Company Name:	Siskiyo	ou Telephone		U#: 1017-C	Report Year:	2017
Reporting Unit Type:	✓ Total Company	Exchange	☐ Wire Center	Reporting Unit Name: Tot	al Company	

			Da	ate filed (04/24	/17)	I	Date filed (07/19	/17)		Date filed	(11/15/yy)	Da	ate filed (01/1	15/yy)
Meas	urement (Compile monthly	y, file quarterly)	1st Quarter	,		2nd Quarter			3rd Qu	arter		4th Quarte	r	
	`		Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	tion Interval	Total # of business days	33.81	22.76	30.92	24.94	40.93	37.97						
Min. sta	indard = 5 bus. days	Total # of service orders	43	36	44	37	65	56						
		Avg. # of business days	0.79	0.63	0.70	0.67	0.63	0.68						1
	tion Commitment	Total # of installation commitments	46	40	50	40	82	64						1
Min. sta	indard = 95% commitment met	Total # of installation commitment met	46			40	82	64						+
		Total # of installation commitment missed	0			0	0	0						
		% of commitment met	100%	100%	100%	100%	100%	100%						
Custon	ners	Acct # for voice or bundle, res+bus	3612	3607	3620	3624	3640	3631						\top
Customer Trouble Report														\top
ard	6% (6 per 100 working lines for	Total # of working lines	5214	5212	5210	5212	5225	5231						\top
Standard	units w/ ≥ 3,000 lines)	Total # of trouble reports	51	12		6	11	16						\top
		% of trouble reports	0.98%	0.23%	0.17%	0.12%	0.21%	0.31%						
	8% (8 per 100 working lines for	Total # of working lines												
	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												1
		% of trouble reports												
	10% (10 per 100 working lines for	Total # of working lines												\top
	L	Total # of trouble reports												\top
		% of trouble reports												1
		Total # of outage report tickets	34	11	8	6	9	12						
		Total # of repair tickets restored in < 24hrs	32	11	8	6	9	12						
		% of repair tickets restored ≤ 24 Hours	94%	100%	100%	100%	100%	100%						
		Sum of the duration of all outages (hh:mm)	306:47	62:12	37:22	36:01	43:00	22:12						1
Adjuste	ed Service Report	Avg. outage duration (hh:mm)	09:01	05:39	04:40	06:00	04:46	01:51						
	Indard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO						
		Total # of unadjusted outage report tickets	34	11	8	6	9	12						
		Total # of all repair tickets restored in < 24hrs	30	10	6	6	6	11						
		% of all repair tickets restored ≤ 24 Hours	88%	91%	75%	100%	67%	92%						
Unadiu	etad	Sum of the duration of all outages (hh:mm)	353:23	77:33	161:38	36:01	132:34	70:12						
	Service Report	Avg. unadjusted outage duration (hh:mm)	10:23	07:03	20:12	06:00	14:43	05:51						
Refund	ls	Number of customers who received refunds	4	2	2	1	3	2						
		Monthly amount of refunds	\$55.00	\$41.95	\$25.56	\$6.17	\$2.72	\$1.32						
	Time (Trouble Reports, Billing											-	-	_
	illing) Min. standard = 80% of calls ≤ 60 to reach live agent (w/ a menu option to	Total # of calls for TR, Billing & Non-Billing												
reach liv		Total # of call seconds to reach live agent												1
		% ≤ 60 seconds												

Primary Utility Contact Information

Name: Tim Edwards Phone: 530-467-6143 Email: t.edwards@siskiyoutelephone.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Company Name:	Siskiy	ou Telephone		U#: 1017 <u>-C</u>	Report Year:	2017
	Total Company	Exchange	Wire Center			
Reporting Unit Type	:			Reporting Unit Name:	Sawyers Bar Exchange	

