

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

Company Name: Cal-Ore Telephone Co.

U#: 1006

Report Year: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: All Exchanges

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2021) 1st Quarter			Date filed (08/15/2021) 2nd Quarter			Date filed (11/15/2021) 3rd Quarter			Date filed (02/15/2022) 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	24	34	58	12	14	47	68	33	37	47	49
	Total # of service orders	10	14	19	40	5	16	23	14	10	18	17	5	
	Avg. # of business days	2.40	2.43	3.05	3.33	2.80	2.94	2.96	2.36	3.70	2.61	2.88	3.20	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	10	14	58	12	5	16	23	14	10	18	18	5	
	Total # of installation commitment met	10	14	58	11	5	15	21	13	8	17	17	4	
	Total # of installation commitment missed	0	0	0	1	0	1	2	1	2	1	1	1	
	% of commitment met	100%	100%	100%	92%	100%	94%	91%	93%	80%	94%	94%	80%	
Customers	Acct # for voice or bundle, res+bus	1,523	1,527	1,528	1,521	1,519	1,515	1,521	1,515	1,515	1,503	1,527	1,526	
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	1,568	1,572	1,573	1,571	1,567	1,565	1,566	1,560	1,563	1,551	1,575	1,574
		Total # of trouble reports	19	12	22	22	8	19	23	22	22	19	21	18
		% of trouble reports	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	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	4	2	13	7	4	8	6	6	7	4	6	12	
	Total # of repair tickets restored in < 24hrs	4	2	11	6	4	6	6	6	7	4	5	12	
	% of repair tickets restored ≤ 24 Hours	100%	100%	85%	86%	100%	75%	100%	100%	100%	100%	83%	100%	
	Sum of the duration of all outages (hh:mm)	31.24	3.93	186.66	95.12	52.75	177.30	48.75	50.81	85.56	27.01	66.54	91.95	
	Avg. outage duration (hh:mm)	7.81	1.97	14.36	13.6	13.2	22.2	8.1	8.47	12.22	6.8	11.09	7.7	
Unadjusted Out of Service Report	Total # of outage report tickets	4	2	13	7	4	8	6	6	7	4	6	12	
	Total # of repair tickets restored in < 24hrs	4	2	11	6	4	6	6	6	6	4	5	12	
	% of repair tickets restored ≤ 24 Hours	100%	100%	85%	86%	100%	75%	100%	100%	86%	100%	83%	100%	
	Sum of the duration of all outages (hh:mm)	31.24	3.93	186.66	95.12	52.75	177.30	48.75	50.81	85.56	27.01	66.54	91.95	
	Avg. outage duration (hh:mm)	7.81	1.97	14.36	13.6	13.2	22.2	8.1	8.47	12.22	6.8	11.09	7.7	
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	0	0	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: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Dorris Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2021) 1st Quarter			Date filed (08/15/2021) 2nd Quarter			Date filed (11/15/2021) 3rd Quarter			Date filed (02/15/2022) 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	7	10	8	6	7	8	18	15	20	15	11
	Total # of service orders	2	4	3	2	2	3	7	6	5	6	5	1	
	Avg. # of business days	3.5	2.5	2.7	3.0	3.5	2.7	2.6	2.5	4.0	2.5	2.2	4	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2	4	3	2	2	3	7	6	6	6	5	1	
	Total # of installation commitment met	2	4	3	2	2	3	7	6	4	6	5	1	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	1	0	0	0	
	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	67%	100%	100%	100%	
Customers	Acct # for voice or bundle, res+bus	387	388	388	383	384	384	391	389	388	386	409	410	
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	407	408	408	408	409	409	411	409	408	406	429	430
		Total # of trouble reports	7	5	6	4	6	1	5	7	0	4	5	6
		% of trouble reports	0.02	0.01	0.01	0.01	0.01	0.00	0.01	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	2	2	4	3	3	0	0	2	0.00	2	3	5	
	Total # of repair tickets restored in ≤ 24hrs	2	2	4	3	3	0	0	2	0.00	2	2	5	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	0%	0%	100%	0.00	100%	67%	100%	
	Sum of the duration of all outages (hh:mm)	7.80	3.93	25.01	15.26	28.79	0.00	0.00	2.87	0.00	20.18	39.16	31.66	
	Avg. outage duration (hh:mm)	3.90	1.97	6.25	5.09	9.60	0.00	0.00	1.44	0.00	10.09	13.05	6.33	
Unadjusted Out of Service Report	Total # of outage report tickets	2	2	4	3	3	0	0	2	0.00	2	3	5	
	Total # of repair tickets restored in < 24hrs	2	2	4	3	3	0	0	2	0.00	2	2	5	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	0%	0%	100%	0.00	100%	67%	100%	
	Sum of the duration of all outages (hh:mm)	7.80	3.93	25.01	15.26	28.79	0.00	0.00	2.87	0.00	20.18	39.16	31.66	
	Avg. outage duration (hh:mm)	3.90	1.97	6.25	5.09	9.60	0.00	0.00	1.44	0.00	10.09	13.05	6.33	
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0.00	0	0	0	
	Monthly amount of refunds	0	0	0	0	0	0	0	0	0.00	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: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Macdoel Exchange

