| Company Name: | Cal-Ore Telephone Co. | U#: |
|---------------|-----------------------|-----|
| | | |

| Reporting Unit Type: Image: Total Company Image: Exchange | | J Total Company Exchange Wire Cent | ter | | | | Reporting Unit Na | me: | 4 | All Exchange | S | | | |
|---|--|---|------------------|--|------------|-------|--|------------|--|--------------|-----------|---|--|----------|
| | Measurement (Compile m | onthly, file quarterly) | Jan | Date filed (05/16/2016) 1st Quarter | | | Date filed (08/15/2016) 2nd Quarter | | Date filed (02/15/2017) 3rd Quarter | | | Date filed (02/15/2017) 4th Quarter | | |
| | Total # of business days | | | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
| Installation Interva | al | | <u>22</u> 9 | <u>33</u> 18 | 19 | 37 | 37 | 42 | 10 | 49 | 52 | 36 | 19 | 21 |
| Min. standard = 5 b | ous. days | Total # of service orders | - | | 10 | 14 | 17 | 25 | 9 | 20 | 20 | 20 | 12 | 13 |
| | | Avg. # of business days Total # of installation commitments | <u>2.44</u> 9 | 1.83 18 | 1.90 10 | 2.64 | 2.18 17 | 1.68 25 | 1.11 | 2.45 20 | 2.6 20 | 1.8 | 1.6 | 1.6 |
| In stallation Comm | i4 | | 9 | 18 | 10 | 13 | 16 | 25 | 9 | | 20 | 20 20 | 12 | 13 |
| Installation Comm | | Total # of installation commitment met Total # of installation commitment missed | 0 | 0 | 0 | 13 | 10 | | 9 | 18 | 20 | | 12 0 | 13 0 |
| Min. standard = 959 | % communent met | | | Ű | • | | ' | 0 | 0 | 2 | 100% | 0 | Ű | Ů |
| • | | % of commitment met | 100% | 100% | 100% | 93% | 94% | 100% | 100% | 90% | | 100 | 100 | 100 |
| Customers | | Acct # for voice or bundle, res+bus | | | | | | | | 1,773 | 1,772 | 1750 | 1755 | 1749 |
| Customer Trouble | Report | | | | | | | | | | | | ' | |
| | 6% (6 per 100 working lines for | Total # of working lines | | | | | | | | | | | ļ' | ļ' |
| | units w/ \ge 3,000 lines) | Total # of trouble reports | | | | | | | | | | | ' | I |
| Ird | | % of trouble reports | | | | | | | | | | | 1' | |
| Ida | | Total # of working lines | 1866 | 1848 | 1845 | 1858 | 1872 | 1870 | 1835 | 1843 | 1842 | 1,820 | 1,824 | 1,781 |
| ı. Stan | units w/ 1,001 - 2,999 lines) | 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 |
| Mir | 10% (10 per 100 working lines for units w/ \leq 1,000 lines) | · · · · · · · · · · · · · · · · · · · | 0.010 | | | 0.021 | 0.017 | 0.0.0 | 0.010 | 0.0.0 | 0.020 | 0.02 | 0.01 | 0.01 |
| | | Total # of working lines | | | | | | | | | | _ | ├──── ′ | |
| | | Total # of trouble reports | | | | | | | | | | | ' | ł |
| | | % of trouble reports | | | | | | | | | | | <u> </u> | <u> </u> |
| | | Total # of outage report tickets | 17 | 19 | 43 | 20 | 14 | 16 | 11 | 14 | 33 | 17 | 8 | 4 |
| Adjusted | | Total # of repair tickets restored in \leq 24hrs | 16 | 19 | 42 | 19 | 14 | 16 | 11 | 14 | 32 | 17 | 7 | 4 |
| Out of Service Rep | port | % of repair tickets restored ≤ 24 Hours | 94% | 100% | 98% | 95% | 100% | 100% | 100% | 100% | 97% | 100.0% | 87.5% | 100.0% |
| Min. standard = 90° | | 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 catastrophonc event is in a month | | | | | | | | No | No | No | No | No |
| | | Total # of outage report tickets | | | | | | | | 14 | 33 | 18 | 9 | 5 |
| Unadjusted Out of Service Rep | port | Total # of repair tickets restored in \leq 24hrs | | | | | | | | 14 | 32 | 17 | 7 | 4 |
| | | % of repair tickets restored \leq 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 (Trou | ble Reports, Billing & Non-Billing) | | | | | | | | | | | 5.0 | | |
| | % of calls ≤ 60 seconds to reach | Total # of calls for TR, Billing & Non-Billing | | | | | | | | | | | · | |
| | The option to reach live agent). | Total # of call seconds to reach live agent | | | | | | | | | | | ·' | i |
| iive agent (w/a mer | in option to reach live agent). | %< 60 seconds | | | | | | <u> </u> | | | | | ' | <u> </u> |
| 1 | | | | | | | | | | | | | ' | ' |
| | | | | | | | | | | | | | <u> </u> | L |