			Da	te filed (04/24	/17)	Da	te filed (07/19	9/17)		Date filed	(11/15/yy)	Date filed (01/15/yy)		
Meas	surement (Compile monthly	, file quarterly)	1st Quarte	r		2nd Quarte	r		3rd Qu	arter		4th Quart	er	
	` .		Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	ation Interval	Total # of business days	0.00	0.07	3.62	1.76	5.11	4.57						
Min. st	andard = 5 bus. days	Total # of service orders	0	1	3	3	3	6						
		Avg. # of business days	0.00	0.07	1.21	0.59	1.70	0.76						
	ation Commitment	Total # of installation commitments	0	1	4	3	3	8						
Min. st	andard = 95% commitment met	Total # of installation commitment met	0	1	4	3	3	8						
		Total # of installation commitment missed	0	0	0	0	0							
		% of commitment met	100%	100%	100%	100%	100%	100%						
Custo	mers	Acct # for voice or bundle, res+bus	126		129	128	130							1
Customer Trouble Report														\top
6% (6 per 100 working lines for units w/ ≥ 3,000 lines)		Total # of working lines												\top
an di	units w/ ≥ 3,000 lines)	Total # of trouble reports												1
ž.		% of trouble reports												
i E	8% (8 per 100 working lines for	Total # of working lines												_
		Total # of trouble reports												
		% of trouble reports												\top
	10% (10 per 100 working lines for	Total # of working lines	189	189	191	191	192	195						\top
	L	Total # of trouble reports	3	0		0	0							\top
		% of trouble reports	1.59%	0.00%	0.00%	0.00%	0.00%	0.00%						+
		Total # of outage report tickets	2	0	0	0	0							\neg
		Total # of repair tickets restored in < 24hrs	1	0	0	_	0	0						+
		% of repair tickets restored ≤ 24 Hours	50%	0%	0%	0%	0%							\top
		Sum of the duration of all outages (hh:mm)	27:47	00:00	00:00	00:00	00:00							+
Adjust		Avg. outage duration (hh:mm)	13:53		00:00	00:00	00:00							+
	Service Report andard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO						\top
50		Total # of unadjusted outage report tickets	2	0				-						\top
		Total # of all repair tickets restored in < 24hrs	1	0	•	0	0							\top
		% of all repair tickets restored ≤ 24 Hours	50%	_	0%	0%	0%	ŭ						\top
		Sum of the duration of all outages (hh:mm)	27:47	00:00	00:00	00:00	00:00							\top
Unadji Out of	usted Service Report	Avg. unadjusted outage duration (hh:mm)	13:53	00:00	00:00	00:00	00:00							+
Refund	· · · · · · · · · · · · · · · · · · ·	Number of customers who received refunds	0	0	0	0	0							\top
		Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	Ů						+
Answe	er Time (Trouble Reports, Billing		Ψ0.00	Ψ0.00	ψ0.00	φ0.00	ψ0.00	Ψ0.00						
& Non-E	Billing) Min. standard = 80% of calls ≤ 60 s to reach live agent (w/ a menu option to	Total # of calls for TR, Billing & Non-Billing												\top
		Total # of call seconds to reach live agent												+
reach live agent)		% ≤ 60 seconds						 						+

Primary Utility Contact Information

Name: Tim Edwards Phone: 530-467-6143 Email: t.edwards@siskiyoutelephone.com

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)

Company Name: Sisk	kiyou Telephone		U#: 1017 <u>-C</u>	Report Year:	2017
Reporting Unit Type: Total Company	Exchange	Wire Center	Reporting Unit Name: O	ak Knoll Exchange	

