Company Name:		Cal-Ore Telephone Co.	U#: _	1006	Report Year:	2016
Reporting Unit Type:	✓ Total Company	☐ Exchange ☐ Wire Center	Reporting Unit Nam	ne:	All Exchanges	

	Magaurament (Compile m	onthly file quarterly)		Date filed (05/16/2016)			Date filed (08/15/2016)			Date filed (02/15/2017)			Date filed (02/15/2017	<u> </u>
	Measurement (Compile m	ontiny, me quarterly)		1st Quarter		2nd Quarter			3rd Quarter				4th Quarte	r
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interv	val	Total # of business days	22	33	19	37	37	42	10	49	52			
nstallation Interval //in. standard = 5 bus. days		Total # of service orders	9	18	10	14	17	25	9	20	20			
/lin. standard = 5 bus. days		Avg. # of business days	2.44	1.83	1.90	2.64	2.18	1.68	1.11	2.45	2.6			<u> </u>
		Total # of installation commitments	9	18	10	14	17	25	9	20	20			
nstallation Commitment		Total # of installation commitment met	9	18	10	13	16	25	9	18	20			<u> </u>
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	1	1	0	0	2	0			
		% of commitment met	100%	100%	100%	93%	94%	100%	100%	90%	100%			
Customers		Acct # for voice or bundle, res+bus								1,773	1,772			<u> </u>
Customer Trouble	e Report													
1	6% (6 per 100 working lines for	Total # of working lines												
	units w/ ≥ 3,000 lines)	Total # of trouble reports												
rd	umis w/ = 5,000 miss/	% of trouble reports												
nda		Total # of working lines	1866	1848	1845	1858	1872	1870	1835	1843	1842			
8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)		Total # of trouble reports	33	34	63	39	32	35	23	19	51			
units w/ 1	units w/ 1,001 - 2,999 lines)	% of trouble reports	0.018	0.018	0.034	0.021	0.017	0.019	0.013	0.010	0.028			
Ē	10% (10 per 100 working lines	Total # of working lines							0.0.0					
	10% (10 per 100 working lines	Total # of trouble reports												
for units w/ ≤ 1,000 lines)		% of trouble reports												
		Total # of outage report tickets	17	19	43	20	14	16	11	14	33			+
		Total # of outage report tickets Total # of repair tickets restored in ≤ 24hrs	16	19	42	19	14	16	11	14	32			+
Adjusted		% of repair tickets restored ≤ 24 Hours	94%	100%	98%	95%	100%	100%	100%	100%	97%			+
Out of Service Re	•	Sum of the duration of all outages (hh:mm)	165.31	124.54	537.86	72.8	46.8	50.82	72.54	85.15	142.66			+
Min. standard = 90	0% within 24 hrs		9.72	6.55	12.51	3.64	3.34	3.18	6.59	6.08	4.32			+
		Avg. outage duration (hh:mm)	9.72	0.55	12.51	3.04	3.34	3.10	0.59	0.06 No	4.32 No			
		Indicate if catastrophonc event is in a month								INO	INO			
		Total # of outage report tickets								14	33			
Unadjusted Out of Service Re	eport	Total # of repair tickets restored in ≤ 24hrs								14	32			
		% of repair tickets restored ≤ 24 Hours								100%	97%			
		Sum of the duration of all outages (hh:mm)								85.15	142.66			
		Avg. outage duration (hh:mm)								6.08	4.32			
Refunds		Number of customers who received refunds								0.0%	0.0%			
		Monthly amount of refunds								0.0%	0.0%			
Answer Time (Tro	uble Reports, Billing & Non-Billing)	The state of the s												†
,	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												<u> </u>
	enu option to reach live agent).	Total # of call seconds to reach live agent												
iivo agent (w/a me	and option to reach live agenty.	%<60 seconds												
		/ <u>0</u> 00 00001100												+

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:	2016
Reporting Unit Type:	☐ Total Company ✓	Z Exchange	Reporting Unit Name:		Dorris Exchange	

