Company Name:	Cal-Ore Tele	ephone Co.	U#:	1006	Report Year:	2021
Reporting Unit Type:	✓ Total Company ☐ Exchange	☐ Wire Center	Reporting Unit Nar		All Exchanges	

	Measurement (Compile mo	onthly, file quarterly)		Date filed (05/15/2021) 1st Quarter			Date filed (08/15/2021) 2nd Quarter			Date filed (11/15/2021) 3rd Quarter		(0	Date filed 2/15/2022 th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
la stallation later.	-1	Total # of business days	24	34	58	12	14	47	68	33	37	47	49	16
nstallation Interval Vin. standard = 5 bus. days		Total # of service orders	10	14	19	40	5	16	23	14	10	18	17	5
IVIIII. Staridard – 5 L	ous. days	Avg. # of business days	2.40	2.43	3.05	3.33	2.80	2.94	2.96	2.36	3.70	2.61	2.88	3.20
		Total # of installation commitments	10	14	58	12	5	16	23	14	10	18	18	5
Installation Comm	nitment	Total # of installation commitment met	10	14	58	11	5	15	21	13	8	17	17	4
Min. standard = 95	% commitment met	Total # of installation commitment missed	0	0	0	1	0	1	2	1	2	1	1	1
		% of commitment met	100%	100%	100%	92%	100%	94%	91%	93%	80%	94%	94%	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	1,503	1,527	1,526
Customer Trouble	Report					ĺ	· ·			, in the second				
	00/ /0 100 1: " 1	Total # of working lines										İ		i
	6% (6 per 100 working lines for	Total # of trouble reports										1		i
p.	units w/ ≥ 3,000 lines)	% of trouble reports												1
β	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	1,551	1,575	1,574
fa		Total # of trouble reports	19	12	22	22	8	19	23	22	22	19	21	18
units w/ 1,001 - 2,999 lines)	% of trouble reports	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	
10% (10 per 100 working lines	Total # of working lines				0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	
	for units w/ ≤ 1.000 lines)	Total # of trouble reports												
	ioi units w/ ± 1,000 lines)	% of trouble reports												
	•	Total # of outage report tickets	4	2	13	7	4	8	6	6	7	4	6	12
Adjusted		Total # of repair tickets restored in < 24hrs	4	2	11	6	4	6	6	6	7	4	5	12
Out of Service Re	port	% of repair tickets restored ≤ 24 Hours	100%	100%	85%	86%	100%	75%	100%	100%	100%	100%	83%	100%
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	177.30	48.75	50.81	85.56	27.01	66.54	91.95
		Avg. outage duration (hh:mm)	7.81	1.97	14.36	13.6	13.2	22.2	8.1	8.47	12.22	6.8	11.09	7.7
Unadjusted		Total # of outage report tickets	4	2	13	7	4	8	6	6	7	4	6	12
Out of Service Re	port	Total # of repair tickets restored in < 24hrs	4	2	11	6	4	6	6	6	6	4	5	12
		% of repair tickets restored ≤ 24 Hours	100%	100%	85%	86%	100%	75%	100%	100%	86%	100%	83%	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	27.01	66.54	91.95
		Avg. outage duration (hh:mm)	7.81	1.97	14.36	13.6	13.2	22.2	8.1	8.47	12.22	6.8	11.09	7.7
Refunds	·	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
		Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	0
	ble Reports, Billing & Non-Billing)												-	1
	% 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	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 Telep	hone Co.	U#:	1006	Report Year:	2021
Reporting 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		(0	Date filed 2/15/2022 th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	7	10	8	6	7	8	18	15	20	15	11	
Installation Inter		Total # of service orders	2	4	3	2	2	3	7	6	5	6	5	
Min. standard = 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	2.5	2.2	
		Total # of installation commitments	2	4	3	2	2	3	7	6	6	6	5	
Installation Com	mitment 5% commitment met	Total # of installation commitment met	2	4	3	2	2	3	7	6	4	6	5	
iviiri. Stariuaru – 9	5% communent met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	1	0	0	1
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	67%	100%	100%	100%
Customers		Acct # for voice or bundle, res+bus	387	388	388	383	384	384	391	389	388	386	409	41
Customer Troub	le Report	·										Ì		
	C0/ /C = = 100	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
핕	units w/ ≥ 3,000 lines)	% of trouble reports												
nda	20/ (2 422 1/ 1/ 5	Total # of working lines												
<u>rg</u>	a Total (o per 100 working lines for	Total # of trouble reports												
units w/ 1,001 - 2,999 lines)	% of trouble reports												<u> </u>	
