Siskiyou Telephone

Wire Center

U#: 1017-C

Report Year:

Reporting Unit Type: Total Company

Company Name:

Reporting Unit Name: Total Company

2018

				Date filed (04/19/18)		Date filed (07/13/18)		Date filed (10/08/18)	Date	e filed (01/xx	/19)
Meas	surement (Compile monthl	y, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter		4th	h Quart	er
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	De
	lation Interval	Total # of business days	43.00	45.00	68.00	69.00	95.00	71.00	56.00	61.00	92.00			
Min. s	tandard = 5 bus. days	Total # of service orders	33	45	60	57	60	58	37	55	59			
		Avg. # of business days	1.30	1.00	1.13	1.21	1.58	1.22	1.51	1.11	1.56			
	lation Commitment	Total # of installation commitments	33	46	62	62	68	65	39	56	59			1
Min. s	tandard = 95% commitment met	Total # of installation commitment met	33	46	62	62	68	65	39	56	59			1
		Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			1
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Custo	omers	Acct # for voice or bundle, res+bus	3567	3547	3568	3583	3588	3607	3601	3611	3615			<u> </u>
Custo	omer Trouble Report						0000							
ard	6% (6 per 100 working lines for	Total # of working lines	4924	4911	4904	4911	4910	4919	4919	4924	4917			1
Standard	units w/ ≥ 3,000 lines)	Total # of trouble reports	37	20	32	14	16	14	12	11	11			1
ŝ		% of trouble reports	0.75%	0.41%	0.65%	0.29%	0.33%	0.28%	0.24%	0.22%	0.22%			
Min.	8% (8 per 100 working lines for	Total # of working lines	0.1070	0.1170	0.0070	0.2070	0.0070	0.2070	0.2170	0.2270	0.2270			1
	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												1
		% of trouble reports		-						-				+
	10% (10 per 100 working lines for													+
	units w/ ≤ 1,000 lines)	Total # of trouble reports	1	1	-	-				<u> </u>	-	-		
		% of trouble reports												
		Indicate if catastrophic event is in month	40	9	11	7	8	9	8	7	8	-		+
		Total # of repair tickets restored in < 24hrs	19	-		7	8	-	Ŭ		-			
		% of repair tickets restored ≤ 24 Hours	19	9	11	,	1	9	8	7	8			
			100%	100%	100%	100%	88%	100%	100%	100%	100%	_		-
		Sum of the duration of all outages (hh:mm)	120:46	58:22	78:11	14:14	55:10	54:48	78:21	14:36	43:20			
Adjus Out o	f Service Report	Avg. outage duration (hh:mm)	06:21	06:29	07:06	02:02	06:53	06:05	09:47	02:05	05:25			
	tandard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO	NO	NO	NO			
		Total # of unadjusted outage report tickets	19	9	11	7	8	9	8	7	8			
		Total # of all repair tickets restored in <24hrs	14	6	9	7	7	9	8	7	8			
		% of all repair tickets restored ≤ 24 Hours	74%	67%	82%	100%	88%	100%	100%	100%	100%			
Ilnadi	justed	Sum of the duration of all outages (hh:mm)	274:14	100:27	416:04	14:14	55:10	54:48	78:21	14:36	43:20			
	f Service Report	Avg. unadjusted outage duration (hh:mm)	14:26	11:09	37:49	02:02	06:53	06:05	09:47	02:05	05:25			1
Refun	nds	Number of customers who received refunds	8	2	5	3	5	5	0	1	5			
		Monthly amount of refunds	\$9.73	\$6.14	\$15.09	\$23.26	\$77.86	\$36.55	\$0.00	\$1.62	\$5.97			1
	er Time (Trouble Reports, Billing													
second	Billing) Min. standard = 80% of calls ≤ 60 Is to reach live agent (w/ a menu option to	Total # of calls for TR, Billing & Non-Billing												
reach li	ive agent)	Total # of call seconds to reach live agent												
		% ≤ 60 seconds												

Primary Utility Contact Information

Name: Dan Rimmer

Phone: 530-467-6145

Email: d.rimmer@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

U#: 1017-C

Report Year:

2018

Total Company Exchange Wire Center

Reporting Unit Type:

Reporting Unit Name: Sawyers Bar Exchange

		nthly, file quarterly)		Date filed (04/19/18)		Date filed (07/13/18)					Date filed (01/xx/19)			
Mea	surement (Compile month	ly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter		4	th Quarte	er
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	lation Interval	Total # of business days	1.00	2.00	0.00	4.00	30.00	13.00	2.00	2.00	0.00			
Min. s	atandard = 5 bus. days	Total # of service orders	1	2	0	4	13	7	2	1	0			
		Avg. # of business days	1.00	1.00	0.00	1.00	2.31	1.86	1.00	2.00	0.00			
	lation Commitment	Total # of installation commitments	1	2	1	4	13	7	2	1	0			
Min. s	tandard = 95% commitment met	Total # of installation commitment met	1	2	1	4	13	7	2	1	0			
		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%	0%			
Custo	omers	Acct # for voice or bundle, res+bus	122	118	118	121	132	137	139	138	133			
Custo	omer Trouble Report			-	-		-							
ard	6% (6 per 100 working lines for	Total # of working lines												
and	units w/ ≥ 3,000 lines)	Total # of trouble reports												
Min. Standard		% of trouble reports												
Σ	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	174	172	174	175	179	178	179	180	178			
		Total # of trouble reports	3	1	1	0	1	0	0	1	0			
		% of trouble reports	1.72%	0.58%	0.57%	0.00%	0.56%	0.00%	0.00%	0.56%	0.00%			
		Total # of outage report tickets	2	0	0	0	0	0	0	0	0			
		Total # of repair tickets restored in < 24hrs	2	0	0	0	0	0	0	0	0			
		% of repair tickets restored ≤ 24 Hours	100%	0%	0%	0%	0%	0%	0%	0%	0%			
		Sum of the duration of all outages (hh:mm)	11:21	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00			
Adjus		Avg. outage duration (hh:mm)	05:40	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00			
	if Service Report standard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO	NO	NO	NO			
		Total # of unadjusted outage report tickets	2	0	0	0	0	0	0	0	0			
		Total # of all repair tickets restored in < 24hrs	2	0	0	0	0	0	0	0	0			
		% of all repair tickets restored ≤ 24 Hours	100%	0%	0%	0%	0%	0%	0%	0%	0%			
		Sum of the duration of all outages (hh:mm)	11:21	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00			
	justed f Service Report	Avg. unadjusted outage duration (hh:mm)	05:40	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00			
Refur	nds	Number of customers who received refunds	1	0	0	0	0	0	0	0	0			
		Monthly amount of refunds	\$0.94	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.0
	er Time (Trouble Reports, Billing													
	-Billing) Min. standard = 80% of calls ≤ 60 ds to reach live agent (w/ a menu option to	Total # of calls for TR, Billing & Non-Billing												
	live agent)	Total # of call seconds to reach live agent												
		% ≤ 60 seconds												

Primary Utility Contact Information

Name: Dan Rimmer

Phone: 530-467-6145

Email: d.rimmer@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)

2018

Report Year:

Company Name:

Siskiyou Telephone

Wire Center

✓Exchange Reporting Unit Type: Total Company

Reporting Unit Name: Oak Knoll Exchange

				Date filed (04/19/18))		Date filed (07/13/18)		3)	Date	filed (01/xx/	19)	
Measuremen	nt (Compile monthly	y, file quarterly)		1st Quarter			2nd Quarter	•		3rd Quarter	•	4th	Quarte	er
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Inter Min. standard = 5		Total # of business days	1.00	4.00	4.00	1.00	4.00	4.00	5.00	1.00	2.00			
win. standard = 5	5 bus. days	Total # of service orders	1	4	4	1	2	4	2	1	2			
		Avg. # of business days	1.00	1.00	1.00	1.00	2.00	1.00	2.50	1.00	1.00			
Installation Com		Total # of installation commitments	1	4	4	2	3	5	3	2	2			
Min. standard = s	95% commitment met	Total # of installation commitment met	1	4	4	2	3	5	3	2	2			
		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%			
Customers		Acct # for voice or bundle, res+bus	170	169	169	169	168	170	169	166	167			
Customer Troub														
	r 100 working lines for 3,000 lines)	Total # of working lines												
S /w stinu	_ 0,000 iiiicoj	Total # of trouble reports												
Nin 8% (8 bet		% of trouble reports	1							1				
070 (0 poi		Total # of working lines												
units w/ 1	1,001 - 2,999 lines)	Total # of trouble reports	1							1				
		% of trouble reports												
		Total # of working lines	245	244	244	244	242	242	244	243	245			
units w/ ≤		Total # of trouble reports	2	1	2	0	2	0	7	1	1			
		% of trouble reports	0.82%	0.41%	0.82%	0.00%	0.83%	0.00%	2.87%	0.41%	0.41%			
		Total # of outage report tickets	1	0	2	0	0	0	5	0	1			
		Total # of repair tickets restored in <24hrs	1	0	2	0	0	0	5	0	1			
		% of repair tickets restored ≤ 24 Hours	100%	0%	100%	0%	0%	0%	100%	0%	100%			
		Sum of the duration of all outages (hh:mm)	10:50	00:00	11:47	00:00	00:00	00:00	44:34	00:00	03:58			
Adjusted		Avg. outage duration (hh:mm)	10:50	00:00	05:53	00:00	00:00	00:00	08:54	00:00	03:58			
Out of Service R Min. standard = 9	Report 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO	NO	NO	NO			
		Total # of unadjusted outage report tickets	1	0	2	0	0	0	5	0	1			
		Total # of all repair tickets restored in <24hrs	0	0	1	0	0	0	5	0	1			
		% of all repair tickets restored ≤ 24 Hours	0%	0%	50%	0%	0%	0%	100%	0%	100%			
the edition of		Sum of the duration of all outages (hh:mm)	42:25	00:00	313:03	00:00	00:00	00:00	44:34	00:00	03:58			
Unadjusted Out of Service F	Report	Avg. unadjusted outage duration (hh:mm)	42:25	00:00	156:31	00:00	00:00	00:00	08:54	00:00	03:58			
Refunds		Number of customers who received refunds	0	1	0	0	0	0	0	0	0			
		Monthly amount of refunds	\$0.00	\$0.83	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00			
	rouble Reports, Billing													
seconds to reach live	/e agent (w/ a menu option to	Total # of calls for TR, Billing & Non-Billing												
reach live agent)		Total # of call seconds to reach live agent												
1		% ≤ 60 seconds												

Primary Utility Contact Information

Name: Dan Rimmer

Phone: 530-467-6145

Email: <u>d.rimmer@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 Telephon	U#: 1017-C Report Year: 2014											
	Reporting Unit Type:	Total Company Exchange	Wire Center				Reporting Ur	nit Name: Etna	Exchange					
				Date filed (04/19/18))		Date filed (07/13/18))		Date filed (10/08/18)	Date	e filed (01/xx/	(19)
Mea	surement (Compile month	ly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter		4t	h Quart	er
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	lation Interval tandard = 5 bus. days	Total # of business days	10.00	7.00	14.00	29.00	15.00	11.00	11.00	14.00	25.00			
WIITI. S	tanuaru = 5 bus. uays	Total # of service orders	8	7	12	23	9	10	7	13	16			
		Avg. # of business days	1.25	1.00	1.17	1.26	1.67	1.10	1.57	1.08	1.56			
	lation Commitment	Total # of installation commitments	8	7	13	25	13	14	7	13	16		1	
Min. s	tandard = 95% commitment met	Total # of installation commitment met	8	7	13	25	13	14	7	13	16			
		Total # of installation commitment missed	0	0	0	0	0	0	0	0	0		<u>†</u>	
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%		+	
Custo	omers	Acct # for voice or bundle, res+bus	10676	1059	10676	1072	1068	1073	1069	1071	1079		1	
Custo	mer Trouble Report		1002	1007	1002	10/2	1000	1070	1007	10/1	10//			
Ind	6% (6 per 100 working lines for	Total # of working lines												
Standard	units w/ ≥ 3,000 lines)	Total # of trouble reports												
r. St		% of trouble reports											<u> </u>	
Min.	8% (8 per 100 working lines for	Total # of working lines	1376	1376	1374	1372	1372	1376	1371	1376	1376			
	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	7	8	9	6	4	2	0	2	6		<u> </u>	
		% of trouble reports	0.51%	0.58%	0.66%	0.44%	0.29%	0.15%	0.00%	0.15%	0.44%		+	
	10% (10 per 100 working lines for 1	Total # of working lines	0.0176	0.3076	0.0078	0.44 /0	0.2970	0.1376	0.0078	0.1376	0.44 /0			
	units w/ ≤ 1,000 lines)	Total # of trouble reports											+	
		% of trouble reports												
		Total # of outage report tickets	4	4	0	3	1	1	0	2	4		+	
		Total # of repair tickets restored in < 24hrs	4	-	-	-			-	2				
		% of repair tickets restored ≤ 24 Hours	•	4	0	3	1	1	0		4		──	
		-	100%	100%	0%	100%	100%	100%	0%	100%	100%			
Adjus	ted	Sum of the duration of all outages (hh:mm)	35:52	33:26	00:00	03:19	01:00	00:23	00:00	04:21	31:13			
Out o	f Service Report	Avg. outage duration (hh:mm)	08:58	08:21	00:00	01:06	01:00	00:23	00:00	02:10	07:48			
Min. s	tandard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO	NO	NO	NO			
		Total # of unadjusted outage report tickets	4	4	0	3	1	1	0	2	4		L	
		Total # of all repair tickets restored in <24hrs	4	2	0	3	1	1	0	2	4			
		% of all repair tickets restored ≤ 24 Hours	100%	50%	0%	100%	100%	100%	0%	100%	100%		\vdash	
Unad	usted	Sum of the duration of all outages (hh:mm)	35:52	60:52	00:00	03:19	01:00	00:23	00:00	04:21	31:13			
Out o	f Service Report	Avg. unadjusted outage duration (hh:mm)	08:58	15:13	00:00	01:06	01:00	00:23	00:00	02:10	07:48		\square	
Refur	lds	Number of customers who received refunds	5	0	1	0	2	0	0	0	2			
		Monthly amount of refunds	\$4.20	\$0.00	\$7.53	\$0.00	\$11.53	\$0.00	\$0.00	\$0.00	\$3.84			
	er Time (Trouble Reports, Billing Billing) Min. standard = 80% of calls ≤ 60					-	1	T						
second	Is to reach live agent (w/ a menu option to	Total # of calls for TR, Billing & Non-Billing											──	
reach l	ive agent)	Total # of call seconds to reach live agent % ≤ 60 seconds											──	
1	%	% S oU seconds												

