Company Name: Siskiyou Telephone							U#: 1017-	с			Report Ye	ear:	2018	
	Reporting Unit Type:	☑ Total Company	☑ Wire Center				Reporting	g Unit Name	e: Total Co	ompany				-
Moa	surement (Compile monthly	y file quarterly)		e filed (04/19/18 1st Quarter	)		Date filed (07/13 2nd Quarter		Di	ate filed (10/08 3rd Quarter	/18)	D	ate filed (01/	
wiea		y, me quarterly)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Instal	lation Interval	Total # of business days	43.00	45.00	68.00	69.00	95.00	71.00	56.00	61.00	92.00	75.00	51.00	41.00
	standard = 5 bus. days	Total # of service orders	33	45	60	57	60	58	30.00	55	59	54	47	36
		Avg. # of business days	1.30	1.00	1.13	1.21	1.58	1.22	1.51	1.11	1.56	1.39	1.09	1.14
Instal	lation Commitment	Total # of installation commitments	33	46	62	62	68	65	39	56	59	54	47	38
	standard = 95% commitment met	Total # of installation commitment met	33	40	62	62	68	65	39	56	59	54	47	38
		Total # of installation commitment missed	0	46	0	0	0	0	39	0	0	0	47	38
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Custo		Acct # for voice or bundle, res+bus												
	omers omer Trouble Report		3567	3547	3568	3583	3588	3607	3601	3611	3615	3593	3574	3573
		Total # of working lines	400.4	4044	400.4	4044	404.0	4040	4040	400.4	4047	4040	4000	4000
Standard	units w/ ≥ 3,000 lines) 8% (8 per 100 working lines for units w/ 1 001 - 2 000 lines)	Total # of trouble reports	4924	4911	4904	4911	4910	4919	4919	4924	4917	4910	4906	4906
Stan		% of trouble reports	37	20	32	14	16	14	12	11	11	7	13	6
Min.	8% (9 per 100 working lines for	Total # of working lines	0.75%	0.41%	0.65%	0.29%	0.33%	0.28%	0.24%	0.22%	0.22%	0.14%	0.26%	0.12%
Σ		Total # of trouble reports												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	% of trouble reports												
		Total # of working lines												
		Total # of trouble reports												
		% of trouble reports						-						
		Indicate if catastrophic event is in month	19	9	11	7	8	9	8	7	8	3	8	2
		Total # of repair tickets restored in <_24hrs	19	9	11	7	7	9	8	7	8	3	8	2
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	88%	100%	100%	100%	100%	100%	100%	100%
Adjus	ted	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	08:43	18:25	03:22
	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	02:54	02:18	01:41
Min. s	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	19	9	11	7	8	9	8	7	8	3	8	2
		Total # of all repair tickets restored in < 24hrs	14	6	9	7	7	9	8	7	8	3	8	2
		% of all repair tickets restored ≤ 24 Hours	74%	67%	82%	100%	88%	100%	100%	100%	100%	100%	100%	100%
Unad	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	08:43	18:25	03:22
Out o	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	02:54	02:18	01:41
Refun	nds	Number of customers who received refunds	8	2	5	3	5	5	0	1	5	1	1	4
	nswer Time (Trouble Reports, Billing Non-Billing) Min. standard = 80% of calls ≤ 60 conds to reach live agent (w/ a menu option to	Monthly amount of refunds	\$9.73	\$6.14	\$15.09	\$23.26	\$77.86	\$36.55	\$0.00	\$1.62	\$5.97	\$2.86	\$0.38	\$1,474.43
		Total # of calls for TR, Billing & Non-Billing												
	ive agent)	Total # of call seconds to reach live agent												
		% ≤ 60 seconds												

Phone: 530-467-6145

Email: <u>d.rimmer@siskiyoutelephone.com</u>

Date Adopted: 7/28/09

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

Name: Dan Rimmer

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					U#: 1017 <u>-C</u>			Report Yea		
	Total Company	☑ Exchange	U Wire C	Center								
Reporting Unit T	уре:						Reporti	ng Unit N	lame: Sa	wyers Ba	r Exchang	je
			Da	te filed (04/1	9/18)	Da	te filed (07/13	3/18)	Da	te filed (10/0	8/18)	
Measurement (Compile m	onthly, file quarterly)			1st Quarte	r		2nd Quarter	r		3rd Quarte	r	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Installation Interval	Total # of business days		1.00	2.00	0.00	4.00	30.00	13.00	2.00	2.00	0.00	8.00
Min. standard = 5 bus. days	Total # of service orders		1	2	0	4	13	7	2	1	0	4
	Avg. # of business days		1.00	1 00	0.00	1 00	2.31	1.86	1.00	2 00	0.00	2.00

