

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

Company Name: Cal-Ore Telephone Co.

U#: 1006

Report Year: 2022

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: All Exchanges

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2022) 1st Quarter			Date filed (08/15/2022) 2nd Quarter			Date filed (11/15/2022) 3rd Quarter			Date filed (02/15/2023) 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	14	34	34	32	42	47	55	35	20	
	Total # of service orders	5	8	11	12	12	15	16	11	9			
	Avg. # of business days	2.80	4.25	3.09	2.67	3.50	3.13	3.44	3.18	2.22			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	5	8	11	12	12	15	16	11	9			
	Total # of installation commitment met	5	5	10	11	9	14	13	11	8			
	Total # of installation commitment missed	0	3	1	1	3	1	3	0	1			
	% of commitment met	100%	63%	91%	92%	75%	93%	81%	100%	89%			
Customers	Acct # for voice or bundle, res+bus	1,673	1,701	1,705	1,668	1,665	1,666	1,668	1,667	1,654			
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	1,747	1,744	1,748	1,716	1,754	1,778	1,709	1,707	1,694		
		Total # of trouble reports	11	15	9	23	16	19	21	18	28		
		% of trouble reports	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.02		
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	3	7	3	4	3	6	5	5	11			
	Total # of repair tickets restored in < 24hrs	3	5	2	4	3	6	5	5	9			
	% of repair tickets restored ≤ 24 Hours	100%	71%	67%	100%	100%	100%	100%	100%	82%			
	Sum of the duration of all outages (hh:mm)	5.79	87.94	28.15	37.15	48.96	29.96	52.10	12.06	275.32			
	Avg. outage duration (hh:mm)	1.93	12.56	9.38	9.3	16.3	5.0	10.4	2.41	25.03			
Unadjusted Out of Service Report	Total # of outage report tickets	3	7	3	4	3	6	5	5	11			
	Total # of repair tickets restored in < 24hrs	3	5	2	4	3	6	5	5	9			
	% of repair tickets restored ≤ 24 Hours	100%	71%	67%	100%	100%	100%	100%	100%	82%			
	Sum of the duration of all outages (hh:mm)	5.79	87.94	28.15	37.15	48.96	29.96	52.10	12.06	275.32			
	Avg. outage duration (hh:mm)	1.93	12.56	9.38	9.3	16.3	5.0	10.4	2.41	25.03			
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

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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)