

**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 (08/15/yy)			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
Installation Interval Min. standard = 5 bus. days	Total # of business days	33.81	22.76	30.92									
	Total # of service orders	43	36	44									
	Avg. # of business days	0.79	0.63	0.70									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	46	40	50									
	Total # of installation commitment met	46	40	50									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	3612	3607	3620									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	5214	5212	5210								
		Total # of trouble reports	51	12	9								
		% of trouble reports	0.98%	0.23%	0.17%								
	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											
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	34	11	8									
	Total # of repair tickets restored in ≤24hrs	32	11	8									
	% of repair tickets restored ≤ 24 Hours	94%	100%	100%									
	Sum of the duration of all outages (hh:mm)	306:47	62:12	37:22									
	Avg. outage duration (hh:mm)	09:01	05:39	04:40									
	Indicate if catastrophic event is in month	NO	NO	NO									
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	34	11	8									
	Total # of all repair tickets restored in ≤24hrs	30	10	6									
	% of all repair tickets restored ≤ 24 Hours	88%	91%	75%									
	Sum of the duration of all outages (hh:mm)	353:23	77:33	161:38									
	Avg. unadjusted outage duration (hh:mm)	10:23	07:03	20:12									
Refunds	Number of customers who received refunds	4	2	2									
	Monthly amount of refunds	\$55.00	\$41.95	\$25.56									
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

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)

(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 (08/15/yy)			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
Installation Interval Min. standard = 5 bus. days	Total # of business days	0.00	0.07	3.62									
	Total # of service orders	0	1	3									
	Avg. # of business days	0.00	0.07	1.21									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	1	4									
	Total # of installation commitment met	0	1	4									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	126	125	129									
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											
		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								
		Total # of trouble reports	3	0	0								
		% of trouble reports	1.59%	0.00%	0.00%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	0	0									
	Total # of repair tickets restored in ≤ 24hrs	1	0	0									
	% of repair tickets restored ≤ 24 Hours	50%	0%	0%									
	Sum of the duration of all outages (hh:mm)	27:47	00:00	00:00									
	Avg. outage duration (hh:mm)	13:53	00:00	00:00									
	Indicate if catastrophic event is in month	NO	NO	NO									
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	2	0	0									
	Total # of all repair tickets restored in ≤ 24hrs	1	0	0									
	% of all repair tickets restored ≤ 24 Hours	50%	0%	0%									
	Sum of the duration of all outages (hh:mm)	27:47	00:00	00:00									
	Avg. unadjusted outage duration (hh:mm)	13:53	00:00	00:00									
Refunds	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	\$0.00	\$0.00	\$0.00									
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

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)

(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

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Oak Knoll Exchange

Measurement (Compile monthly, file quarterly)		Date filed (04/24/17)			Date filed (08/15/yy)			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
Installation Interval Min. standard = 5 bus. days	Total # of business days	0.98	0.73	2.13									
	Total # of service orders	2	2	2									
	Avg. # of business days	0.49	0.37	1.07									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2	2	3									
	Total # of installation commitment met	2	2	3									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	178	178	180									
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											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	260	260	260								
		Total # of trouble reports	4	0	0								
		% of trouble reports	1.54%	0.00%	0.00%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	0	0									
	Total # of repair tickets restored in ≤ 24hrs	2	0	0									
	% of repair tickets restored ≤ 24 Hours	100%	0%	0%									
	Sum of the duration of all outages (hh:mm)	08:55	00:00	00:00									
	Avg. outage duration (hh:mm)	04:27	00:00	00:00									
	Indicate if catastrophic event is in month	NO	NO	NO									
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	2	0	0									
	Total # of all repair tickets restored in ≤ 24hrs	2	0	0									
	% of all repair tickets restored ≤ 24 Hours	100%	0%	0%									
	Sum of the duration of all outages (hh:mm)	08:55	00:00	00:00									
	Avg. unadjusted outage duration (hh:mm)	04:27	00:00	00:00									
Refunds	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	\$0.00	\$0.00	\$0.00									
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

Name: Tim Edwards

Phone: 530-467-6143

Email: t.edwards@siskiyoutelephone.com

Date Adopted: 7/28/09

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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

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Etna Exchange

Measurement (Compile monthly, file quarterly)		Date filed (04/24/17)			Date filed (08/15/yy)			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
Installation Interval Min. standard = 5 bus. days	Total # of business days	6.76	5.11	11.06									
	Total # of service orders	12	5	15									
	Avg. # of business days	0.56	1.02	0.74									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	12	5	17									
	Total # of installation commitment met	12	5	17									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	1064	1057	1059									
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	1465	1463	1461								
		Total # of trouble reports	6	1	3								
		% of trouble reports	0.41%	0.07%	0.21%								
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports	NO										
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	5	1	3									
	Total # of repair tickets restored in ≤24hrs	5	1	3									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	21:59	01:38	14:12									
	Avg. outage duration (hh:mm)	04:23	01:38	04:44									
	Indicate if catastrophic event is in month	NO	NO	NO									
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	5	1	3									
	Total # of all repair tickets restored in ≤24hrs	4	1	2									
	% of all repair tickets restored ≤ 24 Hours	80%	100%	67%									
	Sum of the duration of all outages (hh:mm)	52:36	01:38	92:41									
	Avg. unadjusted outage duration (hh:mm)	10:31	01:38	30:53									
Refunds	Number of customers who received refunds	2	1	1									
	Monthly amount of refunds	\$45.57	\$41.10	\$23.91									
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

Name: Tim Edwards

Phone: 530-467-6143

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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

