

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

Company Name: Cal-Ore Telephone Co.

U#: 1006

Report Year: 2023

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: All Exchanges

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2023)			Date filed (08/15/2023)			Date filed (11/15/2023)			Date filed (02/15/2024)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun						
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	30	54	29	21	44	110						
	Total # of service orders	10	16	11	9	15	24						
	Avg. # of business days	3.00	3.38	2.64	2.33	2.93	4.58						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	10	16	11	9	15	24						
	Total # of installation commitment met	9	14	11	9	15	18						
	Total # of installation commitment missed	1	2	0	0	0	6						
	% of commitment met	90%	88%	100%	100%	100%	75%						
<b>Customers</b>	Acct # for voice or bundle, res+bus	1,634	1,626	1,632	1,617	1,620	1,622						
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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	1,674	1,666	1,672	1,658	1,661	1,664					
		Total # of trouble reports	24	12	25	10	20	16					
		% of trouble reports	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											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	4	3	9	3	3	7						
	Total # of repair tickets restored in ≤ 24hrs	4	2	9	3	3	7						
	% of repair tickets restored ≤ 24 Hours	100%	67%	100%	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)	33:38	65:19	125:70	:38	2:54	17:04						
	Avg. outage duration (hh:mm)	8:35	21:73	13:97	:12	0:58	2:26						
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	4	3	9	3	3	7						
	Total # of repair tickets restored in ≤ 24hrs	4	1	7	3	3	7						
	% of repair tickets restored ≤ 24 Hours	100%	33%	78%	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)	33:38	65:19	125:70	:38	5:48	18:18						
	Avg. outage duration (hh:mm)	8:35	21:73	13:97	:12	1:56	2:36						
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0						
	Monthly amount of refunds	0	0	0	0	0	0						
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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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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)