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

Company Name: Cal-Ore Telephone Co. **U#:** 1006 **Report Year:** 2020

Reporting Unit Type: ☑ Total Company ☐ Exchange ☐ Wire Center **Reporting Unit Name:** All Exchanges

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020) 1st Quarter			Date filed (08/15/2020) 2nd Quarter			Date filed (11/15/2020) 3rd Quarter			Date filed (02/15/2021) 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	18	37	48	58	44	47	45	60	54			
	Total # of service orders	9	18	21	30	23	19	17	23	24			
	Avg. # of business days	2.00	2.06	2.29	1.93	1.91	2.47	2.65	2.61	2.25			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	9	18	21	30	23	19	17	23	24			
	Total # of installation commitment met	9	18	21	28	23	17	16	22	23			
	Total # of installation commitment missed	0	0	0	2	0	2	1	1	1			
	% of commitment met	100%	100%	100%	93%	100%	89%	94%	96%	96%			
Customers	Acct # for voice or bundle, res+bus	1,551	1,552	1,542	1,550	1,551	1,555	1,556	1,537	1,528			
Customer Trouble Report													
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	1,601	1,603	1,613	1,627	1,628	1,632	1,603	1,584	1,575			
	Total # of trouble reports	19	12	19	22	19	12	17	20	26			
	% of trouble reports	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.02			
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	6	6	7	7	8	2	6	10	7			
	Total # of repair tickets restored in ≤ 24hrs	6	5	7	7	8	2	6	10	7			
	% of repair tickets restored ≤ 24 Hours	100%	83%	100%	100%	100%	100%	100%	100%	100%			
	Sum of the duration of all outages (hh:mm)	40.09	60.50	24.70	43.66	140.66	11.71	41.50	74.25	40.28			
	Avg. outage duration (hh:mm)	6.68	10.08	3.53	6.2	17.6	5.9	6.9	7.43	5.75			
Unadjusted **Out of Service Report**	Total # of outage report tickets	6	6	7	7	8	2	6	11	7			
	Total # of repair tickets restored in ≤ 24hrs	6	5	7	7	7	2	6	11	7			
	% of repair tickets restored ≤ 24 Hours	100%	83%	100%	100%	88%	100%	100%	100%	100%			
	Sum of the duration of all outages (hh:mm)	40.09	60.50	24.70	43.66	140.66	11.71	41.50	74.25	40.28			
	Avg. outage duration (hh:mm)	6.68	10.08	3.53	6.2	17.6	5.9	6.9	6.75	5.75			
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

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

Company Name: Cal-Ore Telephone Co.　　　　**U#:** 1006　　　　**Report Year:** 2020

Reporting Unit Type: ☐ Total Company　☑ Exchange　☐ Wire Center　　　　**Reporting Unit Name:** Dorris Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020) 1st Quarter			Date filed (08/15/2020) 2nd Quarter			Date filed (11/15/2020) 3rd Quarter			Date filed (02/15/2021) 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	1	10	15	21	20	19	15	24	17			
	Total # of service orders	1	6	7	9	8	5	4	8	10			
	Avg. # of business days	1	1.7	2.1	2.3	2.5	3.8	3.8	3.0	1.7			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	6	7	9	8	5	4	8	10			
	Total # of installation commitment met	1	6	7	9	8	4	3	7	10			
	Total # of installation commitment missed	0	0	0	0	0	1	1	1	0			
	% of commitment met	100%	100%	100%	100%	100%	80%	75%	88%	100%			
Customers	Acct # for voice or bundle, res+bus	406	401	400	404	401	401	402	386	383			
Customer Trouble Report													
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	429	425	424	429	426	426	422	406	403			
	Total # of trouble reports	7	4	8	4	1	4	6	5	7			
	% of trouble reports	0.02	0.01	0.02	0.01	0.00	0.01	0.01	0.01	0.02			
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	2	3	0	0	1	3	1	1			
	Total # of repair tickets restored in < 24hrs	1	2	3	0	0	1	3	1	1			
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	0%	0%	100%	100%	100%	100%			
	Sum of the duration of all outages (hh:mm)	21.56	7.47	8.61	0.00	0.00	4.95	17.04	8.98	6.77			
	Avg. outage duration (hh:mm)	21.56	3.74	2.87	0.00	0.00	4.95	5.68	8.98	6.77			
Unadjusted Out of Service Report	Total # of outage report tickets	1	2	3	0	0	1	3	1	1			
	Total # of repair tickets restored in < 24hrs	1	2	3	0	0	1	3	1	1			
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	0%	0%	100%	100%	100%	100%			
	Sum of the duration of all outages (hh:mm)	21.56	7.47	8.61	0.00	0.00	4.95	17.04	8.98	6.77			
	Avg. outage duration (hh:mm)	21.56	3.74	2.87	0.00	0.00	4.95	5.68	8.98	6.77			
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:** 2020