Primary Utility Contact Information

Name: Dan Rimmer

Phone: 530-467-6145

Email: d.rimmer@siskiyoutelephone.com

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)

Date Adopted: 7/28/09

Company Name: Sis

Siskiyou Telephone

Wire Center

U#: 1017-C

Report Year: 2018

Reporting Unit Type: Total Company

Reporting Unit Name: Ft. Jones Exchange

				Date filed (04/19/18))		Date filed (07/13/18)			Date filed (10/08/18))	Date	filed (01/xx/	19)
Measu	rement (Compile monthl	y, file quarterly)		1st Quarter			2nd Quarter	,		3rd Quarter		4th	n Quarte	er
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	on Interval dard = 5 bus, davs	Total # of business days	18.00	18.00	28.00	15.00	20.00	17.00	16.00	22.00	29.00			
win. stan	uard = 5 bus. days	Total # of service orders	13	18	24	13	19	16	12	18	18			
		Avg. # of business days	1.38	1.00	1.17	1.15	1.05	1.06	1.33	1.22	1.61			
	on Commitment	Total # of installation commitments	13	19	24	15	19	16	12	18	18			
Min. stan	dard = 95% commitment met	Total # of installation commitment met	13	19	24	15	19	16	12	18	18			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%			
Custome	ers	Acct # for voice or bundle, res+bus	1166	1161	1172	1174	1174	1172	1171	1172	1173			
Custome	er Trouble Report			1						1				
ard 65	% (6 per 100 working lines for	Total # of working lines		1						1				1
Min. Standard	nits w/ ≥ 3,000 lines)	Total # of trouble reports												1
r. S		% of trouble reports												
- 0,	% (8 per 100 working lines for	Total # of working lines	1625	1623	1613	1620	1615	1618	1620	1621	1623			1
ur	nits w/ 1,001 - 2,999 lines)	Total # of trouble reports	10	2	6	1	4	4	2	3	2			
		% of trouble reports	0.62%	0.12%	0.37%	0.06%	0.25%	0.25%	0.12%	0.19%	0.12%			
	10% (10 per 100 working lines for T units w/ \leq 1,000 lines)	Total # of working lines												
ur		Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	3	1	1	1	4	2	1	2	2			1
		Total # of repair tickets restored in < 24hrs	3	1	1	1	4	2	1	2	2			1
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%			
		Sum of the duration of all outages (hh:mm)	05:29	00:47	10:45	01:43	24:39	20:31	06:26	05:23	03:06			
Adjusted		Avg. outage duration (hh:mm)	01:49	00:47	10:45	01:43	06:09	10:15	06:26	02:41	01:33			
	ervice Report dard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO	NO	NO	NO			
		Total # of unadjusted outage report tickets	3	1	1	1	4	2	1	2	2			
		Total # of all repair tickets restored in <24hrs	3	1	0	1	4	2	1	2	2			1
		% of all repair tickets restored ≤ 24 Hours	100%	100%	0%	100%	100%	100%	100%	100%	100%			
		Sum of the duration of all outages (hh:mm)	05:29	00:47	24:10	01:43	24:39	20:31	06:26	05:23	03:06			
Unadjust Out of Se	ted ervice Report	Avg. unadjusted outage duration (hh:mm)	01:49	00:47	24:10	01:43	06:09	10:15	06:26	02:41	01:33			
Refunds		Number of customers who received refunds	2	0	1	2	2	3	0	1	3			1
	Monthly amount of refunds	\$4.59	\$0.00	\$0.83	\$19.12	\$37.62	\$33.89	\$0.00	\$1.62	\$2.13			1	
	Time (Trouble Reports, Billing			40.00	40.00		++	122.22	40.00	7 2				
	ng) Min. standard = 80% of calls ≤ 60 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: Dan Rimmer