00 2.00 1.00 2 1 00 1.00 1.00 Installation Commitment Total # of installation commitments 4 13 7 4 2 1 2 1 2 1 0 2 Min. standard = 95% commitment met Total # of installation commitment met 4 13 4 2 7 0 2 1 2 1 2 1 Total # of installation commitment missed 0 0 0 0 0 0 0 0 0 0 0 0 % of commitment met 100% 100% 100% 100% 100% 100% 100% 100% 0% 100% 100% 100% Customers Acct # for voice or bundle, res+bus 122 118 132 139 138 127 121 118 121 137 131 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 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 174 172 174 175 179 178 179 180 178 180 179 173 units w/ ≤ 1,000 lines) Total # of trouble reports 3 1 1 0 1 0 0 1 0 0 0 0 % of trouble reports 1.72% 0.58% 0.57% 0.00% 0.56% 0.00% 0.00% 0.56% 0.00% 0.00% 0.00% 0.00% Total # of outage report tickets 2 0 0 0 0 0 0 0 0 0 0 0 Total # of repair tickets restored in < 24hrs 2 0 0 0 0 0 0 0 0 0 0 0 % of repair tickets restored ≤ 24 Hours 100% 0% 0% 0% 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 00:00 00:00 00:00 Adjusted Avg. outage duration (hh:mm) 05:40 00:00 00:00 00:00 00:00 00:00 00:00 00:00 00:00 00:00 00:00 00:00 Out of Service Report Indicate if catastrophic event is in month Min. standard = 90% within 24 hrs NO Total # of unadjusted outage report tickets 2 0 0 0 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 0 0 0 % of all repair tickets restored ≤ 24 Hours 100% 0% 0% 0% 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 00:00 00:00 00:00 Unadiusted Avg. unadjusted outage duration (hh:mm) Out of Service Report 05:40 00:00 00:00 00:00 00:00 00:00 00:00 00:00 00:00 00:00 00:00 00:00 Refunds Number of customers who received refunds 1 0 0 0 0 0 0 0 0 0 1 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 \$0.38 \$0.00 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

Phone: 530-467-6145

Email: d.rimmer@siskiyoutelephone.com

2018

Date filed (01/xx/19) 4th Quarter Nov

Dec

Date Adopted: 7/28/09

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

Name: Dan Rimmer

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:	2018
Reporting Unit Type:	Total Company	Exchange	U Wire Center	Reporting Unit Name: Oak	Knoll Exchange	