Reporting Unit Type: ☐ Total Company ☑ Exchange ☐ Wire Center   **Reporting Unit Name:** Macdoel Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020) 1st Quarter			Date filed (08/15/2020) 2nd Quarter			Date filed (11/15/2020) 3rd Quarter			Date filed (02/15/2021) 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	2	5	5	22	11	10	12	15	4			
	Total # of service orders	1	2	3	12	5	5	4	6	2			
	Avg. # of business days	2	2.50	1.67	1.83	2.20	2.00	3	2.50	2.00			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	2	3	12	5	5	4	6	2			
	Total # of installation commitment met	1	2	3	12	5	5	4	6	2			
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Customers	Acct # for voice or bundle, res+bus	342	344	343	343	346	351	349	347	347			
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	355	357	358	358	361	366	364	360	360			
	Total # of trouble reports	2	1	3	5	6	3	2	6	8			
	% of trouble reports	0.01	0.00	0.01	0.01	0.02	0.01	0.01	0.02	0.02			
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0	1	2	0	1	2	2			
	Total # of repair tickets restored in < 24hrs	0	0	0	1	2	0	1	2	2			
	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%	100.0%	100.0%	0.0%	100.0%	100%	100%			
	Sum of the duration of all outages (hh:mm)	0	0	0	3.35	23.44	0.00	1.72	26.92	4.00			
	Avg. outage duration (hh:mm)	-	-	-	3.35	11.7	-	1.7	13.46	2.00			
Unadjusted Out of Service Report	Total # of outage report tickets	0	0	0	1	2	0	1	2	2			
	Total # of repair tickets restored in < 24hrs	0	0	0	1	2	0	1	2	2			
	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%	100.0%	100.0%	0.0%	100.0%	100%	100%			
	Sum of the duration of all outages (hh:mm)	0	0	0	3.35	23.44	0.00	1.72	26.92	4.00			
	Avg. outage duration (hh:mm)	-	-	-	3.35	11.7	-	1.7	13.46	2.00			
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												