Phone: 530-467-6145

Email: d.rimmer@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

U#: 1017-C

Report Year: 2018

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Somes Bar Exchange

				Date filed (04/19/18)			Date filed (07/13/18))		Date filed (10/08/18)	Date	filed (01/xx/	19)
Measur	ement (Compile monthl	y, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter		4th	Quarte	er
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installatio		Total # of business days	3.00	3.00	3.00	2.00	0.00	3.00	3.00	1.00	6.00			
win. stand	lard = 5 bus. days	Total # of service orders	2	3	3	2	0	3	3	1	4			1
		Avg. # of business days	1.50	1.00	1.00	1.00	0.00	1.00	1.00	1.00	1.50			
	on Commitment	Total # of installation commitments	2	3	3	2	1	5	3	1	4			
Min. stand	lard = 95% commitment met	Total # of installation commitment met	2	3	3	2	1	5	3	1	4			
		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%			
Customer	rs	Acct # for voice or bundle, res+bus	129	127	125	127	126	128	129	125	127			
Customer	r Trouble Report		127	127	120	127	120	120	12)	120	127			
P 6%	6 (6 per 100 working lines for	Total # of working lines												
Min. Standard	its w/ ≥ 3,000 lines)	Total # of trouble reports												
r. St		% of trouble reports								1	1			
- 070	6 (8 per 100 working lines for	Total # of working lines												
uni	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
		% of trouble reports								1	1			
	% (10 per 100 working lines for	Total # of working lines	181	178	182	180	180	181	181	181	182			
uni	units w/ ≤ 1,000 lines)	Total # of trouble reports	3	2	4	2	3	0	0	0	1			
		% of trouble reports	1.66%	1.12%	2.20%	1.11%	1.67%	0.00%	0.00%	0.00%	0.55%			
		Total # of outage report tickets	3	2	1	0	2	0	0	0	0			
		Total # of repair tickets restored in < 24hrs	3	2	1	0	1	0	0	0	0			
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	0%	50%	0%	0%	0%	0%			
		Sum of the duration of all outages (hh:mm)	34:28	17:33	13:15	00:00	25:00	00:00	00:00	00:00	00:00			
Adjusted	nder Denert	Avg. outage duration (hh:mm)	11:29	08:46	13:15	00:00	12:30	00:00	00:00	00:00	00:00			1
	rvice Report lard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO	NO	NO	NO			1
		Total # of unadjusted outage report tickets	3	2	1	0	2	0	0	0	0			
		Total # of all repair tickets restored in <24hrs	0	1	1	0	1	0	0	0	0			
		% of all repair tickets restored ≤ 24 Hours	0%	50%	100%	0%	50%	0%	0%	0%	0%			1
Unadiu-t-		Sum of the duration of all outages (hh:mm)	125:38	32:12	20:28	00:00	25:00	00:00	00:00	00:00	00:00			
Unadjuste Out of Ser	ed rvice Report	Avg. unadjusted outage duration (hh:mm)	41:52	16:06	20:28	00:00	12:30	00:00	00:00	00:00	00:00			1
Refunds	·	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
		Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00			
	ime (Trouble Reports, Billing							•				-		
seconds to r	g) Min. standard = 80% of calls ≤ 60 reach live agent (w/ a menu option to	Total # of calls for TR, Billing & Non-Billing												
reach live ag	gent)	Total # of call seconds to reach live agent												
		% ≤ 60 seconds												

