ompany Name:	Cal-Ore Telephone Co.	U#:	1006	Report Year:	2021
eporting Unit Type:	☑ Total Company ☐ Exchange ☐ Wire Center	Reporting Unit Name:		All Exchanges	

	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 Interv	ual .	Total # of business days	24	34	58	12	14	47	68	33	37			
Min. standard = 5		Total # of service orders	10	14	19	40	5	16	23	14	10			
wiii. standard – 5	bus. days	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 Comr	mitment	Total # of installation commitment met	10	14	58	11	5	15	21	13	8			1
Min. standard = 95	5% commitment met	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 Troubl	le Report													
	60/ (0 100 1: 1: 1	Total # of working lines												
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports												
ard	units w/ 2 3,000 lines)	% of trouble reports												
Ē	8% (8 per 100 working lines for	Total # of working lines	1,568	1,572	1,573	1,571	1,567	1,565	1,566	1,560	1,563			l
units w/ 1,001 - 2,999 lines)	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				
Ε̈́	10% (10 per 100 working lines	Total # of working lines												
	for units w/ ≤ 1.000 lines)	Total # of trouble reports												
	ior units w/ 2 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	4	2	13	7	4	8	6	6	7			
Adjusted		Total # of repair tickets restored in ≤ 24hrs	4	2	11	6	4	6	6	6	7			
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	100%	100%	85%	86%	100%	75%	100%	100%	100%			
Min. standard = 90	0% within 24 hrs	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			
		Total # of outage report tickets	4	2	13	7	4	8	6	6	7			
Unadjusted Out of Service Re	eport	Total # of repair tickets restored in ≤ 24hrs	4	2	11	6	4	6	6	6	6			<u> </u>
		% of repair tickets restored ≤ 24 Hours	100%	100%	85%	86%	100%	75%	100%	100%	86%			<u></u>
		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			
	puble Reports, Billing & Non-Billing)													
Min. standard = 80	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												
														1

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)

ompany Name:	Cal-Ore Telephone Co.	U#:	1006	Report Year:	2021
eporting Unit Type:	☐ Total Company ☑ Exchange ☐ Wire Center	Reporting Unit Name:		Dorris Exchange	

	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	Mav	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	-	Total # of business days	7	10	8	6	7	8	18	15	20		1101	
Installation Inter		Total # of service orders	2	4	3	2	2	3	7	6	5			
Min. standard = 5	5 bus. days	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 Com		Total # of installation commitment met	2	4	3	2	2	3	7	6	4			
Min. standard = 9	95% commitment met	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 Troub	ble Report	, -	7.0					70.						
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
ard	units w/ ≥ 3,000 lines)	% of trouble reports												
and	8% (8 per 100 working lines for	Total # of working lines												
ita Ta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
9	units w/ 1,001 - 2,999 lines)	% of trouble reports												
10% (10 per 100 working lines	Total # of working lines	407	408	408	408	409	409	411	409	408				
	for units w/ ≤ 1.000 lines)	Total # of trouble reports	7	5	6	4	6	1	5	7	0			
	101 units W 2 1,000 inies)	% of trouble reports	0.02	0.01	0.01	0.01	0.01	0.00	0.01	0.02	0.00			
		Total # of outage report tickets	2	2	4	3	3	0	0	2	0.00			
Adjusted		Total # of repair tickets restored in ≤ 24hrs	2	2	4	3	3	0	0	2	0.00			
Out of Service F	Report	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	0%	0%	100%	0.00			
Min. standard = 9	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	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			
		Total # of outage report tickets	2	2	4	3	3	0	0	2	0.00			
Unadjusted	n	Total # of repair tickets restored in ≤ 24hrs	2	2	4	3	3	0	0	2	0.00			
Out of Service F	кероп	% 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			
	ouble Reports, Billing & Non-Billing)													
Min. standard = 8	80% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a m	nenu option to reach live agent).	Total # of call seconds to reach live agent												
		%<_60 seconds												
														1

