

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

Company Name:

Cal-Ore Telephone Co.

U#:

1006

Report Year:

2025

Reporting Unit Type:

☒ Total Company☐ Exchange☐ Wire Center

Reporting Unit Name:

All Exchanges

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2025) 1st Quarter			Date filed (08/15/2025) 2nd Quarter			Date filed (11/15/2025) 3rd Quarter			Date filed (02/15/2026) 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	19	38	51	18	24	39	27	34	54			
	Total # of service orders	8	10	13	11	10	14	10	15	13			
	Avg. # of business days	2.4	3.80	3.92	1.6	2.4	2.8	2.70	2.27	4.15			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	8	10	13	11	10	14	10	15	13			
	Total # of installation commitment met	8	10	12	11	10	14	9	15	12			
	Total # of installation commitment missed	0	0	1	0	0	0	1	0	1			
	% of commitment met	100%	100%	92%	100%	100%	100%	90%	100%	92%			
Customers	Acct # for voice or bundle, res+bus	1,492	1,484	1,482	1,486	1,486	1,484	1,468	1,462	1,437			
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	1,531	1,523	1,521	1,525	1,525	1,523	1,507	1,501	1,476		
		Total # of trouble reports	31	16	9	14	10	9	17	20	17		
		% of trouble reports	0.02	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	11	6	1	7	3	2	5	5	7			
	Total # of repair tickets restored in ≤ 24hrs	11	4	1	7	2	2	4	5	7			
	% of repair tickets restored ≤ 24 Hours	100%	67%	100%	100%	67%	100%	80%	100%	100%			
	Sum of the duration of all outages (hh:mm)	84:51	300:44	2:08	67:03	59:18	8:38	439:01	61:12	75:20			
	Avg. outage duration (hh:mm)	7:42	50:07	2:08	9:34	19:46	4:19	87:48	12:14	10:45			
Unadjusted Out of Service Report	Total # of outage report tickets	11	6	1	7	3	2	5	5	7			
	Total # of repair tickets restored in ≤ 24hrs	10	4	1	7	2	2	4	5	7			
	% of repair tickets restored ≤ 24 Hours	91%	67%	100%	100%	67%	100%	80%	100%	100%			
	Sum of the duration of all outages (hh:mm)	84:51	300:44	2:08	67:03	59:18	8:38	555:45	61:12	75:20			
	Avg. outage duration (hh:mm)	7:42	50:07	2:08	9:34	19:46	4:19	111:09	12:14	10:45			
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)