

**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
		Installation Interval Min. standard = 5 bus. days	Total # of business days	24	34	58	12	14	47	68	33	37	
	Total # of service orders	10	14	19	40	5	16	23	14	10			
	Avg. # of business days	2.40	2.43	3.05	3.33	2.80	2.94	2.96	2.36	3.70			
	Total # of installation commitments	10	14	58	12	5	16	23	14	10			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitment met	10	14	58	11	5	15	21	13	8			
	Total # of installation commitment missed	0	0	0	1	0	1	2	1	2			
	% of commitment met	100%	100%	100%	92%	100%	94%	91%	93%	80%			
Customers	Acct # for voice or bundle, res+bus	1,523	1,527	1,528	1,521	1,519	1,515	1,521	1,515	1,515			
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	1,571	1,567	1,565	1,566	1,560	1,563		
		Total # of trouble reports	19	12	22	22	8	19	23	22	22		
		% of trouble reports	0.01	0.01	0.01	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											
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	4	2	13	7	4	8	6	6	7			
	Total # of repair tickets restored in ≤ 24hrs	4	2	11	6	4	6	6	6	7			
	% of repair tickets restored ≤ 24 Hours	100%	100%	85%	86%	100%	75%	100%	100%	100%			
	Sum of the duration of all outages (hh:mm)	31.24	3.93	186.66	95.12	52.75	177.30	48.75	50.81	85.56			
	Avg. outage duration (hh:mm)	7.81	1.97	14.36	13.6	13.2	22.2	8.1	8.47	12.22			
Unadjusted Out of Service Report	Total # of outage report tickets	4	2	13	7	4	8	6	6	7			
	Total # of repair tickets restored in ≤ 24hrs	4	2	11	6	4	6	6	6	6			
	% of repair tickets restored ≤ 24 Hours	100%	100%	85%	86%	100%	75%	100%	100%	86%			
	Sum of the duration of all outages (hh:mm)	31.24	3.93	186.66	95.12	52.75	177.30	48.75	50.81	85.56			
	Avg. outage duration (hh:mm)	7.81	1.97	14.36	13.6	13.2	22.2	8.1	8.47	12.22			
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	Monthly amount of refunds	0	0	0	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												

Primary Utility Contact Information

Name: Mindy Hill

Phone: 530-397-7012

Email: 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
		Installation Interval Min. standard = 5 bus. days	Total # of business days	7	10	8	6	7	8	18	15	20	
	Total # of service orders	2	4	3	2	2	3	7	6	5			
	Avg. # of business days	3.5	2.5	2.7	3.0	3.5	2.7	2.6	2.5	4.0			
	Total # of installation commitments	2	4	3	2	2	3	7	6	6			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitment met	2	4	3	2	2	3	7	6	4			
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	1			
	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	67%			
Customers	Acct # for voice or bundle, res+bus	387	388	388	383	384	384	391	389	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	408	409	409	411	409	408		
		Total # of trouble reports	7	5	6	4	6	1	5	7	0		
		% of trouble reports	0.02	0.01	0.01	0.01	0.01	0.00	0.01	0.02	0.00		
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	2	4	3	3	0	0	2	0.00			
	Total # of repair tickets restored in ≤ 24hrs	2	2	4	3	3	0	0	2	0.00			
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	0%	0%	100%	0.00			
	Sum of the duration of all outages (hh:mm)	7.80	3.93	25.01	15.26	28.79	0.00	0.00	2.87	0.00			
	Avg. outage duration (hh:mm)	3.90	1.97	6.25	5.09	9.60	0.00	0.00	1.44	0.00			
Unadjusted Out of Service Report	Total # of outage report tickets	2		4	3	3	0	0	2	0.00			
	Total # of repair tickets restored in ≤ 24hrs	2	2	4	3	3	0	0	2	0.00			
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	0%	0%	100%	0.00			
	Sum of the duration of all outages (hh:mm)	7.80	3.93	25.01	15.26	28.79	0.00	0.00	2.87	0.00			
	Avg. outage duration (hh:mm)	3.90	1.97	6.25	5.09	9.60	0.00	0.00	1.44	0.00			
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0.00			
	Monthly amount of refunds	0	0	0	0	0	0	0	0	0.00			
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

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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: 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
		Installation Interval Min. standard = 5 bus. days	Total # of business days	3	12	10	18	5	3	19	1	6	
	Total # of service orders	2	4	4	5	2	2	6	1	1			
	Avg. # of business days	1.5	3.00	2.50	3.60	2.50	1.50	3.17	1.00	6.00			
	Total # of installation commitments	2	4	4	5	2	2	6	1	1			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitment met	2	4	4	4	2	2	5	1	0			
	Total # of installation commitment missed	0	0	0	1	0	0	1	0	1			
	% of commitment met	100%	100%	100%	80%	100%	100%	83%	100%	0%			
Customers	Acct # for voice or bundle, res+bus	347	347	348	351	352	350	351	349	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	362	363	361	362	360	361		
		Total # of trouble reports	5	2	4	10	2	3	6	7	10		
		% of trouble reports	0.01	0.01	0.01	0.03	0.01	0.01	0.02	0.02	0.03		
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	4	3	1	1	2	3	2			
	Total # of repair tickets restored in ≤ 24hrs	0	0	3	2	1	1	2	3	2			
	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	75.0%	66.7%	100.0%	100.0%	100.0%	100%	100%			
	Sum of the duration of all outages (hh:mm)	0	0	80	77.55	23.95	23.43	21.79	43.71	53.57			
	Avg. outage duration (hh:mm)	-	-	20.1	25.85	23.95	23.4	10.9	14.57	26.79			
Unadjusted Out of Service Report	Total # of outage report tickets	0	0	4	3	1	1	2	3	2			
	Total # of repair tickets restored in ≤ 24hrs	0	0	3	2	1	1	2	3	1			
	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	75.0%	66.7%	100.0%	100.0%	100.0%	100%	50%			
	Sum of the duration of all outages (hh:mm)	0	0	80	77.55	23.95	23.43	21.79	43.71	53.57			
	Avg. outage duration (hh:mm)	-	-	20.1	25.85	23.95	23.4	10.9	14.57	26.79			
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	Monthly amount of refunds	0	0	0	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												