			Dat	te filed (04/19	9/18)	Da	ate filed (07/1	3/18)	Dat	te filed (10/08	3/18)	Date	filed (01/xx/	19)
Mea	surement (Compile monthl	y, file quarterly)		1st Quarter			2nd Quarte	er		3rd Quarter	r	4	th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	llation Interval	Total # of business days	1.00	4.00	4.00	1.00	4.00	4.00	5.00	1.00	2.00	1.00	6.00	4.00
Min. s	standard = 5 bus. days	Total # of service orders	1	4	4	1	2	4	2	1	2	1	4	3
		Avg. # of business days	1.00	1.00	1.00	1.00	2.00	1.00	2.50	1.00	1.00	1.00	2.00	1.00
	llation Commitment	Total # of installation commitments	1	4	4	2	3	5	3	2	2	1	4	3
Min. s	standard = 95% commitment met	Total # of installation commitment met	1	4	4	2	3	5	3	2	2	1	4	3
		Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Custo	omers	Acct # for voice or bundle, res+bus	170	169	169	169	168	170	169	166	167	166	165	163
Custo	omer Trouble Report													
ard	6% (6 per 100 working lines for	Total # of working lines												
Standard	units w/ ≥ 3,000 lines)	Total # of trouble reports												
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	245	244	244	244	242	242	244	243	245	244	243	242
	units w/ ≤ 1,000 lines)	Total # of trouble reports	2	1	2	0	2	0	7	1	1	0	1	0
		% of trouble reports	0.82%	0.41%	0.82%	0.00%	0.83%	0.00%	2.87%	0.41%	0.41%	0.00%	0.41%	0.00%
	1	Total # of outage report tickets	1	0	2	0	0	0	5	0	1	0	1	0
		Total # of repair tickets restored in < 24hrs	1	0	2	0	0	0	5	0	1	0	1	0
		% of repair tickets restored ≤ 24 Hours	100%	0%	100%	0%	0%	0%	100%	0%	100%	0%	100%	0%
		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	00:00	04:59	00:00
Adjus	sted f Service Report	Avg. outage duration (hh:mm)	10:50	00:00	05:53	00:00	00:00	00:00	08:54	00:00	03:58	00:00	04:59	00:00
	standard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
		Total # of unadjusted outage report tickets	1	0	2	0	0	0	5	0	1	0	1	0
		Total # of all repair tickets restored in <24hrs	0	0	1	0	0	0	5	0	1	0	1	0
		% of all repair tickets restored ≤ 24 Hours	0%	0%	50%	0%	0%	0%	100%	0%	100%	0%	100%	0%
Unad	iusted	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	00:00	04:59	00:00
	Insted If Service 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	00:00	04:59	00:00
Refun	Refunds	Number of customers who received refunds	0	1	0	0	0	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	\$0.00	\$0.00	\$0.00
	ver 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

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)

