Company Name:	Cal-Ore	e Telephone Co.	U#:	1006	Report Year:	2020
Reporting Unit Type:	☑ Total Company ☐ Exch	hange Wire Center	Reporting	Unit Name:	All Exchanges	

	Measurement (Compile mo	nthly, 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) Ith Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul Aug Sep			Oct	Nov	Dec
Installation Interval	1	Total # of business days	18	37	48	58	44	47	45	60	54	59	30	65
Min. standard = 5 bu		Total # of service orders	9	18	21	30	23	19	17	23	24	20	15	9
IVIIII. Standard = 5 bc	us. uays	Avg. # of business days	2.00	2.06	2.29	1.93	1.91	2.47	2.65	2.61	2.25	2.95	2.00	7.22
		Total # of installation commitments	9	18	21	30	23	19	17	23	24	20	15	9
Installation Commit	tment	Total # of installation commitment met	9	18	21	28	23	17	16	22	23	18	15	8
Min. standard = 95%	6 commitment met	Total # of installation commitment missed	0	0	0	2	0	2	1	1	1	2	0	1
		% of commitment met	100%	100%	100%	93%	100%	89%	94%	96%	96%	90%	100%	89%
Customers		Acct # for voice or bundle, res+bus	1,551	1,552	1,542	1,550	1,551	1,555	1,556	1,537	1,528	1,524	1,517	1,517
Customer Trouble	Report													
		Total # of working lines					Ì							
	6% (6 per 100 working lines for	Total # of trouble reports												
9	units w/ ≥ 3,000 lines)	% of trouble reports												
Standard		Total # of working lines	1,601	1,603	1,613	1,627	1,628	1,632	1,603	1,584	1,575	1.576	1,569	1,569
tan	8% (8 per 100 working lines for	Total # of trouble reports	1,001	1,003	1,013	22	19	12	1,003	20	26	21	22	15
	units w/ 1,001 - 2,999 lines)	% of trouble reports	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.02	0.01	0.01	0.01
M r.		Total # of working lines	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.02	0.01	0.01	0.01
	10% (10 per 100 working lines	Total # of trouble reports												
	for units w/ ≤ 1,000 lines)	% of trouble reports												
	1	Total # of outage report tickets	6	6	7	7	9	2	6	10	7	0	7	-
Adimatad		Total # of oddage report tickets Total # of repair tickets restored in < 24hrs	6	5	7	7	8	2	6	10	7	0	5	
Adjusted Out of Service Rep	ort	% of repair tickets restored ≤ 24 Hours	100%	83%	100%	100%	100%	100%	100%	100%	100%	100%	71%	100%
Min. standard = 90%		Sum of the duration of all outages (hh:mm)	40.09	60.50	24.70	43.66	140.66	11.71	41.50	74.25	40.28	70.30	120.33	68.38
IVIIII. Staridard = 50 /	0 WIGHII 24 1113	Avg. outage duration (hh:mm)	6.68	10.08	3.53	6.2	17.6	5.9	6.9	7.43	5.75	7.8	17.19	13.7
		Avg. outage duration (fin.min)	0.08	10.08	3.33	0.2	17.0	3.9	0.9	7.43	5.75	7.0	17.19	15.7
		Total # of outage report tickets	6	6	7	7	8	2	6	11	7	9	7	5
Unadjusted Out of Service Rep	oort	Total # of repair tickets restored in ≤ 24hrs	6	5	7	7	7	2	6	11	7	9	5	5
		% of repair tickets restored ≤ 24 Hours	100%	83%	100%	100%	88%	100%	100%	100%	100%	100%	71%	100%
		Sum of the duration of all outages (hh:mm)	40.09	60.50	24.70	43.66	140.66	11.71	41.50	74.25	40.28	70.30	120.33	68.38
		Avg. outage duration (hh:mm)	6.68	10.08	3.53	6.2	17.6	5.9	6.9	6.75	5.75	7.8	17.19	13.7
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	- 0
		Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	- 0
Answer Time (Troub	ole Reports, Billing & Non-Billing)													
Min. standard = 80%	6 of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing					Ì							
live agent (w/a menu	u option to reach live agent).	Total # of call seconds to reach live agent					Ì							
		%<_60 seconds												
		1												

Primary Utility Contact Information

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

Company Name:	Cal-Ore Telep	ohone Co.	U#:	1006	Report Year:	2020
Reporting Unit Type:	☐ Total Company ☑ Exchange	☐ Wire Center	Reporting	Unit Name:	Dorris Exchange	

