Company Name:	Cal-Ore Telephone Co.					U#:	1006			Report Year:		2021	-
Reporting Unit Type:	Total Company Exchange Wire Cent	er				Reporting Unit Na	me:		All Exchange	es			-
Measurement (Compi	le monthly, file quarterly)		Date filed (05/15/2021)		Date filed (08/15/2021)			Date filed (11/15/2021)				!)	
	1st Quarter Jan Feb Mar			2nd Quarter Apr May Jun		3rd Quarter Jul Aug Sep		4th Quarter Oct Nov		r Dec			
	Total # of business days	24	34	58	12	14	47		7.6.9	000			
Installation Interval	Total # of service orders	10	14	19	40	5	16						
Min. standard = 5 bus. days	Avg. # of business days	2.40	2.43	3.05	3.33	2.80	2.94						
	Total # of installation commitments	10	14	58	12	5	16						
Installation Commitment	Total # of installation commitment met	10	14	58	11	5	15						
Min. standard = 95% commitment met	Total # of installation commitment missed	0	0	0	1	0	1						
	% of commitment met	100%	100%	100%	92%	100%	94%						
Customers	Acct # for voice or bundle, res+bus	1,523	1,527	1,528	1,521	1,519	1,515						
Customer Trouble Report													
	Total # of working lines												

Min. standard = 5 bi	us. uays	Avg. # of business days	2.40	2.43	3.05	3.33	2.80	2.94			
		Total # of installation commitments	10	14	58			16			
Installation Commi	itment	Total # of installation commitment met	10	14	58	11	5	15			1 1
Min. standard = 95%	% commitment met	Total # of installation commitment missed	0	0	0	1	0	1			
		% of commitment met	100%	100%	100%	92%	100%	94%			
Customers Acc		Acct # for voice or bundle, res+bus	1,523	1,527	1,528	1,521	1,519	1,515			
Customer Trouble Report											1
6% (6 per 100 working lines for		Total # of working lines									1
	units w/ \ge 3,000 lines)	Total # of trouble reports									1
ard	units w/ 2 3,000 lines)	% of trouble reports									
p	8% (8 per 100 working lines for	Total # of working lines	1,568	1,572	1,573	1,571	1,567	1,565			1 1
Sta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	19	12	22	22	8	19			
ć.	a	% of trouble reports	0.01	0.01	0.01	0.01	0.01	0.01			
Ξ	10% (10 per 100 working lines	Total # of working lines									
	for units w/ \leq 1,000 lines)	Total # of trouble reports									
		% of trouble reports									
		Total # of outage report tickets	4	2	13	7	4	. 8			
Adjusted		Total # of repair tickets restored in < 24hrs	4	2	11	6	4	6			
Out of Service Rep		% of repair tickets restored ≤ 24 Hours	100%	100%	85%	86%	100%	75%			
Min. standard = 90%	% within 24 hrs	Sum of the duration of all outages (hh:mm)	31.24	3.93	186.66	95.12	52.75				(
		Avg. outage duration (hh:mm)	7.81	1.97	14.36	13.6	13.2	22.2			
		Total # of outage report tickets	4	2	13	7	4	. 8			
Unadjusted Out of Service Rep	port	Total # of repair tickets restored in \leq 24hrs	4	2	11	6	4	6			
		% of repair tickets restored ≤ 24 Hours	100%	100%	85%	86%	100%	75%			
		Sum of the duration of all outages (hh:mm)	31.24	3.93	186.66	95.12	52.75				1
		Avg. outage duration (hh:mm)	7.81	1.97	14.36	13.6	13.2	22.2			
Refunds		Number of customers who received refunds	0	0	0	0	0	0			L
		Monthly amount of refunds	0	0	0	0	0	0			
Answer Time (Trouble Reports, Billing & Non-Billing)											 ļ
Min. standard = 80% of calls < 60 seconds to reach		Total # of calls for TR, Billing & Non-Billing									 L
live agent (w/a men	u option to reach live agent).	Total # of call seconds to reach live agent									
		% <u>< 6</u> 0 seconds									

