

**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	Jul	Aug	Sep	Oct	Nov	Dec
		Installation Interval Min. standard = 5 bus. days	Total # of business days	30	54	29	21	44	110	30	39	41	
	Total # of service orders	10	16	11	9	15	24	9	8	15			
	Avg. # of business days	3.00	3.38	2.64	2.33	2.93	4.58	3.33	4.88	2.73			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	10	16	11	9	15	24	9	8	15			
	Total # of installation commitment met	9	14	11	9	15	18	8	7	14			
	Total # of installation commitment missed	1	2	0	0	0	6	1	1	1			
	% of commitment met	90%	88%	100%	100%	100%	75%	89%	88%	93%			
Customers	Acct # for voice or bundle, res+bus	1,634	1,626	1,632	1,617	1,620	1,622	1,618	1,611	1,612			
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	1,658	1,661	1,664	1,660	1,653	1,654		
		Total # of trouble reports	24	12	25	10	20	16	17	19	16		
		% of trouble reports	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	3	9	3	3	7	4	9	5			
	Total # of repair tickets restored in < 24hrs	4	2	9	3	3	7	4	8	5			
	% of repair tickets restored ≤ 24 Hours	100%	67%	100%	100%	100%	100%	100%	89%	100%			
	Sum of the duration of all outages (hh:mm)	33.38	65.19	125.70	:38	2:54	17:04	10.56	84.48	34.67			
	Avg. outage duration (hh:mm)	8.35	21.73	13.97	:12	0:58	2:26	2.64	9.39	7			
Unadjusted Out of Service Report	Total # of outage report tickets	4	3	9	3	3	7	4	9	5			
	Total # of repair tickets restored in < 24hrs	4	1	7	3	3	7	3	7	4			
	% of repair tickets restored ≤ 24 Hours	100%	33%	78%	100%	100%	100%	75%	78%	80%			
	Sum of the duration of all outages (hh:mm)	33.38	65.19	125.70	:38	5:48	18:18	129.11	108.48	53.67			
	Avg. outage duration (hh:mm)	8.35	21.73	13.97	:12	1:56	2:36	32.28	12.05	10.73			
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	Monthly amount of refunds	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)