Installation Interval Min. standard = 5 bus. days         Total # of business days         10.00         7.00         14.00         29.00         15.00         11.00         14.00         25.00         11.00         14.00         25.00         11.00         14.00         25.00         11.00         14.00         25.00         11.00         14.00         25.00         11.00         14.00         25.00         11.00         14.00         25.00         11.00         14.00         25.00         11.00         14.00         25.00         11.00         14.00         25.00         11.00         14.00         25.00         11.00         14.00         25.00         11.00         14.00         12.00         11.00         14.00         12.00         11.00         14.00         12.00         11.00         14.00         12.00         11.00         14.00         12.00         11.00         14.00         12.00         11.00         14.00         12.00         11.00         14.00         12.00         11.00         14.00         12.00         11.00         14.00         12.00         11.00         14.00         12.00         11.00         14.00         12.00         11.00         14.00         12.00         11.00         12.00         11.00         12.00	Company Name:	Siskiyou Telephone					U#: 1017	7-C			Report Ye	ear:	2018	
to during the product of the pr	Reporting Unit Type:	: 🗌 Total Company 🛛 🗹 Exchange	🗆 Wire Ce	enter			Reportii	ng Unit I	Name: E	tna Exch	ange			
Under the final set of hubbles optimization interval in standard = 5 kas. days         Total of a function optimization interval in standard = 5 kas. days         Total of a function optimization interval			Dat	e filed (04/19	9/18)	Dat	e filed (07/13	/18)	D	ate filed (10/0	08/18)	D	ate filed (01/2	(x/19)
Just be the set of th	leasurement (Compile month	lv. file quarterly)	-	1st Quarter			2nd Quarter			3rd Quarte	er		4th Quarte	er
Installation Comminence and Ar. standard - 5 bus, day Area de dire d'avisor contribuent and Area de dire d'avisor contribuent and Area d'a d'aviances days         Total e d'aviances days         Total e d'aviances days         1.00         1.00         1.100			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
In. standard = 5 bit. styp:         Total of service orders         8         7         12         23         9         10         7         13         16         8         12         11           visite of order service orders         1.25         1.00         1.17         1.10         1.57         1.08         1.25         1.3         14         7         1.3         16         8         1.2         1.2           standard = 60% comminent met Total of installation comminent met Total of installation comminent met di comminent met di comminent met di comminent met di comminent met di comminent met di comminent met total of installation comminent met di comminent met total of installation comminent met di co	stallation Interval	Total # of business days	10.00	7.00	14.00		15.00	11.00	11.00	-	25.00	11.00	14.00	13.00
Avg. of building comminants         1.25         1.00         1.17         1.26         1.07         1.10         1.57         1.08         1.66         1.38         1.17         1.11           In, standard = 40% comminants         8         7         13         25         13         14         7         13         16         8         12         12           Total # of intallation comminants         8         7         13         25         13         14         7         13         16         8         12         12           Total # of intallation comminants         0	lin. standard = 5 bus. days	Total # of service orders												
Statistical Commitment         Total # of unable norminater met         8         7         13         25         13         14         7         13         16         8         12         12           In, standard = 9% commitment met         10% of an other method         0		Avg. # of business days		1.00				-	1.57					1.18
in. standard = 95% conmittent met Total af origanization commitment met Total af origanization commitment missed Total af origanization commitment missed Total af origanization commitment missed 100% 100% 100% 100% 100% 100% 100% 100%	stallation Commitment	Total # of installation commitments	_			-								-
International commitment missed         0 <t< td=""><td>in. standard = 95% commitment met</td><td>Total # of installation commitment met</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></t<>	in. standard = 95% commitment met	Total # of installation commitment met												
Set domminant met         100% <td></td> <td>Total # of installation commitment missed</td> <td>-</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>0</td> <td></td> <td></td> <td></td> <td></td> <td></td>		Total # of installation commitment missed	-						0					
ustomer r ustomer r ustomer Trouble Report         Act # for voice or bundle, res+bus         1062         1059         1062         1072         1068         1071         1079         1056         1061         1060           g% lig er to working lines for und working lines for und working lines for und working lines for und s / 100 - 2,999 lines)         Total # of working lines Total # of working lines for total # of working lines for und s / 100 - 2,999 lines)         Total # of working lines Total # of working lines for total # of morking lines for total # of working lines for total # of morking lines for total # of morki		% of commitment met	-	-	-	-	-	-	_	-	-	-	-	100%
ustome         Total # of working lines in the darge report lickets         Total # of working lines in the darge r	ustomers	Acct # for voice or bundle, res+bus												1065
Inits w 2 3.000 lines)         Total # of trouble reports         Image: Comparison of trouble reports	ustomer Trouble Report		1002	1007	1002	10/2	1000	1070	1007	10/1	1077	1000	1001	1000
B% (6 per 100 working lines for in line // 0.00 / - 2,99 lines)       Total # or working lines       1376       1376       1371       1376       1370       1373       1371         B% (6 per 100 working lines for in line // 0.00 lines)       Total # or working lines for y of trouble reports       0.51%       0.58%       0.66%       0.44%       0.29%       0.15%       0.00%       0.15%       0.00%       0.15%       0.00%       0.15%       0.00%       0.15%       0.00%       0.15%       0.00%       0.15%       0.00%       0.15%       0.00%       0.15%       0.00%       0.15%       0.00%       0.15%       0.00%       0.15%       0.00%       0.15%       0.00%       0.15%       0.00%       0.15%       0.00%       0.15%       0.00%       0.15%       0.00%<	6% (6 per 100 working lines for	Total # of working lines												
B% (6 per 100 working lines for in line // 0.00 / - 2,99 lines)       Total # or working lines       1376       1376       1371       1376       1370       1373       1371         B% (6 per 100 working lines for in line // 0.00 lines)       Total # or working lines for y of trouble reports       0.51%       0.58%       0.66%       0.44%       0.29%       0.15%       0.00%       0.15%       0.00%       0.15%       0.00%       0.15%       0.00%       0.15%       0.00%       0.15%       0.00%       0.15%       0.00%       0.15%       0.00%       0.15%       0.00%       0.15%       0.00%       0.15%       0.00%       0.15%       0.00%       0.15%       0.00%       0.15%       0.00%       0.15%       0.00%       0.15%       0.00%       0.15%       0.00%<	units w/ ≥ 3,000 lines)	Total # of trouble reports												
