # of repair tickets restored in ≤ 24hrs	1	5	3									
	% of repair tickets restored ≤ 24 Hours	50%	100%	100%									
	Sum of the duration of all outages (hh:mm)	25.65	30.14	16.38									
	Avg. outage duration (hh:mm)	12.83	6.03	5.46									
Refunds	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	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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