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)

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 mo	nthly, file quarterly)		Date filed (05/15/2021)			Date filed (08/15/2021)			Date filed (11/15/2021)			Date filed (02/15/2022	
		3, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,	I	1st Quarter	Mar	2nd Quarter		3rd Quarter Jul Aug Sep		0	4th Quarter Oct Nov Dec		er Dec	
		Total # of business days	Jan 2	Feb 12	10	Apr 18	May	Jun	Jui 10	Aug	Sep	UCT	NOV	Dec
nstallation Interv		Total # of business days Total # of service orders	2	12	10	10	2	3	19	1	1			+
Min. standard = 5		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	1.3	3.00	2.30	5.00	2.30	1.30	5.17	1.00	0.00			+
		Total # of installation commitment met	2	4	4	3	2	2	5	1	0			+
nstallation Comn	intinent		2	4	4	4	2	- 2	3	1	0			+
Min. standard = 95	5% commitment met	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	e Report													
	00/ (0 400 1: 1: 6	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
핕	units w/ ≥ 3,000 lines)	% of trouble reports												1
ndaı		Total # of working lines												
ng 0 % (6 per 100 working lines for		Total # of trouble reports												+
units w/ 1,001 - 2,999 lines)	% of trouble reports												+	
Ä			358	358	359	362	363	361	362	360	361			+
_	10% (10 per 100 working lines	Total # of working lines Total # of trouble reports	358	338	359		303	301	362	360				<b>↓</b>
	for units w/ ≤ 1,000 lines)	% of trouble reports	3	2	4	10	2	3	6	/	10			<del>                                     </del>
			0.01	0.01	0.01	0.03	0.01	0.01	0.02	0.02	0.03			<b>↓</b>
		Total # of outage report tickets	0	0	4	3	1	1	2	3	2			<del>                                     </del>
Adjusted		Total # of repair tickets restored in ≤ 24hrs	0	0	3	2	1	1	2	3	2			<del>                                     </del>
Out of Service Re		% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	75.0%	66.7%	100.0%	100.0%	100.0%	100%	100%			<b>↓</b>
Min. standard = 90		Sum of the duration of all outages (hh:mm)	0	0	80	77.55	23.95	23.43	21.79	43.71	53.57			<u> </u>
		Avg. outage duration (hh:mm)	-	-	20.1	25.85	23.95	23.4	10.9	14.57	26.79			
		Total # of outage report tickets	0	0	4	3	1	1	2	3	2			
Jnadjusted		Total # of repair tickets restored in ≤ 24hrs	0	0	3	2	1	1	2	3	1			
Out of Service Re	•	% 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)	0.070	0.070	80	77.55	23.95	23.43	21.79	43.71	53.57			<del>                                     </del>
		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	23.63	23.75	23.7	10.7	14.57	0			<del>                                     </del>
		Monthly amount of refunds	0	0	0	0	0	0	0	0	0			<del>†                                      </del>
Answer Time (Tro	uble Reports, Billing & Non-Billing)	monthly amount of foldings	0	0	0	0	0	V	0	0	0			<del>                                     </del>
		Total # of calls for TR. Billing & Non-Billing												+
		Total # of call seconds to reach live agent												<del>                                     </del>
ivo agent (w/a nie		%< 60 seconds												<del>                                     </del>
													l	+

**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)

ompany Name:	Cal-Ore Telephone Co.	U#:	1006	Report Year:	2021
eporting Unit Type:	☐ Total Company ☑ Exchange ☐ Wire Center	Reporting Unit Name:		Tulelake Exchange	