Units wit 1,001 - 2.999 lines)         Total # of trouble reports         7         8         9         6         1         2         0         2         6         1         2         1           10% (10 per 100 working lines)         Total # of trouble reports         0.51%         0.58%         0.66%         0.44%         0.29%         0.15%         0.00%         0.15%         0.07%         0.15%         0.07%         0.15%         0.07%         0.15%         0.07%         0.15%         0.07%         0.15%         0.07%         0.15%         0.07%         0.15%         0.07%         0.15%         0.07%         0.15%         0.07%         0.15%         0.07%         0.15%         0.07%         0.15%         0.07%         0.15%         0.07%         0.15%         0.07%         0.15%         0.07%         0.15%         0.07%         0.15%         0.07         0.15%         0.07         0.15%         0.07         0.15%         0.07%         0.15%         0.07%         0.15%         0.07%         0.07%         0.07%         0.07%         0.07%         0.07%         0.07%         0.07%         0.07%         0.07%         0.07%         0.07%         0.07%         0.07%         0.07%         0.07%         0.07%         0.07% <td></td> <td>% of trouble reports</td> <td></td>		% of trouble reports												
Units wit 1,001 - 2.999 lines)         Total # of trouble reports         7         8         9         6         1         2         0         2         6         1         2         1           10% (10 per 100 working lines)         Total # of trouble reports         0.51%         0.58%         0.66%         0.44%         0.29%         0.15%         0.00%         0.15%         0.07%         0.15%         0.07%         0.15%         0.07%         0.15%         0.07%         0.15%         0.07%         0.15%         0.07%         0.15%         0.07%         0.15%         0.07%         0.15%         0.07%         0.15%         0.07%         0.15%         0.07%         0.15%         0.07%         0.15%         0.07%         0.15%         0.07%         0.15%         0.07%         0.15%         0.07%         0.15%         0.07%         0.15%         0.07         0.15%         0.07         0.15%         0.07         0.15%         0.07%         0.15%         0.07%         0.15%         0.07%         0.07%         0.07%         0.07%         0.07%         0.07%         0.07%         0.07%         0.07%         0.07%         0.07%         0.07%         0.07%         0.07%         0.07%         0.07%         0.07%         0.07% <td>8% (8 per 100 working lines for</td> <td>Total # of working lines</td> <td>1376</td> <td>1376</td> <td>1374</td> <td>1372</td> <td>1372</td> <td>1376</td> <td>1371</td> <td>1376</td> <td>1376</td> <td>1370</td> <td>1373</td> <td>1372</td>	8% (8 per 100 working lines for	Total # of working lines	1376	1376	1374	1372	1372	1376	1371	1376	1376	1370	1373	1372
10% (10 per 100 working lines)         % of trouble reports         0.51%         0.66%         0.44%         0.29%         0.15%         0.00%         0.44%         0.07%         0.15%         0.07%		Total # of trouble reports										1370		1372
Total # of working lines for units wf \$1,000 lines)         Total # of trudie reports         Total # of outgase report lickets         4         4         0         3         1         1         0         2         4         1         1         0           Jjusted         Total # of repair lickets restored is 24 Hours         100% 100% 00% 100% 00% 100% 00% 100% 00%		% of trouble reports	0.51%	-		-					-	0.07%		0.07%
Inits w' \$ 1,000 lines)         Total # of trouble reports         Total # of trouble reports         Image: Control of the control of t	10% (10 per 100 working lines for	Total # of working lines	0.0170	0.0070	0.0070	0.11/0	0.2070	0.1070	0.0070	0.1070	0.1170	0.01 /0	0.1070	0.01 /
Model         Model reports         Model		=												
djusted         Total # of repair tickets restored in <24hrs         4         4         0         3         1         1         0         2         4         4         1         1         0         2         4         4         1         1         0         2         4         1         1         0         2         4         1         1         0         2         4         1         1         0         2         4         1         1         0         2         4         1         1         0         2         4         1         1 <th1< th="">         1         <th1< th="">         1         <th1< th="">         1         <th1< th=""> <th1< <="" td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></th1<></th1<></th1<></th1<></th1<>														
djusted         Total # of repair tickets restored in <24hrs         4         4         0         3         1         1         0         2         4         4         1         1         0         2         4         4         1         1         0         2         4         1         1         0         2         4         1         1         0         2         4         1         1         0         2         4         1         1         0         2         4         1         1         0         2         4         1         1 <th1< th="">         1         <th1< th="">         1         <th1< th="">         1         <th1< th=""> <th1< <="" td=""><td></td><td>Total # of outage report tickets</td><td>4</td><td>4</td><td>0</td><td>3</td><td>1</td><td>1</td><td>0</td><td>2</td><td>4</td><td>1</td><td>1</td><td>0</td></th1<></th1<></th1<></th1<></th1<>		Total # of outage report tickets	4	4	0	3	1	1	0	2	4	1	1	0
djusted       % of repair tickets restored ≤ 24 Hours       100%       100%       100%       100%       100%       100%       100%       100%       100%       00%       00%       00%       100%       100%       100%       00%       00%       00%       100%       100%       100%       100%       00%       00%       00%       100%       100%       100%       100%       00%       00%       00%       00%       00%       100%       100%       100%       100%       100%       100%       10%       00%       00%       100%       10%       00%       00%       10%       00%       00%       100%       10%       10%       00%       10%       10%       00%					-		· ·		-			· ·	•	
djusted ut of Service Report       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       01:09       01:48       00:00         Arg. outage duration (hh:mm)       08:58       08:21       00:00       01:06       01:00       00:23       00:00       02:10       07:48       01:09       01:48       00:00         Indicate if catastrophic event is in month       NO			-		-	-			-					
djusted uit of 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         01:09         01:48         00:00           Indicate if catastrophic event is in month         NO					- / -									00:00
Ut of Service Report         Indicate if catastrophic event is in month         NO         NO <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>-</td> <td></td> <td></td> <td></td> <td></td>										-				
Init: Salidad = 50% within 24 m3       Total # of unadjusted outage report tickets       A       4       4       0       3       1       1       0       2       4       1       1       0         Total # of all repair tickets restored in <24hrs       4       2       0       3       1       1       0       2       4       1       1       0         with standad = 50% within 24 m3       100%       50%       0%       100%       100%       100%       100%       2       4       1       1       0         madjusted       Total # of all repair tickets restored in <24hrs       4       2       0       3       1       1       0       2       4       1       1       0         with standad = 50% within 24 m3       100%       50%       0%       100%       <														