	Measurement (Compile m	onthly, file quarterly)		Date filed (05/16/2016) 1st Quarter		Date filed (08/15/2016) 2nd Quarter			Date filed (11/15/2016) 3rd Quarter				Date filed (02/15/2017) 4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
leatallation letons	-1	Total # of business days	1	1	12	3	16	19	4	27	19			
nstallation Interval Min. standard = 5 bus. days		Total # of service orders	1	1	5	2	7	12	3	8	7			
		Avg. # of business days	1.00	1.00	2.40	1.50	2.29	1.58	1.33	3.38	2.71			
		Total # of installation commitments	1	1	5	2	7	12	3	8	7			
Installation Comm	nitment	Total # of installation commitment met	1	1	5	2	6	12	3	6	7			<u> </u>
Min. standard = 95	% commitment met	Total # of installation commitment missed	0	0	0	0	1	0	0	2	0			
		% of commitment met	100%	100%	100%	100%	86%	100%	100%	75%	100%			<u> </u>
Customers		Acct # for voice or bundle, res+bus								468	469			
Customer Trouble	e Report													
	00/ (0 400 1/ 1/ 1/ 1/	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports											1	
units w/ ≥ 3,000 lines)		% of trouble reports												
22		Total # of working lines												
8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) 10% (10 per 100 working lines for units w/ ≤ 1,000 lines)		Total # of trouble reports											+	
	units w/ 1,001 - 2,999 lines)	% of trouble reports											1	
		Total # of working lines	516	497	492	502	500	502	493	496	497			
	Total # of trouble reports	6	7	32	8	9	13	4	2	7		+		
	for units w/ \(\sigma\),000 lines)	% of trouble reports	0.012	0.014	0.065	0.016	0.018	0.026	0.008	0.00	0.01		1	
		Total # of outage report tickets	3	2	25	4	2	4	2	0	2		1	
		Total # of repair tickets restored in ≤ 24hrs	3	2	25	3	2	4	2	0	2		1	
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	75%	100%	100%	100%	0%	100%			
Out of Service Re		Sum of the duration of all outages (hh:mm)	46.24	18.31	347.18	42.6	4.49	6.65	18.21	0	9.44			
Min. standard = 90	% Within 24 hrs	Avg. outage duration (hh:mm)	15.41	9.16	13.89	10.65	2.25	1.66	9.11	0.00	4.72			
		Indicate if catastrophonc event is in a month		0110	10.00					No	No		1	
		Total # of outage report tickets								0	2		1	
Unadjusted		Total # of repair tickets restored in ≤ 24hrs								0	2		1	
Out of Service Re	port	% of repair tickets restored ≤ 24 Hours								0%	100%		+	
		Sum of the duration of all outages (hh:mm)								0	9.44		1	
Refunds		Avg. outage duration (hh:mm)								0.00	4.72		1	
		Number of customers who received refunds								0.0%	0.0%		1	
		Monthly amount of refunds								0.0%	0.0%		1	
Answer Time (Trou	uble Reports, Billing & Non-Billing)	,												
	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
	mu option to reach live agent).	Total # of call seconds to reach live agent												
2.3 2 2 (22.22.71.0.		%<_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 Telephone Co.	U#:	1006	Report Year:	2016
Reporting Unit Type:	☐ Total Company ☑ Exchange ☐ Wire Center	Reporting Unit Name:		Macdoel Exchange	