	Measurement (Compile mo	onthly, 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	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interva	-1	Total # of business days	1	10	15	21	20	19	15	24	17	6	1	12
Min. standard = 5 b		Total # of service orders	1	6	7	9	8	5	4	8	10	4	1	4
iviiri. Staridard = 5 t	bus. days	Avg. # of business days	1	1.7	2.1	2.3	2.5	3.8	3.8	3.0	1.7	1.5	1.0	3
		Total # of installation commitments	1	6	7	9	8	5	4	8	10	6	1	4
Installation Comm		Total # of installation commitment met	1	6	7	9	8	4	3	7	10	6	1	4
iviin. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	1	1	1	0	0	0	0
1		% of commitment met	100%	100%	100%	100%	100%	80%	75%	88%	100%	100%	100%	100%
Customers		Acct # for voice or bundle, res+bus	406	401	400	404	401	401	402	386	383	382	382	
Customer Trouble	e Report					-								
	Time and the second	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												Ī
pre	units w/ ≥ 3,000 lines)	% of trouble reports												
nd	8% (8 per 100 working lines for	Total # of working lines												1
Stal	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
Min. Standard	units w/ 1,001 - 2,999 inles/	% of trouble reports												
Ξ	10% (10 per 100 working lines	Total # of working lines	429	425	424	429	426	426	422	406	403	407	407	407
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	7	4	8	4	1	4	6	5	7	5	3	2
	ioi units w/ = 1,000 iiiles)	% of trouble reports	0.02	0.01	0.02	0.01	0.00	0.01	0.01	0.01	0.02	0.01	0.01	0.00
		Total # of outage report tickets	1	2	3	0	0	1	3	1	1	3	0	1
Adjusted		Total # of repair tickets restored in ≤ 24hrs	1	2	3	0	0	1	3	1	1	3	0	1
Out of Service Re	port	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	0%	0%	100%	100%	100%	100%	100%	0%	100%
Min. standard = 90	% within 24 hrs	Sum of the duration of all outages (hh:mm)	21.56	7.47	8.61	0.00	0.00	4.95	17.04	8.98	6.77	32.52	0.00	2.74
		Avg. outage duration (hh:mm)	21.56	3.74	2.87	0.00	0.00	4.95	5.68	8.98	6.77	10.84	0.00	2.74
		Total # of outage report tickets	1	2	3	0	0	1	3	1	1	3	0	1
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	1	2	3	0	0	1	3	1	1	3	0	1
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	0%	0%	100%	100%	100%	100%	100%	0%	100%
		Sum of the duration of all outages (hh:mm)	21.56	7.47	8.61	0.00	0.00	4.95	17.04	8.98	6.77	32.52	0.00	2.74
		Avg. outage duration (hh:mm)	21.56	3.74	2.87	0.00	0.00	4.95	5.68	8.98	6.77	10.84	0.00	2.74
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
		Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	0
Answer Time (Trou	uble Reports, Billing & Non-Billing)													
Min. standard = 80	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a mer	nu option to reach live agent).	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

Company Name:	Ca	al-Ore Telepho	one Co.	U#:	1006	Report Year:	2020
Reporting Unit Type:	☐ Total Company [☑ Exchange	☐ Wire Center	Reporting	Unit Name:	Macdoel Exchange	