Primary Utility Contact Information

Name: Mindy Hill   **Phone:** 530-397-7012   **Email:** mindy@calore.net

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

Company Name: Cal-Ore Telephone Co. **U#:** 1006 **Report Year:** 2020

Reporting Unit Type: ☐ Total Company ☑ Exchange ☐ Wire Center **Reporting Unit Name:** Tulelake Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020) 1st Quarter			Date filed (08/15/2020) 2nd Quarter			Date filed (11/15/2020) 3rd Quarter			Date filed (02/15/2021) 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	0	13	22	20	26	7	13	18	16			
	Total # of service orders	0	4	8	7	10	6	6	7	6			
	Avg. # of business days	0.00	3.25	2.75	2.86	2.60	1.17	2.17	2.57	2.67			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	4	8	7	10	6	6	7	6			
	Total # of installation commitment met	0	4	8	6	10	6	6	7	5			
	Total # of installation commitment missed	0	0	0	1	0	0	0	0	1			
	% of commitment met	0%	100%	100%	86%	100%	100%	100%	100%	83%			
Customers	Acct # for voice or bundle, res+bus	556	563	555	560	564	563	565	567	560			
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	566	573	587	592	596	595	572	577	571			
	Total # of trouble reports	1	5	5	12	10	1	6	5	5			
	% of trouble reports	0.00	0.01	0.01	0.02	0.02	0.00	0.01	0.01	0.01			
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	4	3	6	5	1	1	4	2			
	Total # of repair tickets restored in < 24hrs	1	3	3	6	5	1	1	4	2			
	% of repair tickets restored ≤ 24 Hours	100%	75%	100%	100%	100%	100%	100%	100%	100%			
	Sum of the duration of all outages (hh:mm)	1.59	53.03	11.46	40.31	94.18	6.76	17.28	25.42	20.62			
	Avg. outage duration (hh:mm)	1.6	13.3	3.8	6.7	18.8	6.8	17.28	6.36	10.31			
Unadjusted Out of Service Report	Total # of outage report tickets	1	4	3	6	5	1	1	4	2			
	Total # of repair tickets restored in < 24hrs	1	3	3	6	4	1	1	4	2			
	% of repair tickets restored ≤ 24 Hours	100%	75%	100%	100%	80%	100%	100%	100%	100%			
	Sum of the duration of all outages (hh:mm)	1.59	53.03	11.46	40.31	94.18	6.76	17.28	25.42	20.62			
	Avg. outage duration (hh:mm)	1.6	13.3	3.8	6.7	18.8	6.8	17.28	6.36	10.31			
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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California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D

Company Name:	Cal-Ore Telephone Co.	**U#:** 1006 **Report Year:** 2020
Reporting Unit Type:	☐ Total Company ☑ Exchange ☐ Wire Center	**Reporting Unit Name:** Newell Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020) 1st Quarter			Date filed (08/15/2020) 2nd Quarter			Date filed (11/15/2020) 3rd Quarter			Date filed (02/15/2021) 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	15	9	6	16	5	11	5	3	17			
	Total # of service orders	7	6	3	3	2	3	3	2	6			
	Avg. # of business days	2.14	1.50	2.00	5.33	2.50	3.67	1.67	1.50	2.83			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	7	6	3	3	2	3	3	2	6			
	Total # of installation commitment met	7	6	3	2	2	2	3	2	6			
	Total # of installation commitment missed	0	0	0	1	0	1	0	0	0			
	% of commitment met	100%	100%	100%	67%	100%	67%	100%	100%	100%			
Customers	Acct # for voice or bundle, res+bus	247	244	239	243	240	240	240	237	238			
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	251	248	244	248	245	245	245	241	241			
	Total # of trouble reports	9	2	3	1	2	4	3	4	6			
	% of trouble reports	0.04	0.01	0.01	0.00	0.01	0.02	0.01	0.02	0.02			
Adjusted **Out of Service Report** Min. standard = 90% within 24 hrs	Total # of outage report tickets	4	0	1	0	1	0	1	3	2			
	Total # of repair tickets restored in < 24hrs	4	0	1	0	1	0	1	3	2			
	% of repair tickets restored ≤ 24 Hours	100%	0%	100%	0%	100%	0%	100%	100%	100%			
	Sum of the duration of all outages (hh:mm)	16.94	0.00	4.63	0.00	23.04	0.00	5.46	12.93	8.88			
	Avg. outage duration (hh:mm)	4.24	0.00	4.63	0.00	23.04	0.00	5.46	4.31	4.44			
Unadjusted **Out of Service Report**	Total # of outage report tickets	4	0	1	0	1	0	1	3	2			
	Total # of repair tickets restored in < 24hrs	4	0	1	0	1	0	1	3	2			
	% of repair tickets restored ≤ 24 Hours	100%	0%	100%	0%	100%	0%	100%	100%	100%			
	Sum of the duration of all outages (hh:mm)	16.94	0.00	4.63	0.00	23.04	0.00	5.46	12.93	8.88			
	Avg. outage duration (hh:mm)	4.24	0.00	4.63	0.00	23.04	0.00	5.46	4.31	4.44			
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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