

**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) 1st Quarter			Date filed (08/15/2023) 2nd Quarter			Date filed (11/15/2023) 3rd Quarter			Date filed (02/15/2024) 4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun						
Installation Interval Min. standard = 5 bus. days	Total # of business days	30	54	29									
	Total # of service orders	10	16	11									
	Avg. # of business days	3.00	3.38	2.64									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	10	16	11									
	Total # of installation commitment met	9	14	11									
	Total # of installation commitment missed	1	2	0									
	% of commitment met	90%	88%	100%									
Customers	Acct # for voice or bundle, res+bus	1,634	1,626	1,632									
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	1,674	1,666	1,672								
		Total # of trouble reports	24	12	25								
		% of trouble reports	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	3	9									
	Total # of repair tickets restored in ≤ 24hrs	4	2	9									
	% of repair tickets restored ≤ 24 Hours	100%	67%	100%									
	Sum of the duration of all outages (hh:mm)	33.38	65.19	125.70									
	Avg. outage duration (hh:mm)	8.35	21.73	13.97									
Unadjusted Out of Service Report	Total # of outage report tickets	4	3	9									
	Total # of repair tickets restored in ≤ 24hrs	4	1	7									
	% of repair tickets restored ≤ 24 Hours	100%	33%	78%									
	Sum of the duration of all outages (hh:mm)	33.38	65.19	125.70									
	Avg. outage duration (hh:mm)	8.35	21.73	13.97									
Refunds	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	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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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)