

**California Public Utilities Commission  
Service Quality Standards Reporting  
General Order No. 133-D**

Company Name: Cal-Ore Telephone Co.

U#: 1006

Report Year: 2026

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: All Exchanges

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2026) 1st Quarter			Date filed (08/15/2026) 2nd Quarter			Date filed (11/15/2026) 3rd Quarter			Date filed (02/15/2027) 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	39	28	19						
		Total # of service orders	9	10	8								
		Avg. # of business days	4.3	2.80	2.38								
<b>Installation Commitment</b> Min. standard = 95% commitment met		Total # of installation commitments	9	10	8								
		Total # of installation commitment met	8	9	8								
		Total # of installation commitment missed	1	1	0								
		% of commitment met	89%	90%	100%								
<b>Customers</b>		Acct # for voice or bundle, res+bus	1,388	1,373	1,412								
<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	1,422	1,407	1,451								
		Total # of trouble reports	12	3	13								
		% of trouble reports	0.01	0.00	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	2	2	7								
		Total # of repair tickets restored in ≤ 24hrs	2	2	7								
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%								
		Sum of the duration of all outages (hh:mm)	151:37	7:16	39:15								
		Avg. outage duration (hh:mm)	75:48	3:38	5:36								
<b>Unadjusted Out of Service Report</b>		Total # of outage report tickets	2	2	7								
		Total # of repair tickets restored in ≤ 24hrs	1	2	6								
		% of repair tickets restored ≤ 24 Hours	50%	100%	86%								
		Sum of the duration of all outages (hh:mm)	152:37	7:16	39:15								
		Avg. outage duration (hh:mm)	76:18	3:38	5:36								
<b>Refunds</b>		Number of customers who received refunds	0	0	0								
		Monthly amount of refunds	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**

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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)