Primary Utility Contact Information

Name: Mindy Hill

Phone: 530-397-7012

Email: mindy@calore.net

Company Name:	:	Cal-Ore Telephone Co.					U#:	1006			Report Year:		2021	
Reporting Unit T	ype:	□ Total Company	er				Reporting Unit Nar	ne:		Dorris Excha	nge			
	Measurement (Compile mo	nthly, file quarterly)		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	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interva		Total # of business days	7	10	8	6	7	8						
Min. standard = 5 b		Total # of service orders	2	4	3	2	2	3					(
with. standard = 5 D	us. days	Avg. # of business days	3.5	2.5	2.7	3.0	3.5	2.7						
		Total # of installation commitments	2	4	3	2	2	3						
Installation Comm		Total # of installation commitment met	2	4	3	2	2	3						
Min. standard = 95% commitment met		Total # of installation commitment missed	0	0	0	0	0	0					1 1	
		% of commitment met	100%	100%	100%	100%	100%	100%						
Customers		Acct # for voice or bundle, res+bus	387	388	388	383	384	384						
Customer Trouble	Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
ard	units w/ ≥ 3,000 lines)	% of trouble reports												
De la	8% (8 per 100 working lines for	Total # of working lines											1 1	
Sta	units w/ 1.001 - 2.999 lines)	Total # of trouble reports												
e e		% of trouble reports												
Min	10% (10 per 100 working lines	Total # of working lines	407	408	408	408	409	409						
	for units w/ \leq 1,000 lines)	Total # of trouble reports	7	5	6	4	6	1					(I	
		% of trouble reports	0.02	0.01	0.01	0.01	0.01	0.00						
		Total # of outage report tickets	2	2	4	3	3	0						
Adjusted		Total # of repair tickets restored in < 24hrs	2	2	4	3	3	0						
Out of Service Rep	port	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	0%						
Min. standard = 90%	% within 24 hrs	Sum of the duration of all outages (hh:mm)	7.80	3.93	25.01	15.26	28.79	0.00						
		Avg. outage duration (hh:mm)	3.90	1.97	6.25	5.09	9.60	0.00						

Primary Utility Contact Information

100%

25.01

6.25

0

0

Name: Mindy Hill

Total # of outage report tickets

Avg. outage duration (hh:mm)

Monthly amount of refunds

%< 60 seconds

Total # of repair tickets restored in < 24hrs

Sum of the duration of all outages (hh:mm)

Number of customers who received refunds

Total # of calls for TR, Billing & Non-Billing

Total # of call seconds to reach live agent

100%

7.80

3.90

0

100%

3.93

1.97

0

0

% of repair tickets restored ≤ 24 Hours

Phone: 530-397-7012

100%

15.26

5.09

0

0

100%

28.79

9.60

0

Email: mindy@calore.net

0

0%

0.00

0.00

0

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)

Unadjusted

Refunds

Out of Service Report

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).