	Measurement (Compile mo	nthly file quarterly)		Date filed (05/15/2020)			Date filed (08/15/2020)			Date filed (11/15/2020)		(1	Date filed 02/15/2021)	
	Measurement (Compile ino	nuny, me quarterry)		1st Quarter			2nd Quarter			3rd Quarter		4	lth Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul				Nov	Dec
Installation Interval	1	Total # of business days	2	5	5	22	11	10	12	15	4	19	9	47
Min. standard = 5 bu		Total # of service orders	1	2	3	12	5	5	4	6	2	5	6	- 2
IVIIII. Staridard = 0 bo	as. days	Avg. # of business days	2	2.50	1.67	1.83	2.20	2.00	3	2.50	2.00	3.80	1.50	23.50
		Total # of installation commitments	1	2	3	12	5	5	4	6	2	5	6	2
Installation Commit	tment	Total # of installation commitment met	1	2	3	12	5	5	4	6	2	4	6	
Min. standard = 95%	6 commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	1	0	1
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	80%	100%	50%
Customers		Acct # for voice or bundle, res+bus	342	344	343	343	346	351	349	347	347	347	344	345
Customer Trouble I	Report													
	60/ /6 per 100 weeking !: f	Total # of working lines												
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports												
Standard	units w/ ≥ 3,000 lines)	% of trouble reports												
ğ	8% (8 per 100 working lines for	Total # of working lines												
Sta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
Min. (a.me m, 1,001 2,000 mice)	% of trouble reports												
Σ	10% (10 per 100 working lines	Total # of working lines	355	357	358	358	361	366	364	360	360	360	357	358
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	2	1	3	5	6	3	2	6	8	6	6	- 2
	161 di 116 di 117 di	% of trouble reports	0.01	0.00	0.01	0.01	0.02	0.01	0.01	0.02	0.02	0.02	0.02	0.01
	-	Total # of outage report tickets	0	0	0	1	2	0	1	2	2	3	3	(
Adjusted		Total # of repair tickets restored in < 24hrs	0	0	0	1	2	0	1	2	2	3	2	(
Out of Service Rep	ort	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%	100.0%	100.0%	0.0%	100.0%	100%	100%	100.0%	66.7%	0.0%
Min. standard = 90%	6 within 24 hrs	Sum of the duration of all outages (hh:mm)	0	0	0	3.35	23.44	0.00	1.72	26.92	4.00	10.20	45.44	0.00
		Avg. outage duration (hh:mm)	-	-	-	3.35	11.7	-	1.7	13.46	2.00	3.4	15.1	-
		Total # of outage report tickets	0	0	0	1	2	0	1	2	2	3	3	(
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	0	0	0	1	2	0	1	2	2	3	2	(
Out of Service Rep	ort	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%	100.0%	100.0%	0.0%	100.0%	100%	100%	100.0%	66.7%	0.0%
		Sum of the duration of all outages (hh:mm)	0	0	0	3.35	23.44	0.00	1.72	26.92	4.00	10.20	45.44	0.00
		Avg. outage duration (hh:mm)	-	-	-	3.35	11.7	-	1.7	13.46	2.00	3.4	15.1	-
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	(
		Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	-
Answer Time (Troub	ole Reports, Billing & Non-Billing)												İ	
Min. standard = 80%	6 of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a menu	u option to reach live agent).	Total # of call seconds to reach live agent											İ	
		%<_60 seconds												

Primary Utility Contact Information

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

Date Adopted: 7/28/09

Company Name:	Ca	al-Ore Telepho	one Co.	U#:	1006	Report Year:	2020
Reporting Unit Type:	☐ Total Company [☑ Exchange	☐ Wire Center	Reporting	Unit Name:	Tulelake Exchange	

	Measurement (Compile mo	nthly, 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) Ith Quarter	
		•	Jan	Feb	Mar	Apr	Mav	Jun	Jul	Aug	Oct	Nov	Dec	
		Total # of business days	0	13	22	20	26	7	13	18	Sep 16	15	15	3
Installation Interval		Total # of service orders	0	4	8	7	10	6	6	7	6	7	5	2
Min. standard = 5 bu	ıs. days	Avg. # of business days	0.00	3,25	2.75	2.86	2.60	1.17	2.17	2.57	2,67	2.14	3.00	1.50
		Total # of installation commitments	0	4	8	7	10	6	6	7	6	7	5	2
Installation Commit	tment	Total # of installation commitment met	0	4	8	6	10	6	6	7	5	7	5	2
Min. standard = 95%	commitment met	Total # of installation commitment missed	0	0	0	1	0	0	0	0	1	0	0	0
		% of commitment met	0%	100%	100%	86%	100%	100%	100%	100%	83%	100%	100%	100%
Customers			556	563	555	560	564	563	565	567	560	561	558	557
Customer Trouble I														
		Total # of working lines												$\overline{}$
	6% (6 per 100 working lines for	Total # of trouble reports												$\overline{}$
5	units w/ ≥ 3,000 lines)	% of trouble reports												
Min. Standard		Total # of working lines												
ä	8% (8 per 100 working lines for	Total # of trouble reports												
<u>بر</u>	units w/ 1,001 - 2,999 lines)	·												
≟		% of trouble reports				#0.0	#0.c	#0#						# 40
2	10% (10 per 100 working lines	Total # of working lines	566	573	587	592	596	595	572	577	571	572	569	568
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	1	5	5	12	10	1	6	5	5	8	9	4
	· · ·	% of trouble reports	0.00	0.01	0.01	0.02	0.02	0.00	0.01	0.01	0.01	0.01	0.02	0.01
		Total # of outage report tickets	1	4	3	6	5	1	1	4	2	2	3	0
Adjusted		Total # of repair tickets restored in ≤ 24hrs	1	3	3	6	5	1	1	4	2	2	2	0
Out of Service Repo		% of repair tickets restored ≤ 24 Hours	100%	75%	100%	100%	100%	100%	100%	100%	100%	100%	67%	0%
Min. standard = 90%	within 24 hrs	Sum of the duration of all outages (hh:mm)	1.59	53.03	11.46	40.31	94.18	6.76	17.28	25.42	20.62	24.05	67.09	0.00
		Avg. outage duration (hh:mm)	1.6	13.3	3.8	6.7	18.8	6.8	17.28	6.36	10.31	12.0	22.4	-
		Total # of outage report tickets	1	4	3	6	5	1	1	4	2	2	3	0
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	1	3	3	6	4	1	1	4	2	2	2	0
Out of Service Repo		% of repair tickets restored ≤ 24 Hours	100%	75%	100%	100%	80%	100%	100%	100%	100%	100%	67%	0%
		Sum of the duration of all outages (hh:mm)	1.59	53.03	11.46	40.31	94.18	6.76	17.28	25.42	20.62	24.05	67.09	0.00
		Avg. outage duration (hh:mm)	1.6	13.3	3.8	6.7	18.8	6.8	17.28	6.36	10.31	12.0	22.4	-
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
		Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	0
	le Reports, Billing & Non-Billing)													
		Total # of calls for TR, Billing & Non-Billing												
live agent (w/a menu	u option to reach live agent).	Total # of call seconds to reach live agent												
ĺ		%< 60 seconds												