			Date	e filed (04/24/	(17)	Da	ate filed (07/1	19/17)		Date filed	(11/15/yy)	Date filed (01/15/yy)		
Measu	rement (Compile monthl	y, file quarterly)	1st Quarter			2nd Quart	er		3rd Qu	ıarter		4th Qua	rter	
			Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	on Interval	Total # of business days	0.98	0.73	2.13	0.00	3.13	0.90						
Min. stan	dard = 5 bus. days	Total # of service orders	2	2	2	0	3	3						
		Avg. # of business days	0.49	0.37	1.07	0.00	1.04	0.30						
Installati	on Commitment	Total # of installation commitments	2	2	3	1	4	3						
Min. stan	dard = 95% commitment met	Total # of installation commitment met	2	2	3	1	4	3						
		Total # of installation commitment missed	0		0	0	0	0						
		% of commitment met	100%	100%	100%	100%	100%	100%						
Custome	ers	Acct # for voice or bundle, res+bus	178	178	180	179	177	177						
Customer Trouble Report														
5 6	% (6 per 100 working lines for	Total # of working lines												
Standard	nits w/ ≥ 3,000 lines)	Total # of trouble reports												
Ste		% of trouble reports												
_	% (8 per 100 working lines for	Total # of working lines												
uı	nits w/ 1,001 - 2,999 lines)	Total # of trouble reports												1
		% of trouble reports												1
10	0% (10 per 100 working lines for	Total # of working lines	260	260	260	260	260	260						
uı		Total # of trouble reports	4					1						
		% of trouble reports	1.54%	0.00%	0.00%	0.00%	0.00%	0.38%						1
<u> </u>		Total # of outage report tickets	2	0										1
		Total # of repair tickets restored in < 24hrs	2	0	0	0								
		% of repair tickets restored ≤ 24 Hours	100%	0%	0%	0%	_							
		Sum of the duration of all outages (hh:mm)	08:55											
Adjusted		Avg. outage duration (hh:mm)	04:27	00:00	00:00									
	ervice Report dard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO						
		Total # of unadjusted outage report tickets	2	0										
		Total # of all repair tickets restored in < 24hrs	2	0										
		% of all repair tickets restored ≤ 24 Hours	100%	0%	0%									
Umanilia er	41	Sum of the duration of all outages (hh:mm)	08:55											
Unadjust Out of Se	ted ervice Report	Avg. unadjusted outage duration (hh:mm)	04:27	00:00	00:00									
Refunds	•	Number of customers who received refunds	0		0									\top
		Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00						
	Time (Trouble Reports, Billing		+ 0.00	,	, 5.30	, 5.50	, , , , , ,							
	ng) Min. standard = 80% of calls ≤ 60 o reach live agent (w/ a menu option to	Total # of calls for TR, Billing & Non-Billing												
reach live a		Total # of call seconds to reach live agent												
		% ≤ 60 seconds				 	 	1						+

Primary Utility Contact Information

Name: Tim Edwards	Phone: 530-467-6143	Email: t.edwards@siskiyoutelephone.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Company Name:	Siskiyo	ou Telephone		U#: 1017 <u>-C</u>	Report Year:	2017
Reporting Unit Type:	Total Company	Exchange	☐ Wire Center	Reporting Unit Name:	Etna Exchange	