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	406	429	43	
	Total # of trouble reports	7	5	6	4	6	1	5	7	0	4	5		
	for units w/ \$ 1,000 lines)	% of trouble reports	0.02	0.01	0.01	0.01	0.01	0.00	0.01	0.02	0.00	0.01	0.01	0.0
		Total # of outage report tickets	2	2	4	3	3	0.00	0.01	0.02	0.00	2	3	0.0
Adjusted		Total # of repair tickets restored in < 24hrs	2	2	4	3	3	0	0	2	0.00	2	2	
Out of Service R	eport	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	0%	0%	100%	0.00	100%	67%	100%
Min. standard = 9		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	20.18	39.16	31.6
		Avg. outage duration (hh:mm)	3.90	1.97	6.25	5.09	9,60	0.00	0.00	1,44	0.00	10.09	13.05	6.3
		Total # of outage report tickets	2	2	4	3	3	0	0	2	0.00	2	3	
Unadjusted		Total # of repair tickets restored in < 24hrs	2	2	4	3	3	0	0	2	0.00	2	2	
Out of Service R	eport	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	0%	0%	100%	0.00	100%	67%	100%
		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	20.18	39.16	31.6
		Avg. outage duration (hh:mm)	3.90	1.97	6.25	5.09	9.60	0.00	0.00	1.44	0.00	10.09	13.05	6.3
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0.00	0	0	i
		Monthly amount of refunds	0	0	0	0	0	0	0	0	0.00	0	0	i i
	ouble Reports, Billing & Non-Billing)													
	0% of calls <u>< 6</u> 0 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												
		% <u><</u> 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: 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 Tele	ephone Co.	U#:	1006	Report Year:	2021
eporting Unit Type:	☐ Total Company ☑ Exchange	☐ Wire Center	Reporting Unit	t Name:	Macdoel 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 Quarte	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	-1	Total # of business days	3	12	10	18	5	3	19	1	6	4	15	6
Installation Inter		Total # of service orders	2	4	4	5	2	2	6	1	1	2	4	1
Min. standard = 5	bus. days	Avg. # of business days	1.5	3.00	2.50	3.60	2.50	1.50	3.17	1.00	6.00	2.00	3.75	6.00
		Total # of installation commitments	2	4	4	5	2	2	6	1	1	2	4	1
Installation Commitment		Total # of installation commitment met	2	4	4	4	2	2	5	1	0	2	3	0
	5% commitment met	Total # of installation commitment missed	0	0	0	1	0	0	1	0	1	0	1	1
		% of commitment met	100%	100%	100%	80%	100%	100%	83%	100%	0%	100%	75%	0%
Customers		Acct # for voice or bundle, res+bus	347	347	348	351	352	350	351	349	348	343	343	344
Customer Troub	le Report													
	20/ (2 422 11 11 6	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
ard	units w/ ≥ 3,000 lines)	% of trouble reports												
ğ	8% (8 per 100 working lines for	Total # of working lines												
a a	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
dillis W 1,001 - 2,999 lilles)	% 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	356	356	357	
	Total # of trouble reports	5	2	4	10	2	3	6	7	10	10	7	2	
	ior units w/ 2 1,000 inles)	% of trouble reports	0.01	0.01	0.01	0.03	0.01	0.01	0.02	0.02	0.03	0.03	0.02	0.01
		Total # of outage report tickets	0	0	4	3	1	1	2	3	2	1	1	1
Adjusted		Total # of repair tickets restored in ≤ 24hrs	0	0	3	2	1	1	2	3	2	1	1	1
Out of Service R	eport	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	75.0%	66.7%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%	100.0%
Min. standard = 9	0% within 24 hrs	Sum of the duration of all outages (hh:mm)	0	0	80	77.55	23.95	23.43	21.79	43.71	53.57	2.31	19.38	11.22
		Avg. outage duration (hh:mm)	-	-	20.1	25.85	23.95	23.4	10.9	14.57	26.79	2.3	19.38	11.2
Handinak d		Total # of outage report tickets	0	0	4	3	1	1	2	3	2	1	1	1
Unadjusted Out of Service R	eport	Total # of repair tickets restored in ≤ 24hrs	0	0	3	2	1	1	2	3	1	1	1	1
	er e e	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	75.0%	66.7%	100.0%	100.0%	100.0%	100%	50%	100.0%	100.0%	100.0%
		Sum of the duration of all outages (hh:mm)	0	0	80	77.55	23.95	23.43	21.79	43.71	53.57	2.31	19.38	11.22
		Avg. outage duration (hh:mm)	-	-	20.1	25.85	23.95	23.4	10.9	14.57	26.79	2.3	19.38	11.2
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
		Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	0
	uble Reports, Billing & Non-Billing)													
Min. standard = 8	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												