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Primary Utility Contact Information

Name: Mindy Hill

Phone: 530-397-7012

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)

1006

Report Year:

2016

| Company Name: | Cal-Ore Telephone Co. | U#: |
|---------------|-----------------------|-----|
| | | • |

Reporting Unit Type:

Total Company 🖌 Exchange Wire Center

Date filed Dat (08/1 (05/16/2016) Measurement (Compile monthly, file quarterly) 1st Quarter 2nd Feb Mar Jan Apr Total # of business days 1 1 12 3 Installation Interval 1 1 5 2 Total # of service orders Min. standard = 5 bus. days Avg. # of business days 1.00 1.00 2.40 1.50 Total # of installation commitments 1 1 5 2 Installation Commitment Total # of installation commitment met 1 1 5 2 Min. standard = 95% commitment met Total # of installation commitment missed 0 0 0 0 100% 100% % of commitment met 100% 100% Customers Acct # for voice or bundle, res+bus Customer Trouble Report Total # of working lines 6% (6 per 100 working lines for Total # of trouble reports units w/ \geq 3,000 lines) Standard % of trouble reports Total # of working lines 8% (8 per 100 working lines for Total # of trouble reports units w/ 1,001 - 2,999 lines) % of trouble reports Min. 502 Total # of working lines 516 497 492 10% (10 per 100 working lines 7 32 Total # of trouble reports 6 8 for units w/ \leq 1,000 lines) % of trouble reports 0.012 0.014 0.065 0.016 Total # of outage report tickets 3 2 25 4 Total # of repair tickets restored in \leq 24hrs 3 2 25 3 Adjusted 100% 100% 100% 75% % of repair tickets restored \leq 24 Hours Out of Service Report Sum of the duration of all outages (hh:mm) 46.24 18.31 347.18 42.6 Min. standard = 90% within 24 hrs Avg. outage duration (hh:mm) 15.41 9.16 13.89 10.65 Indicate if catastrophonc event is in a month Total # of outage report tickets Total # of repair tickets restored in \leq 24hrs Unadjusted Out of Service Report % of repair tickets restored \leq 24 Hours Sum of the duration of all outages (hh:mm) Avg. outage duration (hh:mm) Refunds Number of customers who received refunds Monthly amount of refunds Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls < 60 seconds to reach Total # of calls for TR, Billing & Non-Billing Total # of call seconds to reach live agent live agent (w/a menu option to reach live agent). %<u>< 6</u>0 seconds

Primary Utility Contact Information

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Date Adopted: 7/28/09

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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 Q, 133-D)

1006

Report Year:

2016

Reporting Unit Name:

Dorris Exchange

| Jul 4 3 1.33 3 0 100% | (11/15/2016) 3rd Quarter Aug 27 8 3.38 8 6 2 75% 468 | Sep 19 7 2.71 7 0 100% 469 | | (02/15/2017) 4th Quarter Nov 5 2 2.5 2 2 0 100 462 | Dec 2 1 2 1 0 100 466 |
|---|--|--|--|--|---|
| 4 3 1.33 3 0 100% | Aug 27 8 3.38 8 6 2 75% 468 | 19 7 2.71 7 7 0 100% | Oct 4 2 2 2 2 0 100 | Nov 5 2 2.5 2 2 0 100 | 2 1 2 1 1 0 100 |
| 4 3 1.33 3 0 100% | 27 8 3.38 8 6 2 75% 468 | 19 7 2.71 7 7 0 100% | $ \begin{array}{c} 4 \\ 2 \\ 2 \\ 2 \\ 2 \\ 2 \\ 0 \\ 100 \end{array} $ | 5 2 2.5 2 2 0 100 | 2 1 2 1 1 0 100 |
| 1.33 3 0 100% | 8 3.38 8 6 2 75% 468 | 7 2.71 7 7 0 100% | 2 2 2 2 0 100 | $ \begin{array}{r} 2 \\ 2.5 \\ 2 \\ 2 \\ 0 \\ 100 \end{array} $ | 1 2 1 1 0 100 |
| 3 0 100% | 8 6 2 75% 468 | 7 7 0 100% | 2 2 0 100 | 2 2 0 100 | 1 1 0 100 |
| 3 0 100% | 8 6 2 75% 468 | 7 7 0 100% | 2 2 0 100 | 2 2 0 100 | 1 1 0 100 |
| 0 100% | 6 2 75% 468 | 0 100% | 2 0 100 | 2 0 100 | 0 100 |
| 100% | 75% 468 | 100% | 100 | 100 | 100 |
| | 468 | | | | |
| | | 469 | 464 | 462 | 466 |
| | | | | | |
| | | | | | |
| 400 | | | | | |
| 400 | | | | | |
| 400 | | | | | |
| 493 | 496 | 497 | 492 | 489 | 493 |
| 4 | 2 | 7 | 7 | 4 | 1 |
| 0.008 | 0.00 | 0.01 | 0.01 | 0.01 | 0.00 |
| 2 | 0 | 2 | 3 | 1 | 0 |
| 2 | 0 | 2 | 3 | 1 | 0 |
| 100% | 0% | 100% | 100.0% | 100.0% | 0.0% |
| 18.21 | 0 | 9.44 | 13 | 4 | 0 |
| 9.11 | 0.00 | 4.72 | 70.3 | 3.8 | 0.0 |
| | No | No | No | No | No |
| | 0 | 2 | 3 | 1 | 0 |
| | 0 | 2 | 3 | 1 | 0 |
| | 0% | 100% | 100.0% | 100.0% | 0.0% |
| | 0 | 9.44 | 13 | 4 | 0 |
| | 0.00 | 4.72 | 4.5 | 3.8 | 0.0 |
| | 0.0% | 0.0% | 0 | 0 | 0 |
| | 0.0% | 0.0% | | | 0.0 |
| | | 0 0% 0 0.00 0.0% | 0 2 0% 100% 0 9.44 0.00 4.72 0.0% 0.0% | 0 2 3 0% 100% 100.0% 0 9.44 13 0.00 4.72 4.5 0.0% 0.0% 0 | 0 2 3 1 0% 100% 100.0% 100.0% 0 9.44 13 4 0.00 4.72 4.5 3.8 0.0% 0.0% 0 0 |

| Company Name: | Cal-Ore Telephone Co. | U#: |
|---------------|-----------------------|-----|
| | | |

Reporting Unit Type:

Total Company 🗹 Exchange Wire Center

Date filed Dat (08/1 (05/16/2016) Measurement (Compile monthly, file quarterly) **1st Quarter** 2nd Feb Mar Jan Apr Total # of business days 2 17 1 7 Installation Interval 1 7 1 5 Total # of service orders Min. standard = 5 bus. days 2.00 2.43 Avg. # of business days 1.00 1.40 Total # of installation commitments 1 7 1 5 Installation Commitment Total # of installation commitment met 1 7 1 5 Min. standard = 95% commitment met Total # of installation commitment missed 0 0 0 0 100% 100% 100% 100% % of commitment met Customers Acct # for voice or bundle, res+bus Customer Trouble Report Total # of working lines 6% (6 per 100 working lines for Total # of trouble reports units w/ \geq 3,000 lines) % of trouble reports Standard Total # of working lines 8% (8 per 100 working lines for Total # of trouble reports units w/ 1,001 - 2,999 lines) % of trouble reports Min. 404 403 402 401 Total # of working lines 10% (10 per 100 working lines 9 5 9 7 Total # of trouble reports for units w/ \leq 1,000 lines) 0.022 0.012 0.022 0.017 % of trouble reports Total # of outage report tickets 5 1 2 0 5 1 2 0 Total # of repair tickets restored in \leq 24hrs Adjusted % of repair tickets restored \leq 24 Hours 100% 100% 100% 0% Out of Service Report 28.23 0.96 7.42 Sum of the duration of all outages (hh:mm) 0 Min. standard = 90% within 24 hrs 5.65 3.71 0.00 Avg. outage duration (hh:mm) 0.96 Indicate if catastrophonc event is in a month Total # of outage report tickets Unadjusted Total # of repair tickets restored in \leq 24hrs Out of Service Report % of repair tickets restored \leq 24 Hours Sum of the duration of all outages (hh:mm) Avg. outage duration (hh:mm) Refunds Number of customers who received refunds Monthly amount of refunds Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls < 60 seconds to reach Total # of calls for TR, Billing & Non-Billing Total # of call seconds to reach live agent live agent (w/a menu option to reach live agent). %<u>< 6</u>0 seconds

