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

			Da	te filed (04/24/	(17)	Date	e filed (08/15/	/yy)		Date filed (	11/15/yy)	D	ate filed (01/	15/yy)
Meas	surement (Compile monthly	, file quarterly)	1st Quarter			2nd Quar	ter		3rd Qu	arter		4th Quart	er	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	lation Interval	Total # of business days	33.81	22.76	30.92									
Min. st	tandard = 5 bus. days	Total # of service orders	43	36	44									
		Avg. # of business days	0.79	0.63	0.70									
	lation Commitment	Total # of installation commitments	46	40	50									
Vin. st	tandard = 95% commitment met	Total # of installation commitment met	46	40	50									
		Total # of installation commitment missed	0	0	0									
		% of commitment met	100%	100%	100%									
Custo	mers	Acct # for voice or bundle, res+bus	3612	3607	3620									
Custo	mer Trouble Report													
ard	6% (6 per 100 working lines for	Total # of working lines	5214	5212	5210		1							
Min. Standard	units w/ ≥ 3,000 lines)	Total # of trouble reports	51	12	9		1							
.St		% of trouble reports	0.98%	0.23%	0.17%		1							
S N	8% (8 per 100 working lines for	Total # of working lines												
	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for	Total # of working lines												
	units w/ ≤ 1,000 lines)	Total # of trouble reports												
		% of trouble reports												
		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									
Adjus		Avg. outage duration (hh:mm)	09:01	05:39	04:40									
	f Service Report tandard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO									
		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		1							
	usted f Service Report	Avg. unadjusted outage duration (hh:mm)	10:23	07:03	20:12		1							
Refun		Number of customers who received refunds	4	2	2		1							
		Monthly amount of refunds	\$55.00	\$41.95	\$25.56		1							
	er Time (Trouble Reports, Billing		,	,	,		•							
	Billing) Min. standard = 80% of calls $\leq$ 60 Is to reach live agent (w/ a menu option to	Total # of calls for TR, Billing & Non-Billing												
	ive agent)	Total # of call seconds to reach live agent					1							
		% ≤ 60 seconds												

Primary Utility Contact Information

Name: Tim Edwards

Phone: 530-467-6143

S Email: <u>t</u>

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:

Siskiyou Telephone

Section Exchange

U#: 1017-C

2017

Total Company

Wire Center

**Reporting Unit Type:** 

Reporting Unit Name: Sawyers Bar Exchange

Report Year:

			Dat	e filed (04/24/	(17)	Date	e filed (08/15	i/yy)		Date filed (	l 1/15/yy)	D	ate filed (01/1	5/yy)
Meas	surement (Compile monthly	/, file quarterly)	1st Quarter	,		2nd Quar	ter		3rd Qu	arter		4th Quarte	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									
Min. st	andard = 5 bus. days	Total # of service orders	0	1	3									
		Avg. # of business days	0.00	0.07	1.21									
	ation Commitment	Total # of installation commitments	0	1	4									
Min. st	andard = 95% commitment met	Total # of installation commitment met	0	1	4									
		Total # of installation commitment missed	0	0	0									
		% of commitment met	100%	100%	100%									
Custo	mers	Acct # for voice or bundle, res+bus	126	125	129									
Custo	mer Trouble Report													
ard	6% (6 per 100 working lines for	Total # of working lines												
andi	units w/ ≥ 3,000 lines)	Total # of trouble reports												
Min. Standard		% of trouble reports												
Min	8% (8 per 100 working lines for	Total # of working lines												
	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for	Total # of working lines	189	189	191									
	units w/ ≤ 1,000 lines)	Total # of trouble reports	3	0	0									
		% of trouble reports	1.59%	0.00%	0.00%									
		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									
Adjust		Avg. outage duration (hh:mm)	13:53	00:00	00:00									
	Service Report andard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO									
		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 $\leq$ 24 Hours	50%	0%	0%									
Unadi	unite d	Sum of the duration of all outages (hh:mm)	27:47	00:00	00:00									
Unadj Out of	Service Report	Avg. unadjusted outage duration (hh:mm)	13:53	00:00	00:00			1						1
Refun	•	Number of customers who received refunds	0	0	0									1
		Monthly amount of refunds	\$0.00	\$0.00	\$0.00									1
	er Time (Trouble Reports, Billing												4	
	Billing) Min. standard = $80\%$ of calls $\leq 60$ s to reach live agent (w/ a menu option to	Total # of calls for TR, Billing & Non-Billing												T
	ve agent)	Total # of call seconds to reach live agent												1
		% ≤ 60 seconds												+
													1	