Company Name:	:	Cal-Ore Telephone Co.					U#:	1006			Report Year:		2021	-	
Reporting Unit T	уре:	□ Total Company ☑ Exchange □ Wire Cente	r			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	nthly, file quarterly)		1st Quarter 2nd Quarter			3rd Quarter			4th Quarter					
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Interva	51	Total # of business days	3	12	10	18	5	3							
Min. standard = 5 bi		Total # of service orders	2	4	4	5	2	2							
Will. Standard = 5 bi	us. uays	Avg. # of business days	1.5	3.00	2.50	3.60	2.50	1.50							
		Total # of installation commitments	2	4	4	5	2	2							
Installation Commi	itment	Total # of installation commitment met	2	4	4	4	2	2							
Min. standard = 95%	% commitment met	Total # of installation commitment missed	0	0	0	1	0	0							
		% of commitment met	100%	100%	100%	80%	100%	100%							
Customers		Acct # for voice or bundle, res+bus	347	347	348	351	352	350							
Customer Trouble	Peport		547	547	540	551	552	550				-			
Customer Trouble	Report	Total # of working lines													
	6% (6 per 100 working lines for	Total # of trouble reports													
7	units w/ ≥ 3,000 lines)	% of trouble reports													
	8% (8 per 100 working lines for	Total # of working lines													
	units w/ 1,001 - 2,999 lines)	Total # of trouble reports													
		% of trouble reports													
Σ	10% (10 per 100 working lines	Total # of working lines	358	358	359	362	363	361							
	for units w/ \leq 1,000 lines)	Total # of trouble reports	5	2	4	10	2	3							
		% of trouble reports	0.01	0.01	0.01	0.03	0.01	0.01							
	•	Total # of outage report tickets	0	0	4	3	1	1							
Adjusted		Total # of repair tickets restored in < 24hrs	0	0	3	2	1	1							
Out of Service Rep	port	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	75.0%	66.7%	100.0%	100.0%							
Min. standard = 90%	% within 24 hrs	Sum of the duration of all outages (hh:mm)	0	0	80	77.55	23.95	23.43							
		Avg. outage duration (hh:mm)	-	-	20.1	25.85	23.95	23.4							
		Total # of outage report tickets	0	0	4	3	1	1							
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	0	0	3	2	1	1						İ	
Out of Service Rep	port	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	75.0%	66.7%	100.0%	100.0%							
		Sum of the duration of all outages (hh:mm)	0.070	0.070	80	77.55	23.95	23.43							
		Avg. outage duration (hh:mm)	-	-	20.1	25.85	23.95	23.4						l	
		Number of customers who received refunds	0	0	20.1	25.85	0	23.4						1	
Monthly amount of refunds		0	0	0	0	0	0						1		
Answer Time (Trouble Reports, Billing & Non-Billing)		montally allount of fordido	0	0	0	0	0	0							
	% of calls ≤ 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing													
	nu option to reach live agent).	Total # of call seconds to reach live agent													
into agent (w/a men	a option to reach live agent).	%< 60 seconds												<u> </u>	
, ,										+					

Primary Utility Contact Information

Name: Mindy Hill

Phone: 530-397-7012

Email: mindy@calore.net

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) 4th Quarter			
	· ·	,	Jan	1st Quarter Feb	Mar	Apr	2nd Quarter May	Jun	Jul	3rd Quarter Aug	Sep	Oct	4th Quarter Nov	r Dec
		Total # of business days	Jan 11	Feb 5	26	Арі 12		21	Jui	Aug	Jep		NOV	Dec
Installation Interv		Total # of service orders	5	3	7	4	1	5						
Min. standard = 5	bus. days	Avg. # of business days	2.20	1.67	3.71	3.00	2.00	4.20						
		Total # of installation commitments	5	3	7	4	1	5						
Installation Commitment Min. standard = 95% commitment met Customers		Total # of installation commitment met	5	3	7	4	1	4					1	
		Total # of installation commitment missed	0	0	0	0	0	1						
		% of commitment met	100%	100%	100%	100%	100%	80%					1	
		Acct # for voice or bundle, res+bus	557	558	558	553	551	548					1	
Customer Trouble Report													1	
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
E	units w/ ≥ 3,000 lines)	% of trouble reports												
Standard	8% (8 per 100 working lines for	Total # of working lines												
Stal	units w/ 1,001 - 2,999 lines)	Total # of trouble reports											1	
	units w/ 1,001 - 2,335 intes/	% of trouble reports											1	
Min.	100/ (10 100 1: 1:	Total # of working lines	568	569	569	564	562	559					1	
	10% (10 per 100 working lines for units $w/ \le 1,000$ lines)	Total # of trouble reports	5	2	5	4	0	8						· · · · ·
	for units w/ 2 1,000 lines)	% of trouble reports	0.01	0.00	0.01	0.01	0.00	0.01						
	•	Total # of outage report tickets	2	0	2	0	0	4						
Adjusted		Total # of repair tickets restored in < 24hrs	2	0	2	0	0	3						
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	100%	0%	100%	0%	0%	75%						
Min. standard = 90	0% within 24 hrs	Sum of the duration of all outages (hh:mm)	23.44	0.00	9.53	0.00	0.00	100.71					1	
		Avg. outage duration (hh:mm)	11.7	-	4.8	-	-	25.2					1	
		Total # of outage report tickets	2	0	2	0	0	4						
Unadjusted		Total # of repair tickets restored in < 24hrs	2	0	2	0	0	3						
Out of Service Report		% of repair tickets restored ≤ 24 Hours	100%	0%	100%	0%	0%	75%						
		Sum of the duration of all outages (hh:mm)	23.44	0.00	9.53	0.00	0.00	100.71						
		Avg. outage duration (hh:mm)	11.7	-	4.8	-	-	25.2						
Refunds		Number of customers who received refunds	0	0	0	0	0	0						
		Monthly amount of refunds	0	0	0	0	0	0						
	uble Reports, Billing & Non-Billing)													
	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a me	enu option to reach live agent).	Total # of call seconds to reach live agent												
	%<_60 seconds												\bot	