Primary Utility Contact Information

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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: 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
		Installation Interval Min. standard = 5 bus. days	Total # of business days	11	5	26	12	2	21	22	9	11	
	Total # of service orders	5	3	7	4	1	5	8	5	4			
	Avg. # of business days	2.20	1.67	3.71	3.00	2.00	4.20	2.75	1.80	2.75			
	Total # of installation commitments	5	3	7	4	1	5	8	5	4			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitment met	5	3	7	4	1	4	7	5	4			
	Total # of installation commitment missed	0	0	0	0	0	1	1	0	0			
	% of commitment met	100%	100%	100%	100%	100%	80%	88%	100%	100%			
Customers	Acct # for voice or bundle, res+bus	557	558	558	553	551	548	548	549	552			
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	564	562	559	559	560	563		
		Total # of trouble reports	5	2	5	4	0	8	9	6	12		
		% of trouble reports	0.01	0.00	0.01	0.01	0.00	0.01	0.02	0.01	0.02		
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	0	2	0	0	4	2	1	5			
	Total # of repair tickets restored in ≤ 24hrs	2	0	2	0	0	3	2	1	5			
	% of repair tickets restored ≤ 24 Hours	100%	0%	100%	0%	0%	75%	100%	100%	100%			
	Sum of the duration of all outages (hh:mm)	23.44	0.00	9.53	0.00	0.00	100.71	2.34	4.24	31.99			
	Avg. outage duration (hh:mm)	11.7	-	4.8	-	-	25.2	1.17	4.24	6.40			
Unadjusted Out of Service Report	Total # of outage report tickets	2	0	2	0	0	4	2	1	5			
	Total # of repair tickets restored in ≤ 24hrs	2	0	2	0	0	3	2	1	5			
	% of repair tickets restored ≤ 24 Hours	100%	0%	100%	0%	0%	75%	100%	100%	100%			
	Sum of the duration of all outages (hh:mm)	23.44	0.00	9.53	0.00	0.00	100.71	2.34	4.24	31.99			
	Avg. outage duration (hh:mm)	11.7	-	4.8	-	-	25.2	1.17	4.24	6.40			
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	Monthly amount of refunds	0	0	0	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	
	Installation Interval Min. standard = 5 bus. days	Total # of business days	3	7	14	4	0	15	9	8	0		
	Total # of service orders	1	3	5	1	0	6	3	2	0			
	Avg. # of business days	3.00	2.33	2.80	4.00	0.00	2.50	3.00	4.00	0.00			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	3	5	1	0	6	3	2	0			
	Total # of installation commitment met	1	3	5	1	0	6	3	1	0			
	Total # of installation commitment missed	0	0	0	0	0	0	0	1	0			
	% of commitment met	100%	100%	100%	100%	0%	100%	100%	50%	0%			
Customers	Acct # for voice or bundle, res+bus	232	234	234	234	232	233	231	228	227			
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	237	235	236	234	231	231		
		Total # of trouble reports	2	3	7	4	0	7	3	2	0		
		% of trouble reports	0.01	0.01	0.03	0.02	0.00	0.03	0.01	0.01	0.00		
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	3	1	0	3	2	0	0			
	Total # of repair tickets restored in < 24hrs	0	0	2	1	0	2	2	0	0			
	% of repair tickets restored ≤ 24 Hours	0%	0%	67%	100%	0%	67%	100%	0%	0%			
	Sum of the duration of all outages (hh:mm)	0:00	0:00	71:69	2:31	0:00	53:16	24:62	0:00	0:00			
	Avg. outage duration (hh:mm)	0:00	0:00	23:90	2:31	0:00	17:72	12:31	0:00	0:00			
Unadjusted Out of Service Report	Total # of outage report tickets	0	0	3	1	0	3	2	0	0			
	Total # of repair tickets restored in ≤ 24hrs	0	0	2	1	0	2	2	0	0			
	% of repair tickets restored ≤ 24 Hours	0%	0%	67%	100%	0%	67%	100%	0%	0%			
	Sum of the duration of all outages (hh:mm)	0:00	0:00	71:69	2:31	0:00	53:16	24:62	0:00	0:00			
	Avg. outage duration (hh:mm)	0:00	0:00	23:90	2:31	0:00	17:72	12:31	0:00	0:00			
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	Monthly amount of refunds	0	0	0	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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