Primary Utility Contact Information

Name: Tim Edwards

Phone: 530-467-6143

Email: <u>t.edwards@siskiyoutelephone.com</u>

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)

# California Public Utilities Commission Service Quality Standards Reporting

General Order No. 133-D

Company Name:	Siskiy	ou Telephone		U#: 1017-C	Report Year:	2017
Reporting Unit Type:	Total Company	✓ Exchange	Wire Center	Reporting Unit Name	: Oak Knoll Exchange	

			Dat	e filed (04/24	/17)	Date	e filed (08/1	5/yy)		Date filed	(11/15/yy)	C	Date filed (01/	15/yy)
Meas	surement (Compile monthl	y, file quarterly)	1st Quarter			2nd Qua	rter		3rd Qu	uarter		4th Quar	ter	
			Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	lation Interval	Total # of business days	0.98	0.73	2.13									
/lin. st	tandard = 5 bus. days	Total # of service orders	2		2									
		Avg. # of business days	0.49	0.37	1.07									
nstall	lation Commitment	Total # of installation commitments	2	2	3									
/lin. st	tandard = 95% commitment met	Total # of installation commitment met	2											
		Total # of installation commitment missed	C											
		% of commitment met	100%	100%	100%									
Custo	mers	Acct # for voice or bundle, res+bus	178	178	180									
Custo	mer Trouble Report													
ard	6% (6 per 100 working lines for	Total # of working lines												
Min. Standard	units w/ ≥ 3,000 lines)	Total # of trouble reports												
.St		% of trouble reports												
E E	8% (8 per 100 working lines for	Total # of working lines												
	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for	Total # of working lines	260	260	260									
	$(nito w) \leq 1.000 (inco)$	Total # of trouble reports	4	. 0										
		% of trouble reports	1.54%	0.00%	0.00%									
		Total # of outage report tickets	2											
		Total # of repair tickets restored in < 24hrs	2		0									
		% of repair tickets restored ≤ 24 Hours	100%		0%									
		Sum of the duration of all outages (hh:mm)	08:55											
Adjust		Avg. outage duration (hh:mm)	04:27	00:00										
	f Service Report tandard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO									
		Total # of unadjusted outage report tickets	2											
		Total # of all repair tickets restored in < 24hrs	2		_									
		% of all repair tickets restored ≤ 24 Hours	100%	-	-									
		Sum of the duration of all outages (hh:mm)	08:55											
-	usted f Service Report	Avg. unadjusted outage duration (hh:mm)	04:27	00:00										
Refun	-	Number of customers who received refunds	0 1121											
		Monthly amount of refunds	\$0.00	-	*									
	er Time (Trouble Reports, Billing		40.00	+0.00	+0.00	Į.							<u> </u>	
	Billing) Min. standard = $80\%$ of calls $\leq 60$ 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					1							+
		° % ≤ 60 seconds					+							+