Total # of all repair tickets restored in <24hrs         4         2         0         3         1         1         0         2         4         1         1         0           anadjusted ut of Service Report         % of all repair tickets restored ≤ 24 Hours         100%         50%         0%         100%         100%         100%         100%         0%         100%         100%         100%         0%         100%         100%         100%         0%         100%         100%         100%         0%         100%         100%         100%         100%         100%         100%         0%         100%         100%         100%         100%         100%         100%         100%         100%         100%         100%         100%         0%         0%         100%	in standard = 90% within 24 his													
madjusted ut of Service Report         % of all repair tickets restored ≤ 24 Hours         100%         50%         0%         100%         100%         100%         100%         100%         100%         100%         100%         100%         100%         0%         0%         100%         100%         100%         100%         100%         100%         100%         100%         100%         100%         100%         0%         0%         100%         100%         100%         100%         100%         100%         100%         100%         100%         100%         100%         0%         0%           ut of 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         01:09         01:48         00:0           efunds         Number of customers who received refunds         5         0         1         0         2         0         0         0         2         0         0         2         0         0         2         0         0         2         0         0         2         0         0         2         0         0         2         0         0 <td></td> <td></td> <td>-</td> <td></td> <td>-</td> <td></td> <td></td> <td>•</td> <td>-</td> <td></td> <td>-</td> <td></td> <td>•</td> <td>-</td>			-		-			•	-		-		•	-
Sum of the duration of all outages (hh:mm)         35:52         60:52         00:00         03:19         01:00         00:023         00:00         04:21         31:13         01:09         01:48         00:00           vut of Service Report         Avg. unadjusted outage duration (hh:mm)         08:58         15:13         00:00         01:00         00:23         00:00         02:10         07:48         01:09         01:48         00:00           efunds         Number of customers who received refunds         5         0         1         0         2         0         0         02:20         0         0         0         2         0         0         2         0         0         2         0         0         2         0         0         2         0         0         2         0         0         2         0         0         2         0         0         2         0         0         2         0         0         2         0         0         2         0         0         2         0         0         2         0         0         2         0         0         2         0         0         0         2         0         0         0         <					-	-			-		-			
Avg. unadjusted outage duration (hh:mm)       08:58       15:13       00:00       01:06       01:00       00:23       00:00       02:10       07:48       01:09       01:48       00:00         efunds       Number of customers who received refunds       5       0       1       0       2       0       0       0       2       0       0       2       0       0       2         Mumber of customers who received refunds       54.20       \$0.00       \$7.53       \$0.00       \$11.53       \$0.00       \$0.00       \$3.84       \$0.00       \$0.00       \$18.7         Inswer Time (Trouble Reports, Billing Non-Billing Min, standard = 80% of calls 60 conds to reach live agent (w'a menu option to ach live agent)       Total # of calls for TR, Billing & Non-Billing       Image: Cond to reach live agent       Image: Con														
Number of customers who received refunds         5         0         1         0         2         0         0         2										-				
Monthly amount of refunds       5.0       0       1       0       1.0       0 <t< td=""><td></td><td>· · · · · ·</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></t<>		· · · · · ·												
nswer Time (Trouble Reports, Billing Non-Billing Min, standard = 80% of calls ≤ 60 ach live agent) Total # of calls for TR, Billing & Non-Billing Total # of calls score ach live agent (w'a menu option to ach live agent) Total # of calls score ach live agent (w'a menu option to ach live agent) Total # of calls score ach live agent (w'a menu option to ach live agent) Total # of calls score ach live agent (w'a menu option to ach live agent) Total # of calls score ach live agent (w'a menu option to Total # of call score ach live agent (w'a menu option to ach live agent) Total # of call score ach live agent (w'a menu option to Total # of call score ach live agent (w'a menu option to Total # of call score ach live agent (w'a menu option to total # of call score ach live agent (w'a menu option to total # of call score ach live agent (w'a menu option to total # of call score ach live agent (w'a menu option to total # of call score ach live agent (w'a menu option to total # of call score ach live agent (w'a menu option to total # of call score ach live agent (w'a menu option to total # of call score agent (w'a menu option to total # of call score agent (w'a menu option to total # of call score agent (w'a menu option to total # of call score agent (w'a menu option to total # of call score agent (w'a menu option to total # of call score agent (w'a menu option to total # of call score agent (w'a menu option to total # of call score agent (w'a menu option to total # of call score agent (w'a menu option to total # of call score agent (w'a menu option to total # of call score agent (w'a menu option to total # of call score agent (w'a menu option to total # of call score agent (w'a menu option to total # of call score agent (w'a menu option to total # of call score agent (w'a menu option to total # of call score agent (w'a menu option to total # of call score agent (w'a menu option to total # of call score agent (w'a menu option to total # of call score agent (w'a menu option to total #			-		-							÷		
Non-Billing Min. standard = 80% of calls ≤ 60 conds to reach live agent (w/a menu option to facility of calls for TR, Billing & Non-Billing       Image: Cond to reach live agent (w/a menu option to facility of calls for TR, Billing & Non-Billing & Non-Billing & Non-Billing       Image: Cond to reach live agent (w/a menu option to facility of calls for TR, Billing & Non-Billing & Non-Billing & Non-Billing & Non-Billing & Non-Billing       Image: Cond to reach live agent (w/a menu option to facility of calls for TR, Billing & Non-Billing & No	nswer Time (Trouble Reports, Billing		\$ <del>4</del> .20	-\$0.00	\$1.55	φ <b>0.00</b>	φ11.JJ	<i>э</i> 0.00	\$0.00	\$0.00	φJ.04	φ0.00	φ <b>0.</b> 00	φ10./.
A final we agent (w a meni double) to Total # of call seconds to reach live agent	Non-Billing) Min. standard = 80% of calls ≤ 60	Total # of calls for TR, Billing & Non-Billing												
rimary Utility Contact Information														
rimary Utility Contact Information	• ,													
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	imany Utility Contact Information	1												
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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)