Measurement (Compile monthly, file quarterly)	Date filed (05/15/2021) 1st Quarter			Date filed (08/15/2021) 2nd Quarter			Date filed (11/15/2021) 3rd Quarter			Date filed (02/15/2022) 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	3	12	10	18	5	3	19	1	6	4	15	6
	Total # of service orders	2	4	4	5	2	2	6	1	1	2	4	1	
	Avg. # of business days	1.5	3.00	2.50	3.60	2.50	1.50	3.17	1.00	6.00	2.00	3.75	6.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2	4	4	5	2	2	6	1	1	2	4	1	
	Total # of installation commitment met	2	4	4	4	2	2	5	1	0	2	3	0	
	Total # of installation commitment missed	0	0	0	1	0	0	1	0	1	0	1	1	
	% of commitment met	100%	100%	100%	80%	100%	100%	83%	100%	0%	100%	75%	0%	
Customers	Acct # for voice or bundle, res+bus	347	347	348	351	352	350	351	349	348	343	343	344	
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	358	358	359	362	363	361	362	360	361	356	356	357
		Total # of trouble reports	5	2	4	10	2	3	6	7	10	10	7	2
		% of trouble reports	0.01	0.01	0.01	0.03	0.01	0.01	0.02	0.02	0.03	0.03	0.02	0.01
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	4	3	1	1	2	3	2	1	1	1	
	Total # of repair tickets restored in < 24hrs	0	0	3	2	1	1	2	3	2	1	1	1	
	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	75.0%	66.7%	100.0%	100.0%	100.0%	100%	100%	100.0%	100.0%	100.0%	
	Sum of the duration of all outages (hh:mm)	0	0	80	77.55	23.95	23.43	21.79	43.71	53.57	2.31	19.38	11.22	
	Avg. outage duration (hh:mm)	-	-	20.1	25.85	23.95	23.4	10.9	14.57	26.79	2.3	19.38	11.2	
Unadjusted Out of Service Report	Total # of outage report tickets	0	0	4	3	1	1	2	3	2	1	1	1	
	Total # of repair tickets restored in < 24hrs	0	0	3	2	1	1	2	3	1	1	1	1	
	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	75.0%	66.7%	100.0%	100.0%	100.0%	100%	50%	100.0%	100.0%	100.0%	
	Sum of the duration of all outages (hh:mm)	0	0	80	77.55	23.95	23.43	21.79	43.71	53.57	2.31	19.38	11.22	
	Avg. outage duration (hh:mm)	-	-	20.1	25.85	23.95	23.4	10.9	14.57	26.79	2.3	19.38	11.2	
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	0	0	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: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Tulelake Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2021) 1st Quarter			Date filed (08/15/2021) 2nd Quarter			Date filed (11/15/2021) 3rd Quarter			Date filed (02/15/2022) 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	11	5	26	12	2	21	22	9	11	25	9
	Total # of service orders	5	3	7	4	1	5	8	5	4	8	3	2	
	Avg. # of business days	2.20	1.67	3.71	3.00	2.00	4.20	2.75	1.80	2.75	3.13	3.00	2.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	5	3	7	4	1	5	8	5	4	8	3	2	
	Total # of installation commitment met	5	3	7	4	1	4	7	5	4	7	3	2	
	Total # of installation commitment missed	0	0	0	0	0	1	1	0	0	1	0	0	
	% of commitment met	100%	100%	100%	100%	100%	80%	88%	100%	100%	88%	100%	100%	
Customers	Acct # for voice or bundle, res+bus	557	558	558	553	551	548	548	549	552	546	547	548	
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	568	569	569	564	562	559	559	560	563	557	558	559
		Total # of trouble reports	5	2	5	4	0	8	9	6	12	3	4	6
		% of trouble reports	0.01	0.00	0.01	0.01	0.00	0.01	0.02	0.01	0.02	0.01	0.01	0.01
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	0	2	0	0	4	2	1	5	0	0	3	
	Total # of repair tickets restored in ≤ 24hrs	2	0	2	0	0	3	2	1	5	0	0	3	
	% of repair tickets restored ≤ 24 Hours	100%	0%	100%	0%	0%	75%	100%	100%	100%	0%	0%	100%	
	Sum of the duration of all outages (hh:mm)	23.44	0.00	9.53	0.00	0.00	100.71	2.34	4.24	31.99	0.00	0.00	34.31	
	Avg. outage duration (hh:mm)	11.7	-	4.8	-	-	25.2	1.17	4.24	6.40	-	-	11.4	
Unadjusted Out of Service Report	Total # of outage report tickets	2	0	2	0	0	4	2	1	5	0	0	3	
	Total # of repair tickets restored in ≤ 24hrs	2	0	2	0	0	3	2	1	5	0	0	3	
	% of repair tickets restored ≤ 24 Hours	100%	0%	100%	0%	0%	75%	100%	100%	100%	0%	0%	100%	
	Sum of the duration of all outages (hh:mm)	23.44	0.00	9.53	0.00	0.00	100.71	2.34	4.24	31.99	0.00	0.00	34.31	
	Avg. outage duration (hh:mm)	11.7	-	4.8	-	-	25.2	1.17	4.24	6.40	-	-	11.4	
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	0	0	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: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Newell Exchange