Primary Utility Contact Information

Name: Tim Edwards

Phone: 530-467-6143

Email: <u>t.edwards@siskiyoutelephone.com</u>

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#: 10	17 <u>-C</u>	_		Report	Year:	2017	<u></u>
	Reporting Unit Type:	Total Company 🗸 Exchange	U Wire	Center			Report	ting U	nit Na	me: Eti	na Exchan	ge		-
			Dat	e filed (04/24	/17)	Dat	e filed (08/15	5/уу)		Date filed	(11/15/yy)	Da	te filed (01/18	ō/yy)
Meas	urement (Compile monthly	y, file quarterly)	1st Quarter			2nd Qua	rter		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									
Min. sta	andard = 5 bus. days	Total # of service orders	12	5										
		Avg. # of business days	0.56	1.02	0.74									
	ation Commitment	Total # of installation commitments	12	5	17									
Min. sta	andard = 95% commitment met	Total # of installation commitment met	12	5	17									
		Total # of installation commitment missed	0	0	0									
		% of commitment met	100%	100%	100%								1	
Custo	ners	Acct # for voice or bundle, res+bus	1064											
Custo	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	Total # of working lines	1465	1463	1461								1	
	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	6	1	3									
		% of trouble reports	0.41%	0.07%	0.21%									
	10% (10 per 100 working lines for	Total # of working lines												
	units w/ ≤ 1,000 lines)	Total # of trouble reports												
		% of trouble reports	NO										1	
		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									
Adjust		Avg. outage duration (hh:mm)	04:23	01:38	04:44									
	Service Report andard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO									
		Total # of unadjusted outage report tickets	5		3									
		Total # of all repair tickets restored in $\leq 24$ hrs	4	1	2									
		% of all repair tickets restored ≤ 24 Hours	80%	100%	67%									
Unadji	inted	Sum of the duration of all outages (hh:mm)	52:36										1	
	Service Report	Avg. unadjusted outage duration (hh:mm)	10:31	01:38	30:53									
Refun	ls	Number of customers who received refunds	2	1	1									
		Monthly amount of refunds	\$45.57	\$41.10	\$23.91									
	r Time (Trouble Reports, Billing					-	-	•						
	Silling) Min. standard = $80\%$ of calls $\leq 60$ s to reach live agent (w/ a menu option to	Total # of calls for TR, Billing & Non-Billing											Т	
	re agent)	Total # of call seconds to reach live agent											1	
		% ≤ 60 seconds					1						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)

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: Siskiy	you Telephone		U#: 1017-C	Report Year:	2017
Reporting Unit Type: 🗌 Total Company	✓ Exchange	Wire Center	Reporting Unit Name	e: Ft. Jones Exchange	

		Compile monthly, file quarterly)			/17)	Date	e filed (08/1	5/yy)		Date filed	(11/15/yy)	D	ate filed (01/	15/yy)
Mea	surement (Compile monthl	y, file quarterly)	1st Quarte	r		2nd Qua	rter		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									
Min. s	tandard = 5 bus. days	Total # of service orders	19	14	14									+
		Avg. # of business days	1.00	0.61	0.67									+
	lation Commitment	Total # of installation commitments	19	18										
∕lin. s	tandard = 95% commitment met	Total # of installation commitment met	19											+
		Total # of installation commitment missed	0		0									-
		% of commitment met	100%	100%	100%									1
Custo	mers	Acct # for voice or bundle, res+bus	1192	1196										
Custo	mer Trouble Report													1
	6% (6 per 100 working lines for	Total # of working lines												+
	units w/ ≥ 3,000 lines)	Total # of trouble reports												-
10.01		% of trouble reports												-
Min. Standard	8% (8 per 100 working lines for	Total # of working lines	1731	1729	1727									-
	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	12	5	3									
		% of trouble reports	0.69%	0.29%	0.17%									-
	10% (10 per 100 working lines for T units w/ ≤ 1,000 lines) T	Total # of working lines	0.0070	0.2070	011170									-
		Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	8	5	3									
		Total # of repair tickets restored in < 24hrs	8	_	3									+
		% of repair tickets restored ≤ 24 Hours	100%	100%										
		Sum of the duration of all outages (hh:mm)	30:37	34:44										
Adjus		Avg. outage duration (hh:mm)	03:49	06:56										-
	f Service Report tandard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO									
		Total # of unadjusted outage report tickets	8											
		Total # of all repair tickets restored in < 24hrs	8		3									
		% of all repair tickets restored ≤ 24 Hours	100%	100%	-									
		Sum of the duration of all outages (hh:mm)	30:37	34:44										-
	justed f Service Report	Avg. unadjusted outage duration (hh:mm)	03:49	06:56										-
Refun	•	Number of customers who received refunds	1	0	1									
		Monthly amount of refunds	\$0.90	\$0.00	\$1.65									+
	er Time (Trouble Reports, Billing		40.90	20100	+1.00		1							
	Billing) Min. standard = $80\%$ of calls $\leq 60$ is 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												
		% ≤ 60 seconds												+