			Da	te filed (04/24/	(17)	Dat	e filed (07/19	/17)		Date filed	(11/15/yy)	Date filed (01/15/yy)		
Meas	surement (Compile monthly	, file quarterly)	1st Quarter	r		2nd Quarte	r		3rd Qu	arter		4th Quarte	r	
	` '		Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	ation Interval	Total # of business days	6.76	5.11	11.06	11.20	14.51	7.95						1
Min. sta	andard = 5 bus. days	Total # of service orders	12	5	15	13	19	14						\top
		Avg. # of business days	0.56	1.02	0.74	0.86	0.76	0.57						十
	ation Commitment	Total # of installation commitments	12	5	17	13	32	19						\top
Min. sta	andard = 95% commitment met	Total # of installation commitment met	12	5	17	13	32	19						\top
		Total # of installation commitment missed	0	0	0	0	0	0						\top
		% of commitment met	100%	100%	100%	100%	100%	100%						\top
Custor	mers	Acct # for voice or bundle, res+bus	1064	1057	1059		1081	1080					1	\top
Sustor	mer Trouble Report													\top
ard	6% (6 per 100 working lines for	Total # of working lines												\top
an di	units w/ ≥ 3,000 lines)	Total # of trouble reports												\top
Min. Standard		% of trouble reports											1	\top
<u>⊆</u> ≥	8% (8 per 100 working lines for	Total # of working lines	1465	1463	1461	1466	1479	1482						十
	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	6	1	3	1	4	1						\top
		% of trouble reports	0.41%	0.07%	0.21%	0.07%	0.27%	0.07%						\top
	10% (10 per 100 working lines for	Total # of working lines												\top
	L	Total # of trouble reports												\top
		% of trouble reports												十
	ı	Total # of outage report tickets	5	1	3	1	4	0						十
		Total # of repair tickets restored in < 24hrs	5		3	1	4	0						\top
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	0%						1
		Sum of the duration of all outages (hh:mm)	21:59	01:38	14:12	02:03	25:44	00:00						十
Adjust		Avg. outage duration (hh:mm)	04:23	01:38	04:44	02:03		00:00						\top
	Service Report andard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO						十
	-	Total # of unadjusted outage report tickets	5		3	1	4	0						十
		Total # of all repair tickets restored in < 24hrs	4	1	2	1	3	0						十
		% of all repair tickets restored ≤ 24 Hours	80%	100%	67%	100%		0%					1	\top
lme-l'	ata d	Sum of the duration of all outages (hh:mm)	52:36	01:38	92:41	02:03		00:00					1	\top
Jnadjı Dut of	usted Service Report	Avg. unadjusted outage duration (hh:mm)	10:31	01:38	30:53	02:03		00:00					1	十
Refund	•	Number of customers who received refunds	2	1	1	0								\top
		Monthly amount of refunds	\$45.57	\$41.10	\$23.91	\$0.00	\$0.00	\$0.00						十
	er Time (Trouble Reports, Billing		, 110	,	, , ,	,	,	,						
	Billing) Min. standard = 80% of calls ≤ 60 s to reach live agent (w/ a menu option to	Total # of calls for TR, Billing & Non-Billing												Т
	e agent)	Total # of call seconds to reach live agent											1	+
odo o dgorky		% ≤ 60 seconds											1	\top

Primary Utility Contact Information

Name: Tim Edwards Phone: 530-467-6143 Email: t.edwards@siskiyoutelephone.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Company Name:	Siskiyo	ou Telephone		U#: 1017 <u>-C</u>	Report Year:	2017
– Reporting Unit Type:[Total Company	Exchange	Wire Center	Reporting Unit Name: F	t. Jones Exchange	

