

**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) 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
		<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	24	34	58	12	14	47				
	Total # of service orders	10	14	19	40	5	16						
	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						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitment met	10	14	58	11	5	15						
	Total # of installation commitment missed	0	0	0	1	0	1						
	% of commitment met	100%	100%	100%	92%	100%	94%						
<b>Customers</b>	Acct # for voice or bundle, res+bus	1,523	1,527	1,528	1,521	1,519	1,515						
<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	1,568	1,572	1,573	1,571	1,567	1,565					
		Total # of trouble reports	19	12	22	22	8	19					
		% of trouble reports	0.01	0.01	0.01	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	4	2	13	7	4	8						
	Total # of repair tickets restored in ≤ 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	177.30						
	Avg. outage duration (hh:mm)	7.81	1.97	14.36	13.6	13.2	22.2						
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	4	2	13	7	4	8						
	Total # of repair tickets restored in ≤ 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	177.30						
	Avg. outage duration (hh:mm)	7.81	1.97	14.36	13.6	13.2	22.2						
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0						
	Monthly amount of refunds	0	0	0	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: 2021

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Dorris Exchange

Measurement (Compile monthly, 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	
		<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	7	10	8	6	7	8					
	Total # of service orders	2	4	3	2	2	3							
	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							
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitment met	2	4	3	2	2	3							
	Total # of installation commitment missed	0	0	0	0	0	0							
	% of commitment met	100%	100%	100%	100%	100%	100%							
<b>Customers</b>	Acct # for voice or bundle, res+bus	387	388	388	383	384	384							
<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	407	408	408	408	409	409						
		Total # of trouble reports	7	5	6	4	6	1						
		% of trouble reports	0.02	0.01	0.01	0.01	0.01	0.00						
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	2	4	3	3	0							
	Total # of repair tickets restored in ≤ 24hrs	2	2	4	3	3	0							
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	0%							
	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							
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	2	2	4	3	3	0							
	Total # of repair tickets restored in ≤ 24hrs	2	2	4	3	3	0							
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	0%							
	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							
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0							
	Monthly amount of refunds	0	0	0	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													

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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: 2021

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Macdoel Exchange

Measurement (Compile monthly, 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
		<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	3	12	10	18	5	3				
	Total # of service orders	2	4	4	5	2	2						
	Avg. # of business days	1.5	3.00	2.50	3.60	2.50	1.50						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	2	4	4	5	2	2						
	Total # of installation commitment met	2	4	4	4	2	2						
	Total # of installation commitment missed	0	0	0	1	0	0						
	% of commitment met	100%	100%	100%	80%	100%	100%						
<b>Customers</b>	Acct # for voice or bundle, res+bus	347	347	348	351	352	350						
<b>Customer Trouble Report</b>													
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	362	363	361					
		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					
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	4	3	1	1						
	Total # of repair tickets restored in ≤ 24hrs	0	0	3	2	1	1						
	% 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	0	80	77.55	23.95	23.43						
	Avg. outage duration (hh:mm)	-	-	20.1	25.85	23.95	23.4						
	<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	0	0	4	3	1	1					
Total # of repair tickets restored in ≤ 24hrs		0	0	3	2	1	1						
% 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	0	80	77.55	23.95	23.43						
Avg. outage duration (hh:mm)		-	-	20.1	25.85	23.95	23.4						
<b>Refunds</b>		Number of customers who received refunds	0	0	0	0	0	0					
	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 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												

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**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) 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
		<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	11	5	26	12	2	21				
	Total # of service orders	5	3	7	4	1	5						
	Avg. # of business days	2.20	1.67	3.71	3.00	2.00	4.20						
	<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	5	3	7	4	1	5					
	Total # of installation commitment met	5	3	7	4	1	4						
	Total # of installation commitment missed	0	0	0	0	0	1						
	% of commitment met	100%	100%	100%	100%	100%	80%						
<b>Customers</b>	Acct # for voice or bundle, res+bus	557	558	558	553	551	548						
<b>Customer Trouble Report</b>													
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	564	562	559					
		Total # of trouble reports	5	2	5	4	0	8					
		% of trouble reports	0.01	0.00	0.01	0.01	0.00	0.01					
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	0	2	0	0	4						
	Total # of repair tickets restored in ≤ 24hrs	2	0	2	0	0	3						
	% 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						
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	2	0	2	0	0	4						
	Total # of repair tickets restored in ≤ 24hrs	2	0	2	0	0	3						
	% 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						
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0						
	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 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												

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**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) 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
		<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	3	7	14	4	0	15				
	Total # of service orders	1	3	5	1	0	6						
	Avg. # of business days	3.00	2.33	2.80	4.00	0.00	2.50						
	<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	1	3	5	1	0	6					
	Total # of installation commitment met	1	3	5	1	0	6						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	100%	100%	100%	100%	0%	100%						
<b>Customers</b>	Acct # for voice or bundle, res+bus	232	234	234	234	232	233						
<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	235	237	237	237	235	236					
		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					
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	3	1	0	3						
	Total # of repair tickets restored in ≤ 24hrs	0	0	2	1	0	2						
	% 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						
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	0	0	3	1	0	3						
	Total # of repair tickets restored in ≤ 24hrs	0	0	2	1	0	2						
	% 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						
<b>Refunds</b>	Avg. outage duration (hh:mm)	0.00	0.00	23.90	2.31	0.00	17.72						
	Number of customers who received refunds	0	0	0	0	0	0						
Monthly amount of refunds		0	0	0	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												

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