Primary Utility Contact Information

Name: Tim Edwards

Phone: 530-467-6143

Email: <u>t.edwards@siskiyoutelephone.com</u>

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)

# 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
 Image
 <th

Reporting Unit Name: Somes Bar Exchange

			Dat	e filed (04/24	/17)	Date	filed (08/15	/yy)		Date filed	11/15/yy)	D	ate filed (01/	15/yy)
Mea	surement (Compile monthl	y, file quarterly)	1st Quarte	r		2nd Quar	ter		3rd Qu	arter		4th Quart	ter	
			Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
nstal	llation Interval	Total # of business days	0.32	1.71	0.87									-
Min. s	standard = 5 bus. days	Total # of service orders	1	3	2									-
		Avg. # of business days	0.32	0.57	0.44									
nstal	llation Commitment	Total # of installation commitments	1	3	3									+
√lin. s	standard = 95% commitment met	Total # of installation commitment met	1	3	3									-
		Total # of installation commitment missed	0	0	0									+
		% of commitment met	100%	100%	100%									+
Custo	omers	Acct # for voice or bundle, res+bus	130	131	133									
Susto	omer Trouble Report		100	101	100									
D	6% (6 per 100 working lines for	Total # of working lines												
Inda	units w/ ≥ 3,000 lines)	Total # of trouble reports												+
213		% of trouble reports												+
MIN. Standard	8% (8 per 100 working lines for	Total # of working lines												-
	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												+
		% of trouble reports												-
	10% (10 per 100 working lines for	Total # of working lines	192	192	192									+
	units w/ $\leq$ 1,000 lines)	Total # of trouble reports	5	0	0									-
		% of trouble reports	2.60%	0.00%	0.00%									+
	<u> </u>	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									
Adjus		Avg. outage duration (hh:mm)	08:00	00:00	00:00									+
	of Service Report standard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO									+
		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									+
	justed of Service Report	Avg. unadjusted outage duration (hh:mm)	08:00	00:00	00:00									-
Refur	•	Number of customers who received refunds	0	0	0									+
		Monthly amount of refunds	\$0.00	\$0.00	\$0.00									+
	ver Time (Trouble Reports, Billing		40.00	40.00	40.00		1	1						
	Billing) Min. standard = $80\%$ of calls $\leq 60$ ds to reach live agent (w/ a menu option to	Total # of calls for TR, Billing & Non-Billing					1							<b>—</b>
	live agent)	Total # of call seconds to reach live agent					1							+
		% ≤ 60 seconds					1	+						+

Primary Utility Contact Information

Phone: 530-467-6143

Email: t.edwards@siskiyoutelephone.com

Date Adopted: 7/28/09

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

Name: Tim Edwards

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	iyou Telephone		U#: 1017 <u>-C</u>	Report Year:	2017
Reporting Unit Type: 🗌 Total Company	✓ Exchange	Wire Center	Reporting Unit Nam	e: Happy Camp Exchang	ge