	Measurement (Compile m	onthly, file quarterly)		Date filed (05/16/2016) 1st Quarter		Date filed (08/15/2016) 2nd Quarter				Date filed (11/15/2016) 3rd Quarter			Date filed (02/15/2017 4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	2	17	1	7	10	9	0	5	16			
Installation Interv		Total # of service orders	1	7	1	5	5	6	0	4	5			
Min. standard = 5	bus. days	Avg. # of business days	2.00	2.43	1.00	1.40	2.00	1.50	0.00	1.25	3.2			
		Total # of installation commitments	1	7	1	5	5	6	0	4	5			
nstallation Commitment		Total # of installation commitment met	1	7	1	5	5	6	0	4	5			
Ain. standard = 95% commitment met		Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	100%	100%	100%	100%	100%	100%	0%	1	1			
Customers		Acct # for voice or bundle, res+bus								379	379			
Customer Troubl	e Report													
	·	Total # of working lines												1
	6% (6 per 100 working lines for	Total # of trouble reports												
o	units w/ ≥ 3,000 lines)	% of trouble reports												1
dar		Total # of working lines												+
tan	8% (8 per 100 working lines for	Total # of trouble reports												+
units w/ 1,001 - 2,999 lines) 10% (10 per 100 working lin for units w/ ≤ 1,000 lines)	units w/ 1,001 - 2,999 lines)	% of trouble reports										_		+
		Total # of working lines	404	403	402	401	410	413	392	393	393			<u> </u>
		Total # of trouble reports	9	5	9	7	8	6	4	2.	26			-
	for units w/ ≤ 1,000 lines)	% of trouble reports	0.022	0.012	0.022	0.017	0.020	0.015	0.010	0.01	0.07			+
<u> </u>		Total # of outage report tickets	5	1	2	0	0	1	1	2	20			+
		Total # of repair tickets restored in ≤ 24hrs	5	1	2	0	0	1	1	2	20			+
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	0%	0%	100%	100%	100%	100%			+
Out of Service Re		Sum of the duration of all outages (hh:mm)	28.23	0.96	7.42	0	0	1.57	14.01	38.4	29.1			
Min. standard = 90	0% within 24 hrs	Avg. outage duration (hh:mm)	5.65	0.96	3.71	0.00	0.00	1.57	14.01	19.20	1.46			+
		Indicate if catastrophone event is in a month	3.03	0.30	5.71	0.00	0.00	1.57	14.01	No	No	_		+
		Total # of outage report tickets								2	20			
Unadjusted		Total # of repair tickets restored in ≤ 24hrs								2	20	_		
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours								100%	100%			
		Sum of the duration of all outages (hh:mm)								38.4	29.1			+
		Avg. outage duration (hh:mm)								19.20	1.46			+
Refunds		Number of customers who received refunds								0.0%	0.0%			+
Kolulius		Monthly amount of refunds								0.0%	0.0%			+
Answer Time (Tro	uble Reports, Billing & Non-Billing)	Monthly amount of ferances								0.070	0.070			+
•	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												+
		Total # of call seconds to reach live agent												+
iive agent (w/a me	enu option to reach live agent).	Total # of call seconds to reach live agent												+
		70 <u>~</u> 00 36001103					1	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:	C	cal-Ore Telephone Co.	U#:	1006	Report Year:	2016
Reporting Unit Type:	☐ Total Company ✓	Exchange	Reporting Unit Nar	me:	Tulelake Exchange	

	Measurement (Compile monthly, file quarterly)			Date filed (05/16/2016) 1st Quarter				Date filed (08/15/2016) 2nd Quarter				Date filed (02/15/2017) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	3rd Quarter Aug	Sep	Oct	Nov	Dec
	1	Total # of business days	4	8	3	16	11	11	3	13	13			
nstallation Interv Vin. standard = 5		Total # of service orders	2	6	2	4	4	6	3	7	5			1
/iiii. Standard = 5	bus. days	Avg. # of business days	2.00	1.33	1.50	4.00	2.75	1.83	1.00	1.857142857	2.6			1
		Total # of installation commitments	2	6	2	4	4	6	3	7	5			
nstallation Comn	nitment	Total # of installation commitment met	2	6	2	3	4	6	3	7	5			
√lin. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	1	0	0	0	0	0			
		% of commitment met	100%	100%	100%	75%	100%	100%	100%	1	1			
Customers		Acct # for voice or bundle, res+bus								640	640			1
Customer Trouble	e Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
5	units w/ ≥ 3,000 lines)	% of trouble reports												
<u>la</u>		Total # of working lines												
)tar	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
ċ.		% of trouble reports												
Ē		Total # of working lines	669	665	667	667	671	667	663	665	665			
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports	15	15	16	17	10	13	13	12	15			
for units w/ ≤ 1,000 lines)		% of trouble reports	0.022	0.023	0.024	0.025	0.015	0.019	0.020	0.02	0.02			
		Total # of outage report tickets	8	10	11	13	9	10	8	9	8			
		Total # of repair tickets restored in ≤ 24hrs	7	10	10	13	9	10	8	9	7			
Adjusted		% of repair tickets restored ≤ 24 Hours	88%	100%	91%	100%	100%	100%	100%	100%	88%			
Out of Service Re Min. standard = 90		Sum of the duration of all outages (hh:mm)	89.85	54.31	176.88	24.15	20.74	41.31	54.34	39.63	94.15			
/iin. standard = 90	5% Within 24 hrs	Avg. outage duration (hh:mm)	11.23	5.43	16.08	1.86	2.30	4.13	6.79	4.40	11.77			
		Indicate if catastrophonc event is in a month								No	No			
Unadjusted		Total # of outage report tickets								9	8			
Out of Service Re	eport	Total # of repair tickets restored in ≤ 24hrs								9	7			
Out of Service Report		% of repair tickets restored ≤ 24 Hours								100%	88%			
		Sum of the duration of all outages (hh:mm)								39.63	94.15			
		Avg. outage duration (hh:mm)								4.40	11.77			
Refunds		Number of customers who received refunds								0.0%	0.0%			
		Monthly amount of refunds								0.0%	0.0%			
Answer Time (Tro	uble Reports, Billing & Non-Billing)													
,	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
ive agent (w/a mε	enu option to reach live agent).	Total # of call seconds to reach live agent												
- ,	, , , , , , , , , , , , , , , , , , ,	%<_60 seconds												1
														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:	Ca	Il-Ore Telephone Co.	U#:	1006	Report Year:	2016
Reporting Unit Type:	☐ Total Company	Exchange	Reporting Unit Na	ime:	Newell Exchange	

