

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

Company Name: Siskiyou Telephone

U#: 1017-C

Report Year: 2017

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed (04/24/17)			Date filed (07/19/17)			Date filed (11/15/yy)			Date filed (01/15/yy)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	33.81	22.76	30.92	24.94	40.93	37.97	20.16	49.24	27.71			
	Total # of service orders	43	36	44	37	65	56	41	104	50			
	Avg. # of business days	0.79	0.63	0.70	0.67	0.63	0.68	0.49	0.47	0.55			
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	46	40	50	40	82	64	43	108	53			
	Total # of installation commitment met	46	40	50	40	82	64	43	108	53			
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			
<b>Customers</b>	Acct # for voice or bundle, res+bus	3612	3607	3620	3624	3640	3631	3638	3693	3635			
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ 3,000 lines)	Total # of working lines	5214	5212	5210	5212	5225	5231	5240	5280	5226		
		Total # of trouble reports	51	12	9	6	11	16	17	19	26		
		% of trouble reports	0.98%	0.23%	0.17%	0.12%	0.21%	0.31%	0.32%	0.36%	0.50%		
	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											
		Total # of trouble reports											
		% of trouble reports											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	34	11	8	6	9	12	13	18	25			
	Total # of repair tickets restored in <=24hrs	32	11	8	6	9	12	13	18	25			
	% of repair tickets restored 24 Hours	94%	100%	100%	100%	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	75:47	77:22	112:20			
	Avg. outage duration (hh:mm)	09:01	05:39	04:40	06:00	04:46	01:51	05:49	04:17	04:29			
	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO	NO	NO	NO			
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	34	11	8	6	9	12	13	18	25			
	Total # of all repair tickets restored in <=24hrs	30	10	6	6	6	11	12	18	25			
	% of all repair tickets restored 24 Hours	88%	91%	75%	100%	67%	92%	100%	100%	100%			
	Sum of the duration of all outages (hh:mm)	353:23	77:33	161:38	36:01	132:34	70:12	95:12	77:22	112:20			
	Avg. unadjusted outage duration (hh:mm)	10:23	07:03	20:12	06:00	14:43	05:51	07:19	04:17	04:29			
<b>Refunds</b>	Number of customers who received refunds	4	2	2	1	3	2	6	7	4			
	Monthly amount of refunds	\$55.00	\$41.95	\$25.56	\$6.17	\$2.72	\$1.32	\$175.05	\$128.42	\$120.00			
<b>Answer Time</b> (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

Name: Tim Edwards

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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)

(End of Attachment C)

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

Company Name: Siskiyou Telephone

U#: 1017-C

Report Year: 2017

Total Company  Exchange  Wire Center

Reporting Unit Type:

Reporting Unit Name: Sawyers Bar Exchange

Measurement (Compile monthly, file quarterly)		Date filed (04/24/17)			Date filed (07/19/17)			Date filed (11/15/yy)			Date filed (01/15/yy)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	0.00	0.07	3.62	1.76	5.11	4.57	0.08	1.06	0.10			
	Total # of service orders	0	1	3	3	3	6	1	1	1			
	Avg. # of business days	0.00	0.07	1.21	0.59	1.70	0.76	0.08	1.06	0.10			
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	0	1	4	3	3	8	1	1	1			
	Total # of installation commitment met	0	1	4	3	3	8	1	1	1			
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
<b>Customers</b>	Acct # for voice or bundle, res+bus	126	125	129	128	130	137	138	139	139			
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ 1,000 lines)	Total # of working lines	189	189	191	191	192	195	195	195	194		
		Total # of trouble reports	3	0	0	0	0	0	1	1	0		
		% of trouble reports	1.59%	0.00%	0.00%	0.00%	0.00%	0.00%	0.51%	0.51%	0.00%		
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	0	0	0	0	0	1	1	0			
	Total # of repair tickets restored in ≤24hrs	1	0	0	0	0	0	1	1	0			
	% of repair tickets restored 24 Hours	50%	0%	0%	0%	0%	0%	100%	100%	0%			
	Sum of the duration of all outages (hh:mm)	27:47	00:00	00:00	00:00	00:00	00:00	02:24	04:29	00:00			
	Avg. outage duration (hh:mm)	13:53	00:00	00:00	00:00	00:00	00:00	02:24	04:29	00:00			
	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO	NO	NO	NO			
	<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	2	0	0	0	0	0	1	1	0		
Total # of all repair tickets restored in ≤24hrs		1	0	0	0	0	0	1	1	0			
% of all repair tickets restored 24 Hours		50%	0%	0%	0%	0%	0%	100%	100%	0%			
Sum of the duration of all outages (hh:mm)		27:47	00:00	00:00	00:00	00:00	00:00	02:24	04:29	00:00			
Avg. unadjusted outage duration (hh:mm)		13:53	00:00	00:00	00:00	00:00	00:00	02:24	04:29	00:00			
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0						
	Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00						
<b>Answer Time</b> (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												
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