				General C	nuel No. I	ier No. 133-D								
Company Name: Cal-Ore Telephone Co. Reporting Unit Type: I Total Company Exchange Wire Center Measurement (Compile monthly, file quarterly)		Cal-Ore Telephone Co.		U#:	1006	<u> </u>		Report Year:		2021	-			
		er	Reporting Unit Name:						All Exchanges					
		Date filed (05/15/2021)				Date filed (08/15/2021)			Date filed (11/15/2021)		:)			
	Measurement (Complie monthly, me quartery)		Jan	1st Quarter Feb	Mar	Apr	2nd Quarter May	Jun	Jul	3rd Quarter	Con	Oct	4th Quarter Nov	r Dec
		Total # of business days	24	34	58	Арг	way	Jun	Jui	Aug	Sep	UCI	NOV	Dec
Installation Interva		Total # of service orders	10	14	19									
Min. standard = 5 b	ous. days	Avg. # of business days	2.40	2.43	3.05									
		Total # of installation commitments	10	14	58									
Installation Commi	itment	Total # of installation commitment met	10	14	58									
Min. standard = 95%		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		1	1						<u> </u>
Customer Trouble	Report		-,	-,	-,									
		Total # of working lines												
ą	6% (6 per 100 working lines for	Total # of trouble reports												
	units w/ ≥ 3,000 lines)	% of trouble reports												
dai	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	1,568	1,572	1,573									
an		Total # of trouble reports	1,508	1,372	22					-				<u> </u>
Ś.		% of trouble reports	0.01	0.01	0.01									-
Min. Standard			0.01	0.01	0.01									
-	10% (10 per 100 working lines for units w/ \leq 1,000 lines)	Total # of working lines								-				───
		Total # of trouble reports								-				l
		% of trouble reports			10					-				───
		Total # of outage report tickets Total # of repair tickets restored in < 24hrs	4 4	2	13 11					-				l
Adjusted					85%					-				───
Out of Service Rep Min. standard = 90%		% of repair tickets restored ≤ 24 Hours	100%	100%						-				───
with standard = 90°	% WIUTIIT 24 HIS	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									───
		Total # of outage report tickets	4	2	13									
Unadjusted Out of Service Rep	port	Total # of repair tickets restored in \leq 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		1							
		Avg. outage duration (hh:mm)	7.81	1.97	14.36		1							
Refunds Number of customers who received refunds Monthly amount of refunds			0	0	0		1							
		0	0	0		1								
Answer Time (Trouble Reports, Billing & Non-Billing)						1								
	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing					1							
live agent (w/a mer	nu option to reach live agent).	Total # of call seconds to reach live agent												
- `		%<_60 seconds											1	
							1							