Primary Utility Contact Information

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

Company Name:	Ca	Il-Ore Telephone Co.	U#:	1006	Report Year:	2020
Reporting Unit Type:	☐ Total Company ☑	Exchange	Reporting	Unit Name:	Newell 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
Installation Interval		15	9	6	16	5	11	5	3	17	19	5	?	
Min. standard = 5 bus. days		Total # of service orders	7	6	3	3	2	3	3	2	6	4	3	
		Avg. # of business days	2.14	1.50	2.00	5.33	2.50	3.67	1.67	1.50	2.83	4.75	1.67	3.00
		Total # of installation commitments	7	6	3	3	2	3	3	2	6	4	3	
		Total # of installation commitment met	7	6	3	2	2	2	3	2	6	3	3	
Installation Comm														
Min. standard = 95°	% commitment met	Total # of installation commitment missed	0	0	0	1	0	1	0	0	0	1	0	(
		% of commitment met	100%	100%	100%	67%	100%	67%	100%	100%	100%	75%	100%	100%
Customers		Acct # for voice or bundle, res+bus	247	244	239	243	240	240	240	237	238	234	233	233
Customer Trouble Report			2	2	237	2.5	2.0	2.0	2.0	237	230	25.	200	
	•	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
-	units w/ ≥ 3,000 lines)													
units w/ 1,001 - 2,999 lines) 10% (10 per 100 working lines		% of trouble reports												
	8% (8 per 100 working lines for	Total # of working lines												
	Total # of trouble reports													
		% of trouble reports												
	10% (10 per 100 working lines	Total # of working lines	251	248	244	248	245	245	245	241	241	237	236	236
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	9	2	3	1	2	4	3	4	6	2	4	
	ioi dilits w/ = 1,000 lilles)	% of trouble reports	0.04	0.01	0.01	0.00	0.01	0.02	0.01	0.02	0.02	0.01	0.02	0.03
-		Total # of outage report tickets	4	0	1	0	1	0	1	3	2	1	1	4
Adjusted		Total # of repair tickets restored in ≤ 24hrs	4	0	1	0	1	0	1	3	2	1	1	- 4
Out of Service Rep	port	% of repair tickets restored ≤ 24 Hours	100%	0%	100%	0%	100%	0%	100%	100%	100%	100%	100%	100%
		Sum of the duration of all outages (hh:mm)	16.94	0.00	4.63	0.00	23.04	0.00	5.46	12.93	8.88	3.53	7.81	65.64
		Avg. outage duration (hh:mm)	4.24	0.00	4.63	0.00	23.04	0.00	5.46	4.31	4.44	3.53	7.81	16.41
Unadjusted Out of Service Report		Total # of outage report tickets	4	0	1	0	1	0	1	3	2	1	1	
		Total # of repair tickets restored in < 24hrs	4	0	1	0	1	0	1	3	2	1	1	
		% of repair tickets restored ≤ 24 Hours	100%	0%	100%	0%	100%	0%	100%	100%	100%	100%	100%	100%
		Sum of the duration of all outages (hh:mm)	16.94	0.00	4.63	0.00	23.04	0.00	5.46	12.93	8.88	3.53	7.81	65.64
		Avg. outage duration (hh:mm)	4.24	0.00	4.63	0.00	23.04	0.00	5.46	4.31	4.44	3.53	7.81	16.41
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	(
		Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	(
Answer Time (Trouble Reports, Billing & Non-Billing)														
		Total # of calls for TR, Billing & Non-Billing												-
		Total # of call seconds to reach live agent												
														-
		⁼												

Primary Utility Contact Information

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