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Ft. Jones Exchange

Measurement (Compile monthly, file quarterly)		Date filed (04/24/17)			Date filed (08/15/yy)			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
Installation Interval Min. standard = 5 bus. days	Total # of business days	19.09	8.50	9.37									
	Total # of service orders	19	14	14									
	Avg. # of business days	1.00	0.61	0.67									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	19	18	15									
	Total # of installation commitment met	19	18	15									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	1192	1196	1198									
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	1731	1729	1727								
		Total # of trouble reports	12	5	3								
		% of trouble reports	0.69%	0.29%	0.17%								
	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	8	5	3									
	Total # of repair tickets restored in ≤ 24hrs	8	5	3									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	30:37	34:44	18:49									
	Avg. outage duration (hh:mm)	03:49	06:56	06:16									
	Indicate if catastrophic event is in month	NO	NO	NO									
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	8	5	3									
	Total # of all repair tickets restored in ≤ 24hrs	8	5	3									
	% of all repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	30:37	34:44	18:49									
	Avg. unadjusted outage duration (hh:mm)	03:49	06:56	06:16									
Refunds	Number of customers who received refunds	1	0	1									
	Monthly amount of refunds	\$0.90	\$0.00	\$1.65									
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

Name: Tim Edwards

Phone: 530-467-6143

Email: t.edwards@siskiyoutelephone.com

Date Adopted: 7/28/09

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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

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Somes Bar Exchange

Measurement (Compile monthly, file quarterly)		Date filed (04/24/17)			Date filed (08/15/yy)			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
Installation Interval Min. standard = 5 bus. days	Total # of business days	0.32	1.71	0.87									
	Total # of service orders	1	3	2									
	Avg. # of business days	0.32	0.57	0.44									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	3	3									
	Total # of installation commitment met	1	3	3									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	130	131	133									
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											
		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								
		Total # of trouble reports	5	0	0								
		% of trouble reports	2.60%	0.00%	0.00%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	0	0									
	Total # of repair tickets restored in ≤ 24hrs	2	0	0									
	% of repair tickets restored ≤ 24 Hours	100%	0%	0%									
	Sum of the duration of all outages (hh:mm)	16:00	00:00	00:00									
	Avg. outage duration (hh:mm)	08:00	00:00	00:00									
	Indicate if catastrophic event is in month	NO	NO	NO									
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	2	0	0									
	Total # of all repair tickets restored in ≤ 24hrs	2	0	0									
	% of all repair tickets restored ≤ 24 Hours	100%	0%	0%									
	Sum of the duration of all outages (hh:mm)	16:00	00:00	00:00									
	Avg. unadjusted outage duration (hh:mm)	08:00	00:00	00:00									
Refunds	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	\$0.00	\$0.00	\$0.00									
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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(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

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Happy Camp Exchange

Measurement (Compile monthly, file quarterly)		Date filed (04/24/17)			Date filed (08/15/yy)			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
Installation Interval Min. standard = 5 bus. days	Total # of business days	4.90	4.53	3.68									
	Total # of service orders	4	9	7									
	Avg. # of business days	1.23	0.50	0.53									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	5	9	7									
	Total # of installation commitment met	5	9	7									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	553	553	555									
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											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	874	875	875								
		Total # of trouble reports	7	3	0								
		% of trouble reports	0.80%	0.34%	0.00%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	5	3	0									
	Total # of repair tickets restored in ≤ 24hrs	5	3	0									
	% of repair tickets restored ≤ 24 Hours	100%	100%	0%									
	Sum of the duration of all outages (hh:mm)	87:44	19:13	00:00									
	Avg. outage duration (hh:mm)	17:32	06:24	00:00									
	Indicate if catastrophic event is in month	NO	NO	NO									
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	5	3	0									
	Total # of all repair tickets restored in ≤ 24hrs	5	2	0									
	% of all repair tickets restored ≤ 24 Hours	100%	67%	0%									
	Sum of the duration of all outages (hh:mm)	87:44	34:34	00:00									
	Avg. unadjusted outage duration (hh:mm)	17:32	11:31	00:00									
Refunds	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	\$0.00	\$0.00	\$0.00									
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

Name: Tim Edwards

Phone: 530-467-6143

Email: t.edwards@siskiyoutelephone.com

Date Adopted: 7/28/09

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(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

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Hamburg Exchange

Measurement (Compile monthly, file quarterly)		Date filed (04/24/17)			Date filed (08/15/yy)			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
Installation Interval Min. standard = 5 bus. days	Total # of business days	1.76	2.11	0.19									
	Total # of service orders	5	2	1									
	Avg. # of business days	0.35	1.06	0.19									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	7	2	1									
	Total # of installation commitment met	7	2	1									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	369	367	366									
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											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	503	504	504								
		Total # of trouble reports	14	3	3								
		% of trouble reports	2.78%	0.60%	0.60%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	10	2	2									
	Total # of repair tickets restored in ≤24hrs	9	2	2									
	% of repair tickets restored ≤ 24 Hours	90%	100%	100%									
	Sum of the duration of all outages (hh:mm)	113:45	06:37	04:21									
	Avg. outage duration (hh:mm)	11:22	03:18	02:10									
	Indicate if catastrophic event is in month	NO	NO	NO									
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	10	2	2									
	Total # of all repair tickets restored in ≤24hrs	8	2	1									
	% of all repair tickets restored ≤ 24 Hours	80%	100%	50%									
	Sum of the duration of all outages (hh:mm)	129:44	06:37	50:08									
	Avg. unadjusted outage duration (hh:mm)	12:58	03:18	25:04									
Refunds	Number of customers who received refunds	1	1	0									
	Monthly amount of refunds	\$8.53	\$0.85	\$0.00									
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

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)

(End of Attachment C)