

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

Company Name: Cal-Ore Telephone Co.

U#: 1006

Report Year: 2020

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: All Exchanges

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020) 1st Quarter			Date filed (08/15/2020) 2nd Quarter			Date filed (11/15/2020) 3rd Quarter			Date filed (02/15/2021) 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	18	37	48							
	Total # of service orders	9	18	21									
	Avg. # of business days	2.00	2.06	2.29									
	Total # of installation commitments	9	18	21									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitment met	9	18	21									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	1,551	1,552	1,542									
<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	1,601	1,603	1,613								
		Total # of trouble reports	19	12	19								
		% of trouble reports	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											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	6	6	7									
	Total # of repair tickets restored in ≤ 24hrs	6	5	7									
	% of repair tickets restored ≤ 24 Hours	100%	83%	100%									
	Sum of the duration of all outages (hh:mm)	40.09	60.50	24.70									
	Avg. outage duration (hh:mm)	6.68	10.08	3.53									
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	6	6	7									
	Total # of repair tickets restored in ≤ 24hrs	6	5	7									
	% of repair tickets restored ≤ 24 Hours	100%	83%	100%									
	Sum of the duration of all outages (hh:mm)	40.09	60.50	24.70									
	Avg. outage duration (hh:mm)	6.68	10.08	3.53									
<b>Refunds</b>	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	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**

Name: Mindy Hill

Phone: 530-397-7012

Email: [mindy@calore.net](mailto: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: 2020

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Dorris Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020) 1st Quarter			Date filed (08/15/2020) 2nd Quarter			Date filed (11/15/2020) 3rd Quarter			Date filed (02/15/2021) 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	1	10	15																			
	Total # of service orders	1	6	7																					
	Avg. # of business days	1	1.7	2.1																					
	Total # of installation commitments	1	6	7																					
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitment met	1	6	7																					
	Total # of installation commitment missed	0	0	0																					
	% of commitment met	100%	100%	100%																					
<b>Customers</b>	Acct # for voice or bundle, res+bus	406	401	400																					
<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																							
		Total # of trouble reports																							
		% of trouble reports																							
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	429	425	424																				
		Total # of trouble reports	7	4	8																				
		% of trouble reports	0.02	0.01	0.02																				
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	2	3																					
	Total # of repair tickets restored in ≤ 24hrs	1	2	3																					
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%																					
	Sum of the duration of all outages (hh:mm)	21.56	7.47	8.61																					
	Avg. outage duration (hh:mm)	21.56	3.74	2.87																					
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	1	2	3																					
	Total # of repair tickets restored in ≤ 24hrs	1	2	3																					
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%																					
	Sum of the duration of all outages (hh:mm)	21.56	7.47	8.61																					
	Avg. outage duration (hh:mm)	21.56	3.74	2.87																					
<b>Refunds</b>	Number of customers who received refunds	0	0	0																					
	Monthly amount of refunds	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**

Name: Mindy Hill

Phone: 530-397-7012

Email: [mindy@calore.net](mailto: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: 2020

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Maccoel Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020)			Date filed (08/15/2020)			Date filed (11/15/2020)			Date filed (02/15/2021)		
		1st Quarter			2nd Quarter			3rd Quarter			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	2	5	5									
	Total # of service orders	1	2	3									
	Avg. # of business days	2	2.50	1.67									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	1	2	3									
	Total # of installation commitment met	1	2	3									
	Total # of installation commitment missed	0	0	0									
<b>Customers</b>	% of commitment met	100%	100%	100%									
	Acct # for voice or bundle, res+bus	342	344	343									
<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											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	355	357	358								
		Total # of trouble reports	2	1	3								
		% of trouble reports	0.01	0.00	0.01								
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0									
	Total # of repair tickets restored in ≤ 24hrs	0	0	0									
	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%									
	Sum of the duration of all outages (hh:mm)	0	0	0									
	Avg. outage duration (hh:mm)	-	-	-									
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	0	0	0									
	Total # of repair tickets restored in ≤ 24hrs	0	0	0									
	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%									
	Sum of the duration of all outages (hh:mm)	0	0	0									
	Avg. outage duration (hh:mm)	-	-	-									
<b>Refunds</b>	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	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

Name: Mindy Hill

Phone: 530-397-7012

Email: [mindy@calore.net](mailto: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: 2020

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Tulelake Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020) 1st Quarter			Date filed (08/15/2020) 2nd Quarter			Date filed (11/15/2020) 3rd Quarter			Date filed (02/15/2021) 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	0	13	22							
	Total # of service orders	0	4	8									
	Avg. # of business days	0.00	3.25	2.75									
	Total # of installation commitments	0	4	8									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitment met	0	4	8									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	0%	100%	100%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	556	563	555									
<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											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	566	573	587								
		Total # of trouble reports	1	5	5								
		% of trouble reports	0.00	0.01	0.01								
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	4	3									
	Total # of repair tickets restored in ≤ 24hrs	1	3	3									
	% of repair tickets restored ≤ 24 Hours	100%	75%	100%									
	Sum of the duration of all outages (hh:mm)	1.59	53.03	11.46									
	Avg. outage duration (hh:mm)	1.6	13.3	3.8									
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	1	4	3									
	Total # of repair tickets restored in ≤ 24hrs	1	3	3									
	% of repair tickets restored ≤ 24 Hours	100%	75%	100%									
	Sum of the duration of all outages (hh:mm)	1.59	53.03	11.46									
	Avg. outage duration (hh:mm)	1.6	13.3	3.8									
<b>Refunds</b>	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](mailto: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: 2020

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Newell Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020)			Date filed (08/15/2020)			Date filed (11/15/2020)			Date filed (02/15/2021)		
		1st Quarter			2nd Quarter			3rd Quarter			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	15	9	6									
	Total # of service orders	7	6	3									
	Avg. # of business days	2.14	1.50	2.00									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	7	6	3									
	Total # of installation commitment met	7	6	3									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	247	244	239									
<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											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	251	248	244								
		Total # of trouble reports	9	2	3								
		% of trouble reports	0.04	0.01	0.01								
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	4	0	1									
	Total # of repair tickets restored in ≤ 24hrs	4	0	1									
	% of repair tickets restored ≤ 24 Hours	100%	0%	100%									
	Sum of the duration of all outages (hh:mm)	16.94	0.00	4.63									
	Avg. outage duration (hh:mm)	4.24	0.00	4.63									
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	4	0	1									
	Total # of repair tickets restored in ≤ 24hrs	4	0	1									
	% of repair tickets restored ≤ 24 Hours	100%	0%	100%									
	Sum of the duration of all outages (hh:mm)	16.94	0.00	4.63									
	Avg. outage duration (hh:mm)	4.24	0.00	4.63									
<b>Refunds</b>	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	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**

Name: Mindy Hill

Phone: 530-397-7012

Email: [mindy@calore.net](mailto: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)