	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
		Total # of business days	11	5	26	12	2	21	22	9	11			
Installation Inter		Total # of service orders	5	3	7	4	1	5	8	5	4			
Min. standard = 5	b bus. days	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			
nstallation Commitment		Total # of installation commitment met	5	3	7	4	1	4	7	5	4			
Min. standard = 9	95% commitment met	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 Troub	ole 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												
anda		Total # of working lines												
8% (8 per 100 working lines for		Total # of trouble reports												
units w/ 1,001 - 2,999 lines)	% of trouble reports													
E 100/ (10 100 1: F		Total # of working lines	568	569	569	564	562	559	559	560	563			
	10% (10 per 100 working lines	Total # of trouble reports	508	207	507	4	0	0	9	500	12			
	for units w/ ≤ 1,000 lines)	% of trouble reports	0.01	0.00	0.01	0.01	0.00	0.01	0.02	0.01	0.02			
		Total # of outage report tickets	0.01	0.00	2	0.01	0.00	0.01	0.02	0.01	5			
Adjusted		Total # of repair tickets restored in < 24hrs	2	0	2	0	0	3	2	1	5			
Out of Service F	Report	% of repair tickets restored ≤ 24 Hours	100%	0%	100%	0%	0%	75%	100%	100%	100%			
	90% within 24 hrs	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			
min otanaara (	27.110	Avg. outage duration (hh:mm)	11.7	-	4.8	-		25.2	1.17	4.24	6.40			
		Total # of outage report tickets	2	0	2	0	0	4	2	1	5			
Unadjusted		Total # of repair tickets restored in < 24hrs	2	0	2	0	0	3	2	1	5			
Out of Service F	Report	% 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			
	ouble Reports, Billing & Non-Billing)													
Min. standard = 8	80% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a m	nenu option to reach live agent).	Total # of call seconds to reach live agent												
	- '	% <u>&lt;</u> 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)

ompany Name:	Cal-Ore Telephone Co.	U#: 1006	Report Year: 2021
eporting 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						
		<b>T</b>	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Total # of business days		3	7	14	4	0	15	9	8	0				
Installation Interval  Min_standard = 5 bus_days  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  Installation Commitment  Min. standard = 95% commitment met  Total # of installation commitment met  Total # of installation commitment met  Total # of installation commitment missed		1	3	5	1	0	6	3	2	0			1	
		Total # of installation commitment met	1	3	5	1	0	6	3	1	0			
			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 Troub	le Report	· 1												
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
ard	units w/ ≥ 3,000 lines)	% of trouble reports												
and	8% (8 per 100 working lines for	Total # of working lines											1	
ž	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
٠, خ	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Ā		Total # of working lines	235	237	237	237	235	236	234	231	231			
_	10% (10 per 100 working lines	Total # of trouble reports	233	3	7	237	233	7	234	231	0			<del>                                     </del>
	for units w/ ≤ 1,000 lines)	% of trouble reports	0.01	0.01	0.03	0.02	0.00	0.03	0.01	0.01	0.00			
	<b>L</b>	Total # of outage report tickets	0.01	0.01	0.03	0.02	0.00	0.03	0.01	0.01	0.00			<del>                                     </del>
Adjusted		Total # of repair tickets restored in < 24hrs	0	0	2	1	0	2	2	0	0			<del>                                     </del>
Out of Service R	Penort	% of repair tickets restored ≤ 24 Hours	0%	0%	67%	100%	0%	67%	100%	0%	0%			<del>                                     </del>
	90% within 24 hrs	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			<del>                                     </del>
Willin Standard - 90 /0 Within 24 hrs		Avg. outage duration (hh:mm)	0.00	0.00	23.90	2.31	0.00	17.72	12.31	0.00	0.00			<del>                                     </del>
		Total # of outage report tickets	0	0	3	1	0	3	2	0.00	0.00			
Unadjusted Out of Service R	Report	Total # of repair tickets restored in ≤ 24hrs	0	0	2	1	0	2	2	0	0			
Sut of convice report		% of repair tickets restored ≤ 24 Hours	0%	0%	67%	100%	0%	67%	100%	0%	0%		<u> </u>	
		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			
		Total # of calls for TR, Billing & Non-Billing												
		Total # of call seconds to reach live agent												
• .		%< 60 seconds												
		l t												1

**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)
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Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)