			Da	te filed (04/24	l/17)	Da	ate filed (07/1	9/17)	Date filed (11/15/yy)			Date filed (01/15/yy)		
Meas	surement (Compile monthl	y, file quarterly)	1st Quarte	er		2nd Quart	er		3rd Qu	arter		4th Quar	ter	
			Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	lation Interval	Total # of business days	19.09	8.50	9.37	5.06	7.77	12.85						
Min. st	tandard = 5 bus. days	Total # of service orders	19	14	14	10	15	21						
		Avg. # of business days	1.00	0.61	0.67	0.51	0.52	0.61						
	ation Commitment	Total # of installation commitments	19	18	15	11	18	21						
Min. st	tandard = 95% commitment met	Total # of installation commitment met	19	18	15	11	18	21						
		Total # of installation commitment missed	0	0	0	0	0	0						十
		% of commitment met	100%	100%	100%	100%	100%	100%						\top
Custo	mers	Acct # for voice or bundle, res+bus	1192	1196	1198	1198	1190	1182						
Custo	mer Trouble Report													
ard	6% (6 per 100 working lines for	Total # of working lines												\top
Standard	units w/ ≥ 3,000 lines)	Total # of trouble reports												
ξ		% of trouble reports												丁
Ξ Έ	8% (8 per 100 working lines for	Total # of working lines	1731	1729	1727	1724	1725	1724						
	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	12	. 5	3	4	1	7						
		% of trouble reports	0.69%	0.29%	0.17%	0.23%	0.06%	0.41%						\top
	10% (10 per 100 working lines for	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	8	5	3	4	1	5						
		Total # of repair tickets restored in < 24hrs	8	5	3	4	1	5						
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%						
		Sum of the duration of all outages (hh:mm)	30:37	34:44	18:49	20:11	00:17	06:59						
Adjust	ted f Service Report	Avg. outage duration (hh:mm)	03:49	06:56	06:16	05:02	00:17	01:23						十
	tandard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO						
		Total # of unadjusted outage report tickets	8	5	3	4	1	5						\top
		Total # of all repair tickets restored in < 24hrs	8			4	1	5						
		% of all repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%						十
Unadj	ustod	Sum of the duration of all outages (hh:mm)	30:37	34:44		20:11	00:17	06:59						十
•	usted f Service Report	Avg. unadjusted outage duration (hh:mm)	03:49	4		05:02		01:23						十
Refun	•	Number of customers who received refunds	1	0	1	0		2						\top
		Monthly amount of refunds	\$0.90	\$0.00	\$1.65	\$0.00	\$2.72	\$1.32						\exists
	er Time (Trouble Reports, Billing												•	
	Billing) Min. standard = 80% of calls ≤ 60 s to reach live agent (w/ a menu option to	Total # of calls for TR, Billing & Non-Billing												П
	ve agent)	Total # of call seconds to reach live agent												
		% ≤ 60 seconds												+

Primary Utility Contact Information

Name: Tim Edwards	Phone: 530-467-6143	Email:	t.edwards@siskiy	outelephone.com

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)

Company Name:	Siskiyou Telephone		U#: 1017 <u>-C</u>	Report Year:	2017
Reporting Unit Type: Total Com	npany 🗸 Exchange	☐ Wire Center	Reporting Unit Name: S	omes Bar Exchange	

		Date filed (04/24/17)			Date filed (07/19/17)				Date filed	(11/15/yy)	Date filed (01/15/yy) 4th Quarter			
Measurement (Compile monthly, file quarterly)			1st Quarte	r		2nd Quarter			3rd Quarter					
	, , , , , , , , , , , , , , , , , , ,			Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installa	ation Interval	Total # of business days	0.32	1.71	0.87	2.25	3.75	2.43						
Min. sta	andard = 5 bus. days	Total # of service orders	1	3		5	3							
		Avg. # of business days	0.32	0.57	0.44	0.45	1.25	0.81						
Installa	ation Commitment	Total # of installation commitments	1	3	3	5	3	3						
Min. sta	andard = 95% commitment met	Total # of installation commitment met	1	3		5								_
		Total # of installation commitment missed	0	0		0								
		% of commitment met	100%	100%	100%	100%	100%	100%						
Custon	ners	Acct # for voice or bundle, res+bus	130	131	133	134	134	133						
Custon	ner Trouble Report													
g d	6% (6 per 100 working lines for	Total # of working lines												
Standard	units w/ ≥ 3,000 lines)	Total # of trouble reports												\neg
. St		% of trouble reports												
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
		Total # of trouble reports												_
		% of trouble reports												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	192	192	192	191	193	193						
		Total # of trouble reports	5	0	0	0	2	. 2						
		% of trouble reports	2.60%	0.00%	0.00%	0.00%	1.04%	1.04%						
		Total # of outage report tickets	2	0	0	0		2						
		Total # of repair tickets restored in < 24hrs	2	0	0	0	1	2						
		% of repair tickets restored ≤ 24 Hours	100%	0%	0%	0%	100%	100%						
		Sum of the duration of all outages (hh:mm)	16:00	00:00	00:00	00:00	09:00	06:29						
Adjuste		Avg. outage duration (hh:mm)	08:00	00:00	00:00	00:00		03:14						
	Service Report andard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO						
		Total # of unadjusted outage report tickets	2	0	0	0	1	2						
		Total # of all repair tickets restored in < 24hrs	2	0	0	0	0	2						
		% of all repair tickets restored ≤ 24 Hours	100%	0%	0%	0%	0%	100%						
l la a alta		Sum of the duration of all outages (hh:mm)	16:00	00:00	00:00	00:00	48:50							
Unadju Out of	Service Report	Avg. unadjusted outage duration (hh:mm)	08:00	00:00	00:00	00:00	48:50							\top
Refund		Number of customers who received refunds	0			0								
		Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00						\top
	r Time (Trouble Reports, Billing					,	, , , , , ,	, , , , , ,					•	
	illing) Min. standard = 80% of calls ≤ 60 to reach live agent (w/ a menu option to	Total # of calls for TR, Billing & Non-Billing												
reach live		Total # of call seconds to reach live agent												
		% ≤ 60 seconds												+