Primary Utility Contact Information

Name: Mindy Hill

Phone: 530-397-7012

Company Name: Cal-Ore Telephone Co. Reporting Unit Type: ☐ Total Company Measurement (Compile monthly, file quarterly)		Cal-Ore Telephone Co.			U#: 1006				Report Year: 2021					
		er				Reporting Unit Name:			Dorris Exchange				-	
		Date filed (05/15/2021) 1st Quarter				Date filed (08/15/2021) 2nd Quarter			Date filed (11/15/2021) 3rd Quarter			Date filed (02/15/2022) 4th Quarter		
				Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	Jan 7	10	8						p			
Installation Interva		Total # of service orders	2	4	3									
Min. standard = 5 b	us. days	Avg. # of business days	3.5	2.5	2.7									
		Total # of installation commitments	2	4	3									
Installation Commi Min. standard = 95%		Total # of installation commitment met	2	4	3									
1011111111111111111111111111111111111	% commitment met	Total # of installation commitment missed	0	0	0									
		% of commitment met	100%	100%	100%									
Customers		Acct # for voice or bundle, res+bus	387	388	388									
Customer Trouble	Report													
		Total # of working lines												
q	6% (6 per 100 working lines for units w/ \ge 3,000 lines)	Total # of trouble reports												
		% of trouble reports												
Min. Standard		Total # of working lines												
tan	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												<u> </u>
ŝ		% of trouble reports		1						1	1			
Ē	10% (10 per 100 working lines for units w/ \leq 1,000 lines)	Total # of working lines	407	408	408					1	1			
		Total # of trouble reports	7	5		-								───
		% of trouble reports	0.02	0.01	6 0.01					-				<u> </u>
		Total # of outage report tickets	2	2	4					-				<u> </u>
Adherial		Total # of repair tickets restored in \leq 24hrs	2	2	4					-				<u> </u>
Adjusted Out of Service Rep	ort	% of repair tickets restored ≤ 24 Hours	100%	100%	4					-				<u> </u>
Min. standard = 90%		Sum of the duration of all outages (hh:mm)	7.80	3.93	25.01	-	1		-	1	ł			<u> </u>
Willin. Standard = 307	0 within 24 ms		3.90	1.97	6.25	-	1		-	1	ł			<u> </u>
		Avg. outage duration (hh:mm)	3.90	1.97	0.25					-				<u> </u>
		Total # of outage report tickets	2	2	4									
Unadjusted		Total # of repair tickets restored in < 24hrs	2	2	4									
Sum of the duration of all o Avg. outage duration (hh:r		% 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 Monthly amount of refunds		0	0	0										
		0	0	0										
Answer Time (Trouble Reports, Billing & Non-Billing)													\vdash	
Min. standard = 80% of calls < 60 seconds to reach Total # of calls for TR, Billing & Non-Billing													\vdash	
live agent (w/a men	u option to reach live agent).	Total # of call seconds to reach live agent												\vdash
%<60 seconds		% <u>< 6</u> 0 seconds												\vdash

Primary Utility Contact Information

Name: Mindy Hill

Phone: 530-397-7012

a					eneral Order	10. 155								
Company Name: Cal-Ore Telephone Co. Reporting Unit Type: ☐ Total Company ☐ Exchange ☐ Wire Center		Cal-Ore Telephone Co.		-			U#:	1006			Report Year:		2021	-
		er	Reporting Unit Name: Macdoel Exchange										-	
				Date filed (05/15/2021)			Date filed (08/15/2021)			Date filed (11/15/2021)		Date filed (02/15/2022)		
	Measurement (Compile mo	onthly, file quarterly)		1st Quarter			2nd Quarte			3rd Quarter			4th Quarte	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interva		Total # of business days	3	12	10									
Min. standard = 5 b		Total # of service orders	2	4	4									
		Avg. # of business days	1.5	3.00	2.50									
		Total # of installation commitments	2	4	4									
Installation Comm	litment	Total # of installation commitment met	2	4	4									
Min. standard = 959	% commitment met	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													Ì
		Total # of working lines												
	6% (6 per 100 working lines for units w/ \geq 3,000 lines)	Total # of trouble reports												
ē		% of trouble reports												
Ida	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
tar		Total # of trouble reports						1						
Min. Standard		% of trouble reports												
Ξ	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			-						
		Total # of outage report tickets	0.01	0.01	4			-						
Adjusted		Total # of repair tickets restored in < 24hrs	0	0	3			-						
Out of Service Rep	port	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	75.0%			-						
Min. standard = 90°		Sum of the duration of all outages (hh:mm)	0.0%	0.0%	80		1			+				
wini. Standard = 50	70 Within 24 113	Avg. outage duration (hh:mm)	-	-	20.1		1			+				
		Avg. outage duration (nn.mn)	-	-	20.1		1			+				
		Total # of outage report tickets	0	0	4									
Unadjusted		Total # of repair tickets restored in < 24hrs	0	0	3									
Out of Service Re	port	% 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 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 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