			Date	e filed (04/24	/17)	Date	e filed (08/1	5/yy)		Date filed	11/15/yy)	D	ate filed (01/	15/yy)
Meas	surement (Compile monthl	y, file quarterly)	1st Quarte	r		2nd Qua	rter		3rd Qu	uarter		4th Quar	ter	
			Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Install	ation Interval	Total # of business days	4.90	4.53	3.68									
Min. st	tandard = 5 bus. days	Total # of service orders	4	9	7									
		Avg. # of business days	1.23	0.50	0.53									
Install	ation Commitment	Total # of installation commitments	5	9	7									
Min. st	tandard = 95% commitment met	Total # of installation commitment met	5	9	7									
		Total # of installation commitment missed	0	0	0									
		% of commitment met	100%	100%	100%									
Custo	mers	Acct # for voice or bundle, res+bus	553	553	555									
Custo	mer Trouble Report		200											
	6% (6 per 100 working lines for	Total # of working lines												
Min. Standard	units w/ ≥ 3,000 lines)	Total # of trouble reports												
, Xt		% of trouble reports						+						+
U IN	8% (8 per 100 working lines for	Total # of working lines												
	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for	Total # of working lines	874	875	875									
	units w/ $\leq$ 1,000 lines)	Total # of trouble reports	7	3	0,0									
		% of trouble reports	0.80%	0.34%	0.00%									
		Total # of outage report tickets	5	3	0									
		Total # of repair tickets restored in < 24hrs	5	3	-									
		% of repair tickets restored ≤ 24 Hours	100%	100%	0%									-
		Sum of the duration of all outages (hh:mm)	87:44	19:13	00:00									
Adjus		Avg. outage duration (hh:mm)	17:32	06:24	00:00									
	f Service Report tandard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO									
viii 1. 3	andard = 3070 within 24 m3	Total # of unadjusted outage report tickets	5	3										
		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	<u> </u>		+						+
-	usted f Service Report	Avg. unadjusted outage duration (hh:mm)	17:32	11:31	00:00									
Refun	•	Number of customers who received refunds	0	0	00.00									
		Monthly amount of refunds	\$0.00	\$0.00	\$0.00			+						+
Answe	er Time (Trouble Reports, Billing		ψ0.00	φ0.00	φ0.00		1							
& Non-I	Billing) Min. standard = 80% of calls $\leq 60$	Total # of calls for TR, Billing & Non-Billing				<b></b>								
	s to reach live agent (w/ a menu option to ve agent)	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)

## California Public Utilities Commission Service Quality Standards Reporting

Company Name:	Siski	you Telephone	General Orde	er No. 133-D U#: 1017 <u>-C</u>	Report Year:	2017
Reporting Unit Type:	Total Company	Section Exchange	Wire Center	Reporting Unit Name	e: Hamburg Exchange	

Date filed (04/24/17) Date filed (08/15/yy) 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 May Jul Aug Oct Nov Dec Jun Sep Installation Interval Total # of business days 1.76 2.11 0.19 Min. standard = 5 bus. days Total # of service orders 5 2 1 Avg. # of business days 0.35 1.06 0.19 Total # of installation commitments Installation Commitment 7 2 1 Min. standard = 95% commitment met Total # of installation commitment met 2 7 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 6% (6 per 100 working lines for Total # of working lines units w/ ≥ 3,000 lines) Total # of trouble reports % of trouble reports .Ę 8% (8 per 100 working lines for Total # of working lines units w/ 1,001 - 2,999 lines) Total # of trouble reports % of trouble reports 10% (10 per 100 working lines for Total # of working lines 503 504 504 units w/  $\leq$  1,000 lines) Total # of trouble reports 14 % of trouble reports 2.78% 0.60% 0.60% 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 Adjusted Avg. outage duration (hh:mm) 11:22 03:18 02:10 Out of Service Report Indicate if catastrophic event is in month NO NO NO Min. standard = 90% within 24 hrs 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 100% 50% 80% Sum of the duration of all outages (hh:mm) 129:44 06:37 50:08 Unadjusted Avg. unadjusted outage duration (hh:mm) 12:58 03:18 25:04 Out of Service Report Refunds Number of customers who received refunds 0 Monthly amount of refunds \$0.00 \$8.53 \$0.85 Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 Total # of calls for TR, Billing & Non-Billing seconds to reach live agent (w/ a menu option to reach live agent) Total # of call seconds to reach live agent % ≤ 60 seconds Primary Utility Contact Information

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