Primary Utility Contact Information

Name: Tim Edwards	Phone: 530-467-6143	Email: t.edwards@siskiyoutelephone.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Company Name: Siskiy	ou Telephone		U#: 1017 <u>-C</u>	Report Year:	2017
Reporting Unit Type: Total Company	Exchange	Wire Center	Reporting Unit Name: I	Happy Camp Exchange	

		Date filed (04/24/17)			Dat		Date filed	(11/15/yy)	Date filed (01/15/yy)						
Measurement (Compile monthly, file quarterly)			1st Quarte	1st Quarter 2			2nd Quarter			3rd Quarter			4th Quarter		
			Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
	ation Interval	Total # of business days	4.90	4.53	3.68	2.85	4.70	6.26							
Min. st	andard = 5 bus. days	Total # of service orders	4	9		1	13		_						
		Avg. # of business days	1.23	0.50	0.53	2.85	0.36	1.25							
	ation Commitment	Total # of installation commitments	5	9	7	2	13	5							
Min. st	andard = 95% commitment met	Total # of installation commitment met	5	9	7	2	13	5							
		Total # of installation commitment missed	0	0	0	0	0	0							
		% of commitment met	100%	100%	100%	100%	100%	100%							
Custor	mers	Acct # for voice or bundle, res+bus	553	553	555	551	554	549							
Custor	mer Trouble Report														
ard	6% (6 per 100 working lines for	Total # of working lines													
Standard	units w/ ≥ 3,000 lines)	Total # of trouble reports													
		% of trouble reports													
Min.	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines													
		Total # of trouble reports													
		% of trouble reports													
		Total # of working lines	874	875	875	874	869	871							
	units w/ ≤ 1,000 lines)	Total # of trouble reports	7	3	0	1	1	4							
		% of trouble reports	0.80%	0.34%	0.00%	0.11%	0.12%	0.46%							
		Total # of outage report tickets	5	3	0	1	1	3							
		Total # of repair tickets restored in < 24hrs	5	3	0	1	1	3							
		% of repair tickets restored ≤ 24 Hours	100%	100%	0%	100%	100%	100%							
		Sum of the duration of all outages (hh:mm)	87:44	19:13	00:00	13:47	04:14	01:31							
Adjust	ted Service Report	Avg. outage duration (hh:mm)	17:32	06:24	00:00	13:47	04:14	00:30							
	andard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO							
		Total # of unadjusted outage report tickets	5	3	0	1	1	3							
		Total # of all repair tickets restored in < 24hrs	5	2	0	1	1	3							
		% of all repair tickets restored ≤ 24 Hours	100%	67%	0%	100%	100%	100%							
Unadiı	ustad	Sum of the duration of all outages (hh:mm)	87:44	34:34	00:00	13:47	04:14	01:31							
	Service Report	Avg. unadjusted outage duration (hh:mm)	17:32	11:31	00:00	13:47	04:14	00:30							
Refund	ds	Number of customers who received refunds	0	0	0		0	0							
		Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$6.17	\$0.00	\$0.00							
	er Time (Trouble Reports, Billing					-	-	-					<u> </u>	•	
	Billing) Min. standard = 80% of calls ≤ 60 s to reach live agent (w/ a menu option to	Total # of calls for TR, Billing & Non-Billing													
reach liv	/e agent)	Total # of call seconds to reach live agent													
		% ≤ 60 seconds													

