

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

Company Name: Cal-Ore Telephone Co.

U#: 1006

Report Year: 2026

Reporting Unit Type: ☒ Total Company ☐ Exchange ☐ Wire Center

Reporting Unit Name: All Exchanges

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2026) 1st Quarter			Date filed (08/15/2026) 2nd Quarter			Date filed (11/15/2026) 3rd Quarter			Date filed (02/15/2027) 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	39	28	19	29	19	27						
	Total # of service orders	9	10	8	8	8	10						
	Avg. # of business days	4.3	2.80	2.38	3.6	2.4	2.7						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	9	10	8	8	8	10						
	Total # of installation commitment met	8	9	8	7	8	10						
	Total # of installation commitment missed	1	1	0	1	0	0						
Customers	% of commitment met	89%	90%	100%	88%	100%	100%						
	Acct # for voice or bundle, res+bus	1,388	1,373	1,412	1,412	1,344	1,335						
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	1,422	1,407	1,451	1,451	1,383	1,374					
		Total # of trouble reports	12	3	13	17	12	6					
		% of trouble reports	0.01	0.00	0.01	0.01	0.01	0.00					
	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	2	2	7	6	5	1						
	Total # of repair tickets restored in < 24hrs	2	2	7	6	4	1						
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	80%	100%						
	Sum of the duration of all outages (hh:mm)	151:37	7:16	39:15	86:31	81:03	16:47						
	Avg. outage duration (hh:mm)	75:48	3:38	5:36	14:25	16:12	16:47						
Unadjusted Out of Service Report	Total # of outage report tickets	2	2	7	6	5	1						
	Total # of repair tickets restored in ≤ 24hrs	1	2	6	5	4	1						
	% of repair tickets restored ≤ 24 Hours	50%	100%	86%	83%	80%	100%						
	Sum of the duration of all outages (hh:mm)	152:37	7:16	39:15	86:31	81:03	16:47						
	Avg. outage duration (hh:mm)	76:18	3:38	5:36	14:25	16:12	16:47						
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)