

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

Company Name: Cal-Ore Telephone Co.

U#: 1006

Report Year: 2016

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: All Exchanges

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2016)			Date filed (08/15/2016)			Date filed (02/15/2017)			Date filed (02/15/2017)			
		1st Quarter			2nd Quarter			3rd Quarter			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	22	33	19	37	37	42	10	49	52	36	19	21	
	Total # of service orders	9	18	10	14	17	25	9	20	20	20	12	13	
	Avg. # of business days	2.44	1.83	1.90	2.64	2.18	1.68	1.11	2.45	2.6	1.8	1.6	1.6	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	9	18	10	14	17	25	9	20	20	20	12	13	
	Total # of installation commitment met	9	18	10	13	16	25	9	18	20	20	12	13	
	Total # of installation commitment missed	0	0	0	1	1	0	0	2	0	0	0	0	
	% of commitment met	100%	100%	100%	93%	94%	100%	100%	90%	100%	100	100	100	
Customers	Acct # for voice or bundle, res+bus								1,773	1,772	1750	1755	1749	
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	1866	1848	1845	1858	1872	1870	1835	1843	1842	1,820	1,824	1,781
		Total # of trouble reports	33	34	63	39	32	35	23	19	51	31	21	15
		% of trouble reports	0.018	0.018	0.034	0.021	0.017	0.019	0.013	0.010	0.028	0.02	0.01	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												
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	17	19	43	20	14	16	11	14	33	17	8	4	
	Total # of repair tickets restored in ≤ 24hrs	16	19	42	19	14	16	11	14	32	17	7	4	
	% of repair tickets restored ≤ 24 Hours	94%	100%	98%	95%	100%	100%	100%	100%	97%	100.0%	87.5%	100.0%	
	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	64	63	8	
	Avg. outage duration (hh:mm)	9.72	6.55	12.51	3.64	3.34	3.18	6.59	6.08	4.32	3.8	7.8	1.9	
	Indicate if catastrophic event is in a month							No	No	No	No	No	No	
Unadjusted Out of Service Report	Total # of outage report tickets								14	33	18	9	5	
	Total # of repair tickets restored in ≤ 24hrs								14	32	17	7	4	
	% of repair tickets restored ≤ 24 Hours								100%	97%	94.4%	77.8%	80.0%	
	Sum of the duration of all outages (hh:mm)								85.15	142.66	114	139	75	
	Avg. outage duration (hh:mm)								6.08	4.32	6.3	15.4	15.0	
Refunds	Number of customers who received refunds								0.0%	0.0%	0	0	0	
	Monthly amount of refunds								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													

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: 2016

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Dorris Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2016)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (02/15/2017)			
		1st Quarter			2nd Quarter			3rd Quarter			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	1	12	3	16	19	4	27	19	4	5	2	
	Total # of service orders	1	1	5	2	7	12	3	8	7	2	2	1	
	Avg. # of business days	1.00	1.00	2.40	1.50	2.29	1.58	1.33	3.38	2.71	2	2.5	2	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	1	5	2	7	12	3	8	7	2	2	1	
	Total # of installation commitment met	1	1	5	2	6	12	3	6	7	2	2	1	
	Total # of installation commitment missed	0	0	0	0	1	0	0	2	0	0	0	0	
	% of commitment met	100%	100%	100%	100%	86%	100%	100%	75%	100%	100	100	100	
Customers	Acct # for voice or bundle, res+bus							468	469	464	462	466		
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	516	497	492	502	500	502	493	496	497	492	489	493
		Total # of trouble reports	6	7	32	8	9	13	4	2	7	7	4	1
		% of trouble reports	0.012	0.014	0.065	0.016	0.018	0.026	0.008	0.00	0.01	0.01	0.01	0.00
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	3	2	25	4	2	4	2	0	2	3	1	0	
	Total # of repair tickets restored in ≤ 24hrs	3	2	25	3	2	4	2	0	2	3	1	0	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	75%	100%	100%	100%	0%	100%	100.0%	100.0%	0.0%	
	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	13	4	0	
	Avg. outage duration (hh:mm)	15.41	9.16	13.89	10.65	2.25	1.66	9.11	0.00	4.72	70.3	3.8	0.0	
	Indicate if catastrophic event is in a month							No	No	No	No	No		
Unadjusted Out of Service Report	Total # of outage report tickets							0	2	3	1	0		
	Total # of repair tickets restored in ≤ 24hrs							0	2	3	1	0		
	% of repair tickets restored ≤ 24 Hours							0%	100%	100.0%	100.0%	0.0%		
	Sum of the duration of all outages (hh:mm)							0	9.44	13	4	0		
	Avg. outage duration (hh:mm)							0.00	4.72	4.5	3.8	0.0		
Refunds	Number of customers who received refunds							0.0%	0.0%	0	0	0		
	Monthly amount of refunds							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													