Primary Utility Contact Information

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Date Adopted: 7/28/09

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Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

1006

Report Year:

2016

Reporting Unit Name:

Macdoel Exchange

| ate filed | | | Date filed | Date filed | | | | |
|------------------------|-------|-------|-----------------------------|------------------|----------|-----------------------------|---------------|--|
| /15/2016) I Quarter | | | (11/15/2016) 3rd Quarter | | | (02/15/2017) 4th Quarter | | |
| | Jun | Jul | | Sep | Oct | Ath Quarter Nov | Dec | |
| May 10 | 9 | 0 | Aug 5 | <u>Зер</u> 16 | 3 | 5 | 4 | |
| 5 | 6 | 0 | 4 | 5 | 2 | 3 | 2 | |
| 2.00 | 1.50 | 0.00 | 1.25 | 3.2 | 1.5 | 1.67 | 2 | |
| 5 | 6 | 0.00 | 4 | 5 | 2 | 3 | 2 | |
| 5 | 6 | 0 | 4 | 5 | 2 | 3 | 2 | |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | $\frac{2}{0}$ | |
| 100% | 100% | 0% | 1 | 1 | 100 | 100 | 100 | |
| 10070 | 10070 | 070 | 379 | 379 | 378 | 376 | 372 | |
| | | | 515 | 519 | 578 | 570 | 512 | |
| | | | | | | | | |
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| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| 410 | 413 | 392 | 393 | 393 | 392 | 390 | 386 | |
| 8 | 6 | 4 | 2 | 26 | 9 | 6 | 2 | |
| 0.020 | 0.015 | 0.010 | 0.01 | 0.07 | 0.02 | 0.02 | 0.01 | |
| 0 | 1 | 1 | 2 | 20 | 4 | 2 | 0 | |
| 0 | 1 | 1 | 2 | 20 | 4 | 2 | 0 | |
| 0% | 100% | 100% | 100% | 100% | 100.0% | 100.0% | 0.0% | |
| 0 | 1.57 | 14.01 | 38.4 | 29.1 | 100.070 | 27 | 0.070 | |
| 0.00 | 1.57 | 14.01 | 19.20 | 1.46 | 2.4 | 13.5 | 0.0 | |
| 0.00 | 1.07 | 14.01 | No | No | No | No | No | |
| | | | | | | INC | NO | |
| | | | 2 | 20 | 5 | 3 | 1 | |
| | | | | | | | | |
| | | | 2 | 20 | 4 | 2 | 0 | |
| | | | 100% | 100% | 80.0% | 66.7% | 0.0% | |
| | | | 38.4 | 29.1 | 60 | 103 | 68 | |
| | | | 19.20 | 1.46 | 11.9 | 34.4 | 67.6 | |
| | | | 0.0% | 0.0% | 0 | 0 | 07.0 | |
| | | | | | | | | |
| | | | 0.0% | 0.0% | 0.0 | 0.0 | 0.0 | |
| | | | | | | | | |
| | | | | | <u> </u> | | | |
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| | | | | | | | | |

| Company Name: | Cal-Ore Telephone Co. | U#: |
|---------------|-----------------------|-----|
| | | |

Reporting Unit Type:

Total Company 🗹 Exchange Wire Center

Date filed Dat (08/1 (05/16/2016) Measurement (Compile monthly, file quarterly) 1st Quarter 2nd Feb Mar Jan Apr Total # of business days 4 8 3 16 Installation Interval Total # of service orders 2 6 2 4 Min. standard = 5 bus. days 1.33 4.00 Avg. # of business days 2.00 1.50 Total # of installation commitments 4 2 6 2 Installation Commitment Total # of installation commitment met 2 6 2 3 Total # of installation commitment missed 0 0 0 Min. standard = 95% commitment met 1 % of commitment met 100% 100% 100% 75% Customers Acct # for voice or bundle, res+bus Customer Trouble Report Total # of working lines 6% (6 per 100 working lines for Total # of trouble reports units w/ \geq 3,000 lines) % of trouble reports Standard Total # of working lines 8% (8 per 100 working lines for Total # of trouble reports units w/ 1,001 - 2,999 lines) % of trouble reports Min. 669 665 667 667 Total # of working lines 10% (10 per 100 working lines Total # of trouble reports 15 16 17 15 for units w/ \leq 1,000 lines) 0.022 0.023 0.024 0.025 % of trouble reports Total # of outage report tickets 8 10 11 13 Total # of repair tickets restored in \leq 24hrs 7 10 10 13 Adjusted % of repair tickets restored \leq 24 Hours 88% 100% 91% 100% Out of Service Report Sum of the duration of all outages (hh:mm) 89.85 54.31 176.88 24.15 Min. standard = 90% within 24 hrs 5.43 16.08 Avg. outage duration (hh:mm) 11.23 1.86 Indicate if catastrophonc event is in a month Total # of outage report tickets Unadjusted Total # of repair tickets restored in \leq 24hrs Out of Service Report % of repair tickets restored \leq 24 Hours Sum of the duration of all outages (hh:mm) Avg. outage duration (hh:mm) Refunds Number of customers who received refunds Monthly amount of refunds Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach Total # of calls for TR, Billing & Non-Billing live agent (w/a menu option to reach live agent). Total # of call seconds to reach live agent %<u>< 6</u>0 seconds

Primary Utility Contact Information

Name: Mindy Hill

Phone: 530-397-7012

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)

1006

Report Year:

2016

Reporting Unit Name:

Tulelake Exchange

| ate filed /15/2016) | | | Date filed | | | Date filed | \ |
|------------------------|-------|-------|-----------------------------|-------|-----------|----------------------------|-----------|
| d Quarter | | | (11/15/2016) 3rd Quarter | | | (02/15/2017 4th Quarter | |
| May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
| 11 | 11 | 3 | 13 | 13 | 27 | 6 | 12 |
| 4 | 6 | 3 | 7 | 5 | 14 | 5 | 7 |
| 2.75 | 1.83 | 1.00 | 1.857142857 | 2.6 | 1.9285714 | 1.2 | 1.7142857 |
| 4 | 6 | 3 | 7 | 5 | 14 | 5 | 7 |
| 4 | 6 | 3 | 7 | 5 | 14 | 5 | 7 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 100% | 100% | 100% | 1 | 1 | 100 | 100 | 100 |
| | | | 640 | 640 | 631 | 640 | 638 |
| | | | | | | | |
| | | | | | | | |
| 671 | 667 | 663 | 665 | 665 | 656 | 665 | 663 |
| 10 | 13 | 13 | 12 | 15 | 12 | 8 | 6 |
| 0.015 | 0.019 | 0.020 | 0.02 | 0.02 | 0.02 | 0.01 | 0.01 |
| 9 | 10 | 8 | 9 | 8 | 7 | 5 | 0 |
| 9 | 10 | 8 | 9 | 7 | 7 | 4 | 0 |
| 100% | 100% | 100% | 100% | 88% | 100.0% | 80.0% | 0.0% |
| 20.74 | 41.31 | 54.34 | 39.63 | 94.15 | 30 | 32 | 0 |
| 2.30 | 4.13 | 6.79 | 4.40 | 11.77 | 4.3 | 6.4 | 0 |
| | | | No | No | No | No | No |
| | | | 9 | 0 | 7 | 5 | 0 |
| | | | 9 | 8 | 7 | 4 | |
| | | | 100% | 88% | 100.0% | 80.0% | 0.0% |
| | | | 39.63 | 94.15 | 30 | 32 | |
| | | | 4.40 | 11.77 | 4.3 | 6.4 | |
| | | | 0.0% | 0.0% | 0 | 0.1 | |
| | | | 0.0% | 0.0% | 0.0 | 0.0 | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

| Company Name: | Cal-Ore Telephone Co. | U#: |
|---------------|-----------------------|-----|
| | | |

Reporting Unit Type:

Total Company 🗸 Exchange 🗌 Wire Center

Date filed Dat (08/1 (05/16/2016) Measurement (Compile monthly, file quarterly) **1st Quarter** 2nd Mar Jan Feb Apr Total # of business days 15 3 11 7 Installation Interval Total # of service orders 5 4 2 3 Min. standard = 5 bus. days Avg. # of business days 3.00 1.75 1.5 3.67 Total # of installation commitments 5 4 4 2 Installation Commitment Total # of installation commitment met 5 4 2 3 Total # of installation commitment missed Min. standard = 95% commitment met 0 0 0 1 % of commitment met 100% 100% 100% 75% Customers Acct # for voice or bundle, res+bus Customer Trouble Report Total # of working lines 6% (6 per 100 working lines for Total # of trouble reports units w/ \geq 3,000 lines) Standard % of trouble reports Total # of working lines 8% (8 per 100 working lines for Total # of trouble reports units w/ 1,001 - 2,999 lines) % of trouble reports Min. Total # of working lines 288 277 283 284 10% (10 per 100 working lines Total # of trouble reports 7 7 3 6 for units w/ \leq 1,000 lines) 0.011 0.025 0.021 0.024 % of trouble reports Total # of outage report tickets 1 6 5 3 Total # of repair tickets restored in \leq 24hrs 3 1 6 5 Adjusted % of repair tickets restored \leq 24 Hours 100% 100% 100% 100% Out of Service Report Sum of the duration of all outages (hh:mm) 50.96 6.37 6.05 1 Min. standard = 90% within 24 hrs 1.00 8.49 2.02 Avg. outage duration (hh:mm) 1.27 Indicate if catastrophonc event is in a month Total # of outage report tickets Unadjusted Total # of repair tickets restored in \leq 24hrs % of repair tickets restored \leq 24 Hours **Out of Service Report** Sum of the duration of all outages (hh:mm) Avg. outage duration (hh:mm) Refunds Number of customers who received refunds Monthly amount of refunds Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls < 60 seconds to reach Total # of calls for TR, Billing & Non-Billing live agent (w/a menu option to reach live agent). Total # of call seconds to reach live agent %<u>< 6</u>0 seconds

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Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

1006

Report Year:

2016

Reporting Unit Name:

Newell Exchange

| ate filed | | | Date filed | | Date filed | | | | |
|-----------|-------|-------|-----------------|-----------------|--------------|---------------|--------------|--|--|
| /15/2016) | | | (11/15/2016) | | | 02/15/2017 | | | |
| Quarter | | | 3rd Quarter | | | 4th Quarte | | | |
| May | Jun | Jul | Aug 4 | Sep 4 | Oct 2 | Nov 3 | Dec 3 | | |
| 0 | 3 | 3 | 4 | 3 | 2 | 2 | 3 | | |
| 0.00 | 3.00 | 1 | 4 | 1.33 | 1 | 1.5 | 1 | | |
| 0.00 | 1 | 3 | 4 | 3 | 2 | 2 | 3 | | |
| 0 | 1 | 3 | 1 | 3 | 2 | 2 | 3 | | |
| 0 | 0 | 0 | 0 | 0 | 0 | $\frac{2}{0}$ | 0 | | |
| 0% | 100% | 100% | 1 | 1 | 100 | 100 | 100 | | |
| 070 | 10070 | 10078 | 286 | 284 | 277 | 277 | 273 | | |
| | | | 200 | 204 | 211 | 211 | 213 | | |
| | | | | | | | - | | |
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| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| 291 | 288 | 287 | 289 | 287 | 280 | 280 | 276 | | |
| 5 | 3 | 2 | 3 | 3 | 3 | 3 | 6 | | |
| 0.017 | 0.010 | 0.007 | 0.01 | 0.01 | 0.01 | 0.01 | 0.02 | | |
| 3 | 1 | 0 | 3 | 3 | 3 | 0 | 4 | | |
| 3 | 1 | 0 | 3 | 3 | 3 | 0 | 4 | | |
| 100% | 100% | 0% | 100% | 100% | 100.0% | 0.0% | 100.0% | | |
| 21.56 | 1.29 | 0 | 7.11 | 9.97 | 11 | 0.070 | 8 | | |
| 7.19 | 1.29 | 0.00 | 2.37 | 3.32 | 3.7 | 0.0 | 1.9 | | |
| 7.10 | 1.20 | 0.00 | No | No | No | No | No | | |
| | | | 3 | 3 | 3 | 0 | 4 | | |
| | | | 3 | 3 | 3 | 0 | 4 | | |
| | | | 100% | 100% | 100.0% | 0.0% | 100.0% | | |
| | | | 7.11 | 9.97 | 11 | 0.070 | 8 | | |
| | | | 2.37 | 3.32 | 3.7 | 0.0 | 1.9 | | |
| | | | 0.0% | 0.0% | 0 | 0.0 | 0 | | |
| | | | 0.0% | 0.0% | 0.0 | 0.0 | 0.0 | | |
| | | | 0.070 | 0.070 | 0.0 | 0.0 | 0.0 | | |
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