Company Name:	Siski	you Telephone		U#: 1017 <u>-C</u>	Report Year:	2018
Reporting Unit Type:	Total Company	☑ Exchange	U Wire Center	Reporting Unit Name: Ft. Jo	nes Exchange	

			Dat	e filed (04/19	9/18)	Da	te filed (07/1	3/18)	Date	e filed (10/08	/18)	D	ate filed (01/	'xx/19)
Meas	surement (Compile monthl	y, file quarterly)		1st Quarter			2nd Quarte	er		3rd Quarter			4th Quart	er
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	lation Interval	Total # of business days	18.00	18.00	28.00	15.00	20.00	17.00	16.00	22.00	29.00	33.00	17.00	12.00
Min. st	tandard = 5 bus. days	Total # of service orders	13	18	24	13	19	16	12	18	18	22	17	12
		Avg. # of business days	1.38	1.00	1.17	1.15	1.05	1.06	1.33	1.22	1.61	1.50	1.00	1.00
	lation Commitment	Total # of installation commitments	13	19	24	15	19	16	12	18	18	22	17	12
Min. st	tandard = 95% commitment met	Total # of installation commitment met	13	19	24	15	19	16	12	18	18	22	17	12
		Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Custo	mers	Acct # for voice or bundle, res+bus	1166	1161	1172	1174	1174	1172	1171	1172	1173	1177	1171	1177
Custo	mer Trouble Report													
P	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												
Min	8% (8 per 100 working lines for	Total # of working lines	1625	1623	1613	1620	1615	1618	1620	1621	1623	1623	1620	1629
_	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	1020	2	6	1	4	4	2	3	2	2	3	3
		% of trouble reports	0.62%	0.12%	0.37%	0.06%	0.25%	0.25%	0.12%	0.19%	0.12%	0.12%	0.19%	0.18%
	10% (10 per 100 working lines for	Total # of working lines					0.2070	0.2070						
	units w/ ≤ 1,000 lines)	Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	3	1	1	1	4	2	1	2	2	0	2	0
		Total # of repair tickets restored in < 24hrs	3	1	1	1	4	2	1	2	2	0	2	0
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	0%
		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	00:00	04:12	00:00
Adjus		Avg. outage duration (hh:mm)	01:49	00:47	10:45	01:43	06:09	10:15	06:26	02:41	01:33	00:00	02:06	00:00
	f Service Report tandard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
		Total # of unadjusted outage report tickets	3	1	1	1	4	2	1	2	2	0	2	0
		Total # of all repair tickets restored in < 24hrs	3	1	0	1	4	2	1	2	2	0	2	0
		% of all repair tickets restored ≤ 24 Hours	100%	100%	0%	100%	100%	100%	100%	100%	100%	0%	100%	0%
		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	00:00	04:12	00:00
Unadj Out of	usted Service 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	00:00	02:06	00:00
Refun		Number of customers who received refunds	2	0	1	2	2	3	0	1	3	1	0	2
		Monthly amount of refunds	\$4.59	\$0.00	\$0.83	\$19.12	\$37.62	\$33.89	\$0.00	\$1.62	\$2.13	\$2.86	\$0.00	\$1,455.70
	er Time (Trouble Reports, Billing		<i>Qy</i>	<b>\$0.05</b>	\$0.05	212.12	201102	\$00.07	φ0.00	φ1.02	<i><i><i><i></i></i></i></i>	<b>\$1</b> .00	\$0.00	-1,100.10
	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												
		% ≤ 60 seconds												
								1						L