Primary Utility Contact Information

Name: Dan Rimmer

Phone: 530-467-6145

Email: d.rimmer@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

Siskiyou Telephone

Wire Center

U#: 1017-C

Report Year: 2018

Reporting Unit Type: Total Company

Reporting Unit Name: Happy Camp Exchange

				Date filed (04/19/18)		Date filed (07/13/18	3)		Date filed (10/08/18)	Date	filed (01/xx/	19)
Mea	asurement (Compile month	ly, file quarterly)		1st Quarter	,		2nd Quarter	r		3rd Quarter		4th	n Quarte	ər
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	allation Interval	Total # of business days	5.00	6.00	14.00	10.00	13.00	19.00	18.00	17.00	25.00			
Min.	standard = 5 bus. days	Total # of service orders	5	6	13	7	8	14	10	17	14			
		Avg. # of business days	1.00	1.00	1.08	1.43	1.63	1.36	1.80	1.00	1.79			
	allation Commitment	Total # of installation commitments	5	6	13	7	9	14	10	17	14			
Min.	standard = 95% commitment met	Total # of installation commitment met	5	6	13	7	9	14	10	17	14			
		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%			
Cust	omers	Acct # for voice or bundle, res+bus	549	545	553	546	540	545	543	554	550			
Cust	omer Trouble Report		517	515	555	510	510	515	515	551	550			
Ird	6% (6 per 100 working lines for	Total # of working lines												
Standard	units w/ ≥ 3,000 lines)	Total # of trouble reports		1	1	-				1	1			
r. St		% 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	837	831	830	832	832	832	831	829	820			
	units w/ ≤ 1,000 lines)	Total # of trouble reports	8	3	7	2	0	2	3	1	1			
		% of trouble reports	0.96%	0.36%	0.84%	0.24%	0.00%	0.24%	0.36%	0.12%	0.12%			├ ──
		Total # of outage report tickets	0.90%	0.30%	5	0.24%	0.00%	0.24%	2	0.12%	0.1270			├ ──
		Total # of repair tickets restored in < 24hrs	4	1	5	0	0	0	2	0	1			
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	0%	0%	0%	100%	0%	100%			├ ──
		Sum of the duration of all outages (hh:mm)	06:55			0%	0%	0%	27:21		05:03			<u> </u>
Adju	sted	Avg. outage duration (hh:mm)		03:29	35:50					00:00		-		<u> </u>
Out	of Service Report	Indicate if catastrophic event is in month	01:43	03:29	07:10	00:00	00:00	00:00	13:40	00:00	05:03	-		I
Min.	standard = 90% within 24 hrs	Total # of unadjusted outage report tickets	NO 4	NO 1	NO 5	NO 0	0	0	<u>NO</u>	NO 0	NO 1			<u> </u>
		Total # of all repair tickets restored in < 24hrs	4		5	ů	0	ů	2	ů	1			<u> </u>
		% of all repair tickets restored ≤ 24 Hours	•	1	-	0	-	0		0	<u> </u>	-		I
		Sum of the duration of all outages (hh:mm)	100%	100%	100%	0%	0%	0%	100%	0%	100%			
	djusted	Avg. unadjusted outage duration (hh:mm)	06:55	03:29	51:49	00:00	00:00	00:00	27:21	00:00	05:03			──
Out Refu	of Service Report	Number of customers who received refunds	01:43	03:29	10:21	00:00	00:00	00:00	13:40	00:00	05:03			┝───
·····u		Monthly amount of refunds	0	0	3	0	0	2	0	0	0			<u> </u>
Anci	wer Time (Trouble Reports, Billing	Monthly amount of refunds	\$0.00	\$0.00	\$6.73	\$0.00	\$0.00	\$2.66	\$0.00	\$0.00	\$0.00			L
& Nor	n-Billing) Min. standard = 80% of calls ≤ 60	Total # of calls for TR, Billing & Non-Billing						1						
	nds to reach live agent (w/ a menu option to live agent)	Total # of call seconds to reach live agent												<u> </u>
1		% ≤ 60 seconds												┝───
							1	1					1	1