Primary Utility Contact Information

Name: Tim Edwards Phone: 530-467-6143 Email: t.edwards@siskiyoutelephone.com

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)

Company Name:	ame: Siskiyou Telephone			U#: 101/ <u>-C</u>	Report Year:			
Reporting Unit Type:	☐ Total Company	Exchange	Wire Center	Reporting Unit Name: I	Hamburg Exchange			

		Date filed (04/24/17)			Dat	e filed (07/19	/17)		Date filed ((11/15/yy)	Date filed (01/15/yy)			
Measurement (Compile monthly, file quarterly)			1st Quarter	2nd Quarter				3rd Quarter			4th Quarter			
		,, ,	Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	ation Interval	Total # of business days	1.76	2.11	0.19	1.82	1.96	3.01						
Min. st	tandard = 5 bus. days	Total # of service orders	5	2	1	5	9	4						
		Avg. # of business days	0.35	1.06	0.19	0.36	0.22	0.75						
Install	ation Commitment	Total # of installation commitments	7	2	1	5	9	5						
Min. st	tandard = 95% commitment met	Total # of installation commitment met	7	2	1	5	9	5						
		Total # of installation commitment missed	0	0	0	0	0	0						
		% of commitment met	100%	100%	100%	100%	100%	100%						
Custo	mers	Acct # for voice or bundle, res+bus	369		366	369	374	373						
Custo	mer Trouble Report													
5	6% (6 per 100 working lines for	Total # of working lines												
Standard	units w/ ≥ 3,000 lines)	Total # of trouble reports												
Sta		% of trouble reports												
≅	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for	Total # of working lines	503	504	504	506	507	506						
	units w/ ≤ 1,000 lines)	Total # of trouble reports	14		3	0		1						
		% of trouble reports	2.78%	0.60%		0.00%	0.59%	0.20%						
		Total # of outage report tickets	10		2	0		1						
		Total # of repair tickets restored in < 24hrs	9					1						
		% of repair tickets restored ≤ 24 Hours	90%	100%	100%	0%		100%						
		Sum of the duration of all outages (hh:mm)	113:45		04:21	00:00		00:35						
Adjus		Avg. outage duration (hh:mm)	11:22	03:18		00:00	01:52	00:35						
	Service Report tandard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO						
		Total # of unadjusted outage report tickets	10			0		1						
		Total # of all repair tickets restored in < 24hrs	8			0		0						
		% of all repair tickets restored ≤ 24 Hours	80%			·		0%						
llme J'	untad	Sum of the duration of all outages (hh:mm)	129:44		50:08			48:35						
•	usted Service Report	Avg. unadjusted outage duration (hh:mm)	12:58	1				48:35						
Refun	<u> </u>	Number of customers who received refunds	1	1	0	0		0						
		Monthly amount of refunds	\$8.53	\$0.85	\$0.00	\$0.00	\$0.00	\$0.00						
	er Time (Trouble Reports, Billing		7 3 10 0	+ 0.00	+ 5.00	+ 0.00	+5.00	+ 5.00						
	Billing) Min. standard = 80% of calls ≤ 60 s to reach live agent (w/ a menu option to	Total # of calls for TR, Billing & Non-Billing												
	ve agent)	Total # of call seconds to reach live agent												
readin we agenty		% ≤ 60 seconds												+

Primary Utility Contact Information

Name: Tim Edwards	Phone: 530-467-6143	Email: t.edwards@siskivoutelephone.com
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Date Adopted: 7/28/09

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