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:	Siski	you Telephone		U#: 1017-C	Report Year:	2018
Reporting Unit Type:	] Total Company	☑ Exchange	□ Wire Center	Reporting Unit Name: So	omes Bar Exchange	

			Date	e filed (04/19/	(18)	Dat	te filed (07/13	3/18)	Da	ate filed (10/0	8/18)	Date	filed (01/xx/	/19)
Mea	surement (Compile month	ly, file quarterly)		1st Quarter			2nd Quarter	r		3rd Quarte	r	4	th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Instal	lation Interval	Total # of business days	3.00	3.00	3.00	2.00	0.00	3.00	3.00	1.00	6.00	3.00	4.00	1.00
Min. s	tandard = 5 bus. days	Total # of service orders	2	3	3	2	0	3	3	1	4	3	4	1
		Avg. # of business days	1.50	1.00	1.00	1.00	0.00	1.00	1.00	1.00	1.50	1.00	1.00	1.00
	lation Commitment	Total # of installation commitments	2	3	3	2	1	5	3	1	4	3	4	1
Min. s	tandard = 95% commitment met	Total # of installation commitment met	2	3	3	2	1	5	3	1	4	3	4	1
		Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Custo	mers	Acct # for voice or bundle, res+bus	129	127	125	127	126	128	129	125	127	127	125	124
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									-			
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	181	178	182	180	180	181	181	181	182	182	180	179
	units w/ ≤ 1,000 lines)	Total # of trouble reports	3	2	4	2	