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2016) 1st Quarter		Date filed (08/15/2016) 2nd Quarter			Date filed (11/15/2016) 3rd Quarter			Date filed (02/15/2017) 4th Quarter				
		t to the second	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	15	7	3	11	0	3	3	4	4		1	
Installation Interval Min. standard = 5 bus. days		Total # of service orders	5	4	2	3	0	1	3	1	3			
		Avg. # of business days	3.00	1.75	1.5	3.67	0.00	3.00	1	4	1.33			
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitments	5	4	2	4	0	1	3	1	3			
		Total # of installation commitment met	5	4	2	3	0	1	3	1	3			
		Total # of installation commitment missed	0	0	0	1	0	0	0	0	0			
		% of commitment met	100%	100%	100%	75%	0%	100%	100%	1	1			
Customers Acct # for		Acct # for voice or bundle, res+bus								286	284			
Customer Trouble	e Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
Þ	units w/ ≥ 3,000 lines)	% of trouble reports												
8% (8 per 100 working lines for		Total # of working lines												
		Total # of trouble reports											+	
8	units w/ 1,001 - 2,999 lines)	% of trouble reports											+	
Ē		Total # of working lines	277	283	284	288	291	288	287	289	287		+	
10% (10 per 100 wo for units w/ ≤ 1,000 li	10% (10 per 100 working lines	Total # of trouble reports	3	7	6	7	5	3	2	209	287		+	
	for units w/ ≤ 1,000 lines)	% of trouble reports	0.011	0.025	0.021	0.024	0.017	0.010	0.007	0.01	0.01	_	+	
		Total # of outage report tickets	0.011	0.025	0.021	3	3	0.010	0.007	3	3	_	+	-
		Total # of outage report tickets Total # of repair tickets restored in ≤ 24hrs	1	6	5	3	3	1	0	3	3	_	+	
Adjusted		% of repair tickets restored ≤ 24 Hours	1000/	1000/	1000/			1000/	ű	100%	100%	_	+	
Out of Service Report		·	100%	100%	100%	100%	100%	100%	0%			_		
Min. standard = 90	0% within 24 hrs	Sum of the duration of all outages (hh:mm)	1 1 22	50.96	6.37	6.05	21.56	1.29	0	7.11	9.97	_		
		Avg. outage duration (hh:mm)	1.00	8.49	1.27	2.02	7.19	1.29	0.00	2.37	3.32	_		<u> </u>
		Indicate if catastrophonc event is in a month								No	No	_		
Unadjusted Out of Service Report		Total # of outage report tickets								3	3	_		<u> </u>
		Total # of repair tickets restored in ≤ 24hrs								3	3	_		
		% of repair tickets restored ≤ 24 Hours								100%	100%	_		
		Sum of the duration of all outages (hh:mm)								7.11	9.97	_		
Refunds N		Avg. outage duration (hh:mm)								2.37	3.32			
		Number of customers who received refunds								0.0%	0.0%	_		
		Monthly amount of refunds								0.0%	0.0%			
Answer Time (Trouble Reports, Billing & Non-Billing)														<u> </u>
Min. standard = 80% of calls \leq 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												
		%<_60 seconds												

Primary Utility Contact Information

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

Date Adopted: 7/28/09
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