Primary Utility Contact Information

Name: Mindy Hill

Phone: 530-397-7012

Email: mindy@calore.net

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 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: 2016

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Macdoel Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2016)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (02/15/2017)			
		1st Quarter			2nd Quarter			3rd Quarter			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	17	1	7	10	9	0	5	16	3	5	4	
	Total # of service orders	1	7	1	5	5	6	0	4	5	2	3	2	
	Avg. # of business days	2.00	2.43	1.00	1.40	2.00	1.50	0.00	1.25	3.2	1.5	1.67	2	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	7	1	5	5	6	0	4	5	2	3	2	
	Total # of installation commitment met	1	7	1	5	5	6	0	4	5	2	3	2	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	100%	100%	100%	100%	100%	100%	0%	1	1	100	100	100	
Customers	Acct # for voice or bundle, res+bus								379	379	378	376	372	
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	404	403	402	401	410	413	392	393	393	392	390	386
		Total # of trouble reports	9	5	9	7	8	6	4	2	26	9	6	2
		% of trouble reports	0.022	0.012	0.022	0.017	0.020	0.015	0.010	0.01	0.07	0.02	0.02	0.01
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	5	1	2	0	0	1	1	2	20	4	2	0	
	Total # of repair tickets restored in ≤ 24hrs	5	1	2	0	0	1	1	2	20	4	2	0	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	0%	0%	100%	100%	100%	100%	100.0%	100.0%	0.0%	
	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	10	27	0	
	Avg. outage duration (hh:mm)	5.65	0.96	3.71	0.00	0.00	1.57	14.01	19.20	1.46	2.4	13.5	0.0	
	Indicate if catastrophic event is in a month							No	No	No	No	No		
Unadjusted Out of Service Report	Total # of outage report tickets								2	20	5	3	1	
	Total # of repair tickets restored in ≤ 24hrs								2	20	4	2	0	
	% of repair tickets restored ≤ 24 Hours								100%	100%	80.0%	66.7%	0.0%	
	Sum of the duration of all outages (hh:mm)								38.4	29.1	60	103	68	
	Avg. outage duration (hh:mm)								19.20	1.46	11.9	34.4	67.6	
Refunds	Number of customers who received refunds								0.0%	0.0%	0	0	0	
	Monthly amount of refunds								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													