			NO. 133	0										
Company Name:		Cal-Ore Telephone Co.					U#:	1006	_		ear:	2021		
Reporting Unit Type:		□ Total Company	otal Company 🛛 Exchange 🗌 Wire Center							Tulelake Exchange				
	Measurement (Compile monthly, file quarterly)				Date filed (05/15/2021))		Date filed (11/15/2021)		Date filed (02/15/2022)		
	incusurement (compile inc	initity, the quarterly,	Jan	1st Quarte Feb	r Mar	Apr	2nd Quarte May	r Jun	Jul	3rd Quarter Aug	Sep	Oct	4th Quarte Nov	r Dec
		Total # of business days	11	5	26	Арі	Ividy	Jun	Jui	Aug	Jep	001	NUV	Dec
Installation Interva		Total # of service orders	5	3	7									
Min. standard = 5 b	ous. days	Avg. # of business days	2.20	1.67	3.71									
		Total # of installation commitments	5	3	7									
Installation Comm	nitment	Total # of installation commitment met	5	3	7									
Min. standard = 95	% commitment met	Total # of installation commitment missed	0	0	0									
		% of commitment met	100%	100%	100%									
Customers		Acct # for voice or bundle, res+bus	557	558	558									
Customer Trouble	Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
σ	units w/ ≥ 3,000 lines)	% of trouble reports												
Min. Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
aŭ		Total # of trouble reports												
5														
lin		% of trouble reports												
2	10% (10 per 100 working lines	Total # of working lines	568	569	569									
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	5	2	5									
		% of trouble reports	0.01	0.00	0.01									
		Total # of outage report tickets	2	0	2									
Adjusted		Total # of repair tickets restored in < 24hrs	2	0	2									
Out of Service Rep		% of repair tickets restored ≤ 24 Hours	100%	0%	100%									
Min. standard = 90°	% within 24 hrs	Sum of the duration of all outages (hh:mm)	23.44	0.00	9.53									
		Avg. outage duration (hh:mm)	11.7	-	4.8									
		Total # of outage report tickets	2	0	2									
Unadjusted		Total # of repair tickets restored in < 24hrs	2	0	2									
Out of Service Re	port	% of repair tickets restored ≤ 24 Hours	100%	0%	100%									
Sum of		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	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					1							
5		%<_60 seconds												1
														1

Primary Utility Contact Information

Name: Mindy Hill

Phone: 530-397-7012

Email: mindy@calore.net

Company Name:		Cal-Ore Telephone Co.	Gener		0.100-0	U#:	1006			Report Y	ear:	2021		
Reporting Unit Type:		Total Company Z Exchange Wire Center		Reporting U	Newell Exchange									
Measurement (Compile monthly, file guarterly)				Date filed (05/15/2021 1st Quarter			Date filed (08/15/2021)			Date filed (11/15/2021 3rd Quarte		Date filed (02/15/2022)		
	······································			Feb			2nd Quarter May Jun		Jul	Aug Aug	Sep	4th Quarter Oct Nov		Dec
Installation Interval		Total # of business days	Jan 3	7	14	Apr								
Min. standard = 5 bu		Total # of service orders	1	3	5									
win. standard = 5 bt	is. days	Avg. # of business days	3.00	2.33	2.80									
		Total # of installation commitments	1	3	5									
		Total # of installation commitment met	1	3	5									
Installation Commitment Min. standard = 95% commitment met		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													
		Total # of working lines												
σ	6% (6 per 100 working lines for units w/ \ge 3,000 lines)	Total # of trouble reports												
		% of trouble reports												
Min. Standard		Total # of working lines												
tan	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) 10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports					1						1	
5		% of trouble reports												
lin Mi				0.05										
2		Total # of working lines	235	237	237									
		Total # of trouble reports	2	3	7									
		% of trouble reports	0.01	0.01	0.03									
		Total # of outage report tickets	0	0	3									
Adjusted		Total # of repair tickets restored in < 24hrs	0	0	2									
Out of Service Rep		% of repair tickets restored ≤ 24 Hours	0%	0%	67%									
Min. standard = 90%	6 within 24 hrs	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									
		Total # of outage report tickets	0	0	3									
Unadjusted		Total # of repair tickets restored in < 24hrs	0	0	2									
Out of Service Rep	ort	% 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									
M		Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	0	0	0									
Answer Time (Trouble 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												
l		% <u>< 60 seconds</u>												
ł													1	

Primary Utility Contact Information

Name: Mindy Hill

Phone: 530-397-7012