Primary Utility Contact Information

Name: Dan Rimmer

Phone: 530-467-6145

Email: d.rimmer@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

Reporting Unit Type: Total Company ZExchange Wire Center

2018

Report Year:

Reporting Unit Name: Hamburg Exchange

				Date filed (04/19/18)			Date filed (07/13/18))		Date filed (10/08/18))	Date	filed (01/xx	(19)
Меа	surement (Compile month	ly, file quarterly)		1st Quarter			2nd Quarter	•		3rd Quarter		4t	n Quart	er
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	llation Interval	Total # of business days	5.00	5.00	5.00	8.00	13.00	4.00	1.00	4.00	5.00			
Min. s	standard = 5 bus. days	Total # of service orders	3	5	4	7	9	4	1	4	5			
		Avg. # of business days	1.67	1.00	1.25	1.14	1.44	1.00	1.00	1.00	1.00			
	Ilation Commitment	Total # of installation commitments	3	5	4	7	10	4	2	4	5			
Min. s	standard = 95% commitment met	Total # of installation commitment met	3	5	4	7	10	4	2	4	5			
		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%			
Custo	omers	Acct # for voice or bundle, res+bus	369	368	369	374	380	382	381	385	386			
Custo	omer Trouble Report		507	200	507	071	200	002	501	505	200			
rd	6% (6 per 100 working lines for	Total # of working lines											1	1
anda	units w/ ≥ 3,000 lines)	Total # of trouble reports												
. Sta		% of trouble reports									1			+
Min.	8% (8 per 100 working lines for	Total # of working lines									1			
	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	486	487	487	488	490	492	493	494	493			<u> </u>
	units w/ ≤ 1,000 lines)	Total # of trouble reports	4	3	3	3	2	6	0	3	0			
		% of trouble reports	0.82%	0.62%	0.62%	0.61%	0.41%	1.22%	0.00%	0.61%	0.00%			+
		Total # of outage report tickets	2	1	2	3	1	6	0.0070	3	0.0070			<u> </u>
		Total # of repair tickets restored in < 24hrs	2	1	2	3	1	6	0	3	0			
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	0%	100%	0%			<u> </u>
		Sum of the duration of all outages (hh:mm)	15:51	03:07	06:34	09:12	04:31	33:54	00:00	04:52	00:00			┼───
Adjus	sted	Avg. outage duration (hh:mm)										_		+
Out o	of Service Report	Indicate if catastrophic event is in month	07:55	03:07	03:17	03:04	04:31	05:39	00:00	01:37	00:00			──
Min. s	standard = 90% within 24 hrs	Total # of unadjusted outage report tickets	NO	NO 1	NO	NO	NO	NO	NO	NO	NO	_		
		Total # of all repair tickets restored in < 24hrs	2	1	2	3	1	6	0	3	0	-		—
		% of all repair tickets restored ≤ 24 Hours	1		2	3	•	6	0	3	0	-		—
			50%	100%	100%	100%	100%	100%	0%	100%	0%	_		—
	ljusted	Sum of the duration of all outages (hh:mm)	46:34	03:07	06:34	09:12	04:31	33:54	00:00	04:52	00:00			<u> </u>
	of Service Report	Avg. unadjusted outage duration (hh:mm)	23:17	03:07	03:17	03:04	04:31	05:39	00:00	01:37	00:00			—
Refur	nas	Number of customers who received refunds	0	1	0	1	1	0	0	0	0	-		—
Ane	ver Time (Trouble Reports, Billing	Monthly amount of refunds	\$0.00	\$5.31	\$0.00	\$4.14	\$28.71	\$0.00	\$0.00	\$0.00	\$0.00			L
& Non-	-Billing) Min. standard = 80% of calls ≤ 60	Total # of calls for TR, Billing & Non-Billing					r	r					1	
	ds to reach live agent (w/ a menu option to live agent)	Total # of call seconds to reach live agent												—
GBUIT	into againy	% ≤ 60 seconds										-		—
		7 = 00 3000 hus												L

Primary Utility Contact Information

Name: Dan Rimmer

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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)

Date Adopted: 7/28/09