

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

Company Name: Cal-Ore Telephone Co.

U#: 1006

Report Year: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: All Exchanges

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2021)			Date filed (08/15/2021)			Date filed (11/15/2021)			Date filed (02/15/2022)		
		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	24	34	58									
	Total # of service orders	10	14	19									
	Avg. # of business days	2.40	2.43	3.05									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	10	14	58									
	Total # of installation commitment met	10	14	58									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	1,523	1,527	1,528									
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	1,568	1,572	1,573								
		Total # of trouble reports	19	12	22								
		% 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											
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	4	2	13									
	Total # of repair tickets restored in ≤ 24hrs	4	2	11									
	% of repair tickets restored ≤ 24 Hours	100%	100%	85%									
	Sum of the duration of all outages (hh:mm)	31.24	3.93	186.66									
	Avg. outage duration (hh:mm)	7.81	1.97	14.36									
Unadjusted Out of Service Report	Total # of outage report tickets	4	2	13									
	Total # of repair tickets restored in ≤ 24hrs	4	2	11									
	% of repair tickets restored ≤ 24 Hours	100%	100%	85%									
	Sum of the duration of all outages (hh:mm)	31.24	3.93	186.66									
	Avg. outage duration (hh:mm)	7.81	1.97	14.36									
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

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

Company Name: Cal-Ore Telephone Co.

U#: 1006

Report Year: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Dorris Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2021)			Date filed (08/15/2021)			Date filed (11/15/2021)			Date filed (02/15/2022)		
		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	7	10	8									
	Total # of service orders	2	4	3									
	Avg. # of business days	3.5	2.5	2.7									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2	4	3									
	Total # of installation commitment met	2	4	3									
	Total # of installation commitment missed	0	0	0									
Customers	% of commitment met	100%	100%	100%									
	Acct # for voice or bundle, res+bus	387	388	388									
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	407	408	408								
		Total # of trouble reports	7	5	6								
		% of trouble reports	0.02	0.01	0.01								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	2	4									
	Total # of repair tickets restored in ≤ 24hrs	2	2	4									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	7.80	3.93	25.01									
	Avg. outage duration (hh:mm)	3.90	1.97	6.25									
Unadjusted Out of Service Report	Total # of outage report tickets	2	2	4									
	Total # of repair tickets restored in ≤ 24hrs	2	2	4									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	7.80	3.93	25.01									
	Avg. outage duration (hh:mm)	3.90	1.97	6.25									
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

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

Company Name: Cal-Ore Telephone Co.

U#: 1006

Report Year: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Macdoel Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2021)			Date filed (08/15/2021)			Date filed (11/15/2021)			Date filed (02/15/2022)		
		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	3	12	10									
	Total # of service orders	2	4	4									
	Avg. # of business days	1.5	3.00	2.50									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2	4	4									
	Total # of installation commitment met	2	4	4									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	347	347	348									
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	358	358	359								
		Total # of trouble reports	5	2	4								
		% 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	0	4									
	Total # of repair tickets restored in ≤ 24hrs	0	0	3									
	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	75.0%									
	Sum of the duration of all outages (hh:mm)	0	0	80									
	Avg. outage duration (hh:mm)	-	-	20.1									
Unadjusted Out of Service Report	Total # of outage report tickets	0	0	4									
	Total # of repair tickets restored in ≤ 24hrs	0	0	3									
	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	75.0%									
	Sum of the duration of all outages (hh:mm)	0	0	80									
	Avg. outage duration (hh:mm)	-	-	20.1									
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

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

Company Name: Cal-Ore Telephone Co.

U#: 1006

Report Year: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Tulelake Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2021)			Date filed (08/15/2021)			Date filed (11/15/2021)			Date filed (02/15/2022)		
		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	5	26									
	Total # of service orders	5	3	7									
	Avg. # of business days	2.20	1.67	3.71									
	Total # of installation commitments	5	3	7									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitment met	5	3	7									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
	Acct # for voice or bundle, res+bus	557	558	558									
Customers													
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	568	569	569								
		Total # of trouble reports	5	2	5								
		% of trouble reports	0.01	0.00	0.01								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	0	2									
	Total # of repair tickets restored in ≤ 24hrs	2	0	2									
	% of repair tickets restored ≤ 24 Hours	100%	0%	100%									
	Sum of the duration of all outages (hh:mm)	23.44	0.00	9.53									
	Avg. outage duration (hh:mm)	11.7	-	4.8									
Unadjusted Out of Service Report	Total # of outage report tickets	2	0	2									
	Total # of repair tickets restored in ≤ 24hrs	2	0	2									
	% of repair tickets restored ≤ 24 Hours	100%	0%	100%									
	Sum of the duration of all outages (hh:mm)	23.44	0.00	9.53									
	Avg. outage duration (hh:mm)	11.7	-	4.8									
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												

Primary Utility Contact Information

Name: Mindy Hill

Phone: 530-397-7012

Email: mindy@calore.net

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

Company Name: Cal-Ore Telephone Co.

U#: 1006

Report Year: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Newell Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2021)			Date filed (08/15/2021)			Date filed (11/15/2021)			Date filed (02/15/2022)		
		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	3	7	14									
	Total # of service orders	1	3	5									
	Avg. # of business days	3.00	2.33	2.80									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	3	5									
	Total # of installation commitment met	1	3	5									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	232	234	234									
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	235	237	237								
		Total # of trouble reports	2	3	7								
		% of trouble reports	0.01	0.01	0.03								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	3									
	Total # of repair tickets restored in ≤ 24hrs	0	0	2									
	% of repair tickets restored ≤ 24 Hours	0%	0%	67%									
	Sum of the duration of all outages (hh:mm)	0.00	0.00	71.69									
	Avg. outage duration (hh:mm)	0.00	0.00	23.90									
Unadjusted Out of Service Report	Total # of outage report tickets	0	0	3									
	Total # of repair tickets restored in ≤ 24hrs	0	0	2									
	% of repair tickets restored ≤ 24 Hours	0%	0%	67%									
	Sum of the duration of all outages (hh:mm)	0.00	0.00	71.69									
	Avg. outage duration (hh:mm)	0.00	0.00	23.90									
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