

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

Company Name: Cal-Ore Telephone Co.

U#: 1006

Report Year: 2024

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: All Exchanges

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2024) 1st Quarter			Date filed (08/15/2024) 2nd Quarter			Date filed (11/15/2024) 3rd Quarter			Date filed (02/15/2025) 4th Quarter													
		Jan	Feb	Mar	Apr	May	Jun																	
		Installation Interval Min. standard = 5 bus. days		Total # of business days	15	46	17	34	47	43														
		Total # of service orders	4	14	7	15	13	16																
		Avg. # of business days	3.75	3.29	2.43	2.3	3.6	2.7																
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitments	4	14	7	15	13	16																
		Total # of installation commitment met	4	13	7	15	12	16																
		Total # of installation commitment missed	0	1	0	0	1	0																
		% of commitment met	100%	93%	100%	100%	92%	100																
Customers		Acct # for voice or bundle, res+bus	1,563	1,559	1,556	1,537	1,537	1,531																
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	1,583	1,579	1,576	1,578	1,578	1,571																
		Total # of trouble reports	29	12	12	23	6	13																
		% of trouble reports	0.02	0.01	0.01	0.01	0.00	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	14	3	3	13	4	6																
		Total # of repair tickets restored in ≤ 24hrs	14	3	3	10	4	6																
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	77%	100%	100%																
		Sum of the duration of all outages (hh:mm)	231:50	12:07	18:08	182:34	11:57	90:30																
		Avg. outage duration (hh:mm)	16:33	4:02	6:02	14:02	2:59	15:05																
Unadjusted Out of Service Report		Total # of outage report tickets	14	3	3	13	4	6																
		Total # of repair tickets restored in ≤ 24hrs	14	3	3	10	4	6																
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	77%	100%	100%																
		Sum of the duration of all outages (hh:mm)	280:17	12:07	18:08	206:34	11:57	87:09																
		Avg. outage duration (hh:mm)	20:01	4:02	6:02	15:53	2:59	14:31																
Refunds		Number of customers who received refunds	0	0	0	0	0	0																
		Monthly amount of refunds	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)