Measurement (Compile monthly, file quarterly)	Date filed (05/15/2021) 1st Quarter			Date filed (08/15/2021) 2nd Quarter			Date filed (11/15/2021) 3rd Quarter			Date filed (02/15/2022) 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	3	7	14	4	0	15	9	8	0	3	14	2
	Total # of service orders	1	3	5	1	0	6	3	2	0	2	5	1	
	Avg. # of business days	3.00	2.33	2.80	4.00	0.00	2.50	3.00	4.00	0.00	1.50	2.80	2.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	3	5	1	0	6	3	2	0	2	5	1	
	Total # of installation commitment met	1	3	5	1	0	6	3	1	0	2	5	1	
	Total # of installation commitment missed	0	0	0	0	0	0	0	1	0	0	0	0	
	% of commitment met	100%	100%	100%	100%	0%	100%	100%	50%	0%	100%	100%	100%	
Customers	Acct # for voice or bundle, res+bus	232	234	234	234	232	233	231	228	227	228	228	224	
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	235	237	237	237	235	236	234	231	231	232	232	228
		Total # of trouble reports	2	3	7	4	0	7	3	2	0	2	5	4
		% of trouble reports	0.01	0.01	0.03	0.02	0.00	0.03	0.01	0.01	0.00	0.01	0.02	0.02
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	3	1	0	3	2	0	0	1	2	3	
	Total # of repair tickets restored in < 24hrs	0	0	2	1	0	2	2	0	0	1	2	3	
	% of repair tickets restored ≤ 24 Hours	0%	0%	67%	100%	0%	67%	100%	0%	0%	100%	100%	100%	
	Sum of the duration of all outages (hh:mm)	0.00	0.00	71.69	2.31	0.00	53.16	24.62	0.00	0.00	4.52	7.99	14.76	
	Avg. outage duration (hh:mm)	0.00	0.00	23.90	2.31	0.00	17.72	12.31	0.00	0.00	4.52	4.00	4.92	
Unadjusted Out of Service Report	Total # of outage report tickets	0	0	3	1	0	3	2	0	0	1	2	3	
	Total # of repair tickets restored in < 24hrs	0	0	2	1	0	2	2	0	0	1	2	3	
	% of repair tickets restored ≤ 24 Hours	0%	0%	67%	100%	0%	67%	100%	0%	0%	100%	100%	100%	
	Sum of the duration of all outages (hh:mm)	0.00	0.00	71.69	2.31	0.00	53.16	24.62	0.00	0.00	4.52	7.99	14.76	
	Avg. outage duration (hh:mm)	0.00	0.00	23.90	2.31	0.00	17.72	12.31	0.00	0.00	4.52	4.00	4.92	
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	0	0	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)