Primary Utility Contact Information

Name: Mindy Hill

Phone: 530-397-7012

Email: mindy@calore.net

Company Name:	Cal-Ore Telephone Co.					U#:	1006			Report Year:		2021	
Reporting Unit Type:	□ Total Company ☑ Exchange □ Wire Cent	ter				Reporting Unit Name:			Newell Exchange				
Measurement (Compi	le monthly, file quarterly)		Date filed (05/15/2021)		Date filed (08/15/2021)			Date filed (11/15/2021))	
		Jan	1st Quarter Jan Feb Mar			2nd Quarter Apr May Jun		3rd Quarter Jul Aug Sep			Oct	4th Quarter Nov	Dec
	Total # of business days	3	7	14	4	0	15		g				
Installation Interval	Total # of service orders	1	3	5	1	0	6					1	I
Min. standard = 5 bus. days	Avg. # of business days	3.00	2.33	2.80	4.00	0.00	2.50					1	I
	Total # of installation commitments	1	3	5	1	0	6					1	í
	Total # of installation commitment met	1	3	5	1	0	6						Ī
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	100%	100%	100%	100%	0%	100%						í
Customers	Acct # for voice or bundle, res+bus	232	234	234	234	232	233						í
Customer Trouble Report												1	i

		% of commitment met	100%	100%	100%	100%	0%	100%			(
Customers		Acct # for voice or bundle, res+bus	232	234	234	234	232	233			(
Customer Trouble R	Report											
	ON (C and ADD working lines for	Total # of working lines									1	
	6% (6 per 100 working lines for units $w/ \ge 3,000$ lines)	Total # of trouble reports										
ard	units w/ = 3,000 intes/	% of trouble reports										
pd	8% (8 per 100 working lines for	Total # of working lines										
Sta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports										
<u> </u>		% of trouble reports										
Σ	► 10% (10 per 100 working lines	Total # of working lines	235	237	237	237	235	236				
	for units w/ \leq 1,000 lines)	Total # of trouble reports	2	3	7	4	0	7				
		% of trouble reports	0.01	0.01	0.03	0.02	0.00	0.03				
		Total # of outage report tickets	0	0	3	1	0	3				
Adjusted		Total # of repair tickets restored in < 24hrs	0	0	2	1	0	2			(
Out of Service Repo		% of repair tickets restored ≤ 24 Hours	0%	0%	67%	100%	0%	67%				
Min. standard = 90%	within 24 hrs	Sum of the duration of all outages (hh:mm)	0.00	0.00	71.69		0.00	53.16				
		Avg. outage duration (hh:mm)	0.00	0.00	23.90	2.31	0.00	17.72				
		Total # of outage report tickets	0	0	3	1	0	3				
Unadjusted Out of Service Repo		Total # of repair tickets restored in < 24hrs	0	0	2	1	0	2				
Out of Service Repo		% of repair tickets restored ≤ 24 Hours	0%	0%	67%	100%	0%	67%				
		Sum of the duration of all outages (hh:mm)	0.00	0.00	71.69	2.31	0.00	53.16			(
		Avg. outage duration (hh:mm)	0.00	0.00	23.90	2.31	0.00	17.72			(
Refunds		Number of customers who received refunds	0	0	0	0	0	0				
		Monthly amount of refunds	0	0	0	0	0	0				
	e Reports, Billing & Non-Billing)											
	of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing										
live agent (w/a menu	option to reach live agent).	Total # of call seconds to reach live agent										
		% <u>< 6</u> 0 seconds										
											L	

Primary Utility Contact Information

Name: Mindy Hill

Phone: 530-397-7012

Email: mindy@calore.net