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 Tele	ephone Co.	U#:	1006	Report Year:	2021
Reporting Unit Type:	☐ Total Company ☑ Exchange	☐ Wire Center	Reporting Unit Nam		Tulelake Exchange	

	Measurement (Compile mo	onthly, file quarterly)		Date filed (05/15/2021) 1st Quarter			Date filed (08/15/2021) 2nd Quarter			Date filed (11/15/2021) 3rd Quarter		(0	Date filed 2/15/2022 th Quarte	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Inton	ral .	Total # of business days	11	5	26	12	2	21	22	9	11	25	9	4
Installation Interval Min. standard = 5 bus. days		Total # of service orders	5	3	7	4	1	5	8	5	4	8	3	2
wiii. Standard – 5 i	bus. days	Avg. # of business days	2.20	1.67	3.71	3.00	2.00	4.20	2.75	1.80	2.75	3.13	3.00	2.00
		Total # of installation commitments	5	3	7	4	1	5	8	5	4	8	3	2
Installation Commitment		Total # of installation commitment met	5	3	7	4	1	4	7	5	4	7	3	2
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	1	1	0	0	1	0	C
		% of commitment met	100%	100%	100%	100%	100%	80%	88%	100%	100%	88%	100%	100%
Customers		Acct # for voice or bundle, res+bus	557	558	558	553	551	548	548	549	552	546	547	548
Customer Troubl	e Report	,												
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
2	units w/ ≥ 3,000 lines)	% of trouble reports												
ğ	00/ (0 400 1: 1: 5	Total # of working lines												1
8% (8 per 100 working lines for		Total # of trouble reports												
units w/ 1,001 - 2,999 lines)	% of trouble reports													
E 40% (40 400	Total # of working lines	568	569	569	564	562	559	559	560	563	557	558	559	
	10% (10 per 100 working lines)	Total # of trouble reports	5	2	5	4	0	8	9	6	12	3	4	
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	0.01	0.01	0.01	
		Total # of outage report tickets	2	0	2	0.01	0.00	4	2	1	5	0.01	0.01	3
Adjusted		Total # of repair tickets restored in < 24hrs	2	0	2	0	0	3	2	1	5	0	0	3
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	100%	0%	100%	0%	0%	75%	100%	100%	100%	0%	0%	100%
Min. standard = 90		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	0.00	0.00	34.31
		Avg. outage duration (hh:mm)	11.7	-	4.8	-	-	25.2	1.17	4.24	6.40	-	-	11.4
		Total # of outage report tickets	2	0	2	0	0	4	2	1	5	0	0	3
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	2	0	2	0	0	3	2	1	5	0	0	3
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	100%	0%	100%	0%	0%	75%	100%	100%	100%	0%	0%	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	0.00	0.00	34.31
		Avg. outage duration (hh:mm)	11.7	-	4.8	-	-	25.2	1.17	4.24	6.40	-	-	11.4
Refunds	•	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
		Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	0
Answer Time (Trou	uble 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	nu option to reach live agent).	Total # of call seconds to reach live agent												
Ŭ .	. ,	%<_60 seconds												
		<u> </u>												

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 Tele	ephone Co.	U#:	1006	Report Year:	2021
Reporting Unit Type:	☐ Total Company ☑ Exchange	☐ Wire Center	Reporting Unit Nan		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 Inter	·····l	Total # of business days	3	7	14	4	0	15	9	8	0	3	14	2
Installation Interval Min. standard = 5 bus. days		Total # of service orders	1	3	5	1	0	6	3	2	0	2	5	1
		Avg. # of business days	3.00	2.33	2.80	4.00	0.00	2.50	3.00	4.00	0.00	1.50	2.80	2.00
		Total # of installation commitments	1	3	5	1	0	6	3	2	0	2	5	1
		Total # of installation commitment met	1	3	5	1	0	6	3	1	0	2	5	1
	mitment 5% commitment met													
Min. standard = 9	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	1	0	0	0	(
		% of commitment met	100%	100%	100%	100%	0%	100%	100%	50%	0%	100%	100%	100%
Customers		Acct # for voice or bundle, res+bus	232	234	234	234	232	233	231	228	227	228	228	224
Customer Troub	le Report		502			25.	232	200	20.	320	327			
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												—
o	units w/ ≥ 3,000 lines)	% of trouble reports												
dar														
ä	8% (8 per 100 working lines for	Total # of working lines												
St.	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	234	231	231	232	232	228
for units w/ ≤ 1,000 lines)		Total # of trouble reports	2	3	7	4	0	7	3	2	0	2	5	4
	,	% of trouble reports	0.01	0.01	0.03	0.02	0.00	0.03	0.01	0.01	0.00	0.01	0.02	0.02
		Total # of outage report tickets	0	0	3	1	0	3	2	0	0	1	2	3
Adjusted		Total # of repair tickets restored in ≤ 24hrs	0	0	2	1	0	2	2	0	0	1	2	3
Out of Service R	eport	% of repair tickets restored ≤ 24 Hours	0%	0%	67%	100%	0%	67%	100%	0%	0%	100%	100%	100%
Min. standard = 9	0% 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	4.52	7.99	14.76
		Avg. outage duration (hh:mm)	0.00	0.00	23.90	2.31	0.00	17.72	12.31	0.00	0.00	4.52	4.00	4.92
		Total # of outage report tickets	0	0	3	1	0	3	2	0	0	1	2	3
		Total # of repair tickets restored in ≤ 24hrs	0	0	2	1	0	2	2	0	0	1	2	3
		% of repair tickets restored ≤ 24 Hours	0%	0%	67%	100%	0%	67%	100%	0%	0%	100%	100%	100%
		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	4.52	7.99	14.76
		Avg. outage duration (hh:mm)	0.00	0.00	23.90	2.31	0.00	17.72	12.31	0.00	0.00	4.52	4.00	4.92
		Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	C
		Monthly amount of refunds	0	0	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												
												j		

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)
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