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: 2016

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Tulelake Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2016)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (02/15/2017)			
		1st Quarter			2nd Quarter			3rd Quarter			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	4	8	3	16	11	11	3	13	13	27	6	12	
	Total # of service orders	2	6	2	4	4	6	3	7	5	14	5	7	
	Avg. # of business days	2.00	1.33	1.50	4.00	2.75	1.83	1.00	1.857142857	2.6	1.9285714	1.2	1.7142857	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2	6	2	4	4	6	3	7	5	14	5	7	
	Total # of installation commitment met	2	6	2	3	4	6	3	7	5	14	5	7	
	Total # of installation commitment missed	0	0	0	1	0	0	0	0	0	0	0	0	
	% of commitment met	100%	100%	100%	75%	100%	100%	100%	1	1	100	100	100	
Customers	Acct # for voice or bundle, res+bus								640	640	631	640	638	
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	669	665	667	667	671	667	663	665	665	656	665	663
		Total # of trouble reports	15	15	16	17	10	13	13	12	15	12	8	6
		% of trouble reports	0.022	0.023	0.024	0.025	0.015	0.019	0.020	0.02	0.02	0.02	0.01	0.01
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	8	10	11	13	9	10	8	9	8	7	5	0	
	Total # of repair tickets restored in ≤ 24hrs	7	10	10	13	9	10	8	9	7	7	4	0	
	% of repair tickets restored ≤ 24 Hours	88%	100%	91%	100%	100%	100%	100%	100%	88%	100.0%	80.0%	0.0%	
	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	30	32	0	
	Avg. outage duration (hh:mm)	11.23	5.43	16.08	1.86	2.30	4.13	6.79	4.40	11.77	4.3	6.4	0	
	Indicate if catastrophic event is in a month							No	No	No	No	No		
Unadjusted Out of Service Report	Total # of outage report tickets								9	8	7	5	0	
	Total # of repair tickets restored in ≤ 24hrs								9	7	7	4	0	
	% of repair tickets restored ≤ 24 Hours								100%	88%	100.0%	80.0%	0.0%	
	Sum of the duration of all outages (hh:mm)								39.63	94.15	30	32	0	
	Avg. outage duration (hh:mm)								4.40	11.77	4.3	6.4	0.0	
Refunds	Number of customers who received refunds								0.0%	0.0%	0	0	0	
	Monthly amount of refunds								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													

Primary Utility Contact Information

Name: Mindy Hill

Phone: 530-397-7012

Email: mindy@calore.net

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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: 2016

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: 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			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
		Installation Interval Min. standard = 5 bus. days	Total # of business days	15	7	3	11	0	3	3	4	4	2	3
	Total # of service orders	5	4	2	3	0	1	3	1	3	2	2	3	
	Avg. # of business days	3.00	1.75	1.5	3.67	0.00	3.00	1	4	1.33	1	1.5	1	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	5	4	2	4	0	1	3	1	3	2	2	3	
	Total # of installation commitment met	5	4	2	3	0	1	3	1	3	2	2	3	
	Total # of installation commitment missed	0	0	0	1	0	0	0	0	0	0	0	0	
	% of commitment met	100%	100%	100%	75%	0%	100%	100%	1	1	100	100	100	
Customers	Acct # for voice or bundle, res+bus								286	284	277	277	273	
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	277	283	284	288	291	288	287	289	287	280	280	276
		Total # of trouble reports	3	7	6	7	5	3	2	3	3	3	3	6
		% of trouble reports	0.011	0.025	0.021	0.024	0.017	0.010	0.007	0.01	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	6	5	3	3	1	0	3	3	3	0	4	
	Total # of repair tickets restored in ≤ 24hrs	1	6	5	3	3	1	0	3	3	3	0	4	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	0%	100%	100%	100.0%	0.0%	100.0%	
	Sum of the duration of all outages (hh:mm)	1	50.96	6.37	6.05	21.56	1.29	0	7.11	9.97	11	0	8	
	Avg. outage duration (hh:mm)	1.00	8.49	1.27	2.02	7.19	1.29	0.00	2.37	3.32	3.7	0.0	1.9	
	Indicate if catastrophic event is in a month								No	No	No	No	No	
Unadjusted Out of Service Report	Total # of outage report tickets								3	3	3	0	4	
	Total # of repair tickets restored in ≤ 24hrs								3	3	3	0	4	
	% of repair tickets restored ≤ 24 Hours								100%	100%	100.0%	0.0%	100.0%	
	Sum of the duration of all outages (hh:mm)								7.11	9.97	11	0	8	
	Avg. outage duration (hh:mm)								2.37	3.32	3.7	0.0	1.9	
Refunds	Number of customers who received refunds								0.0%	0.0%	0	0	0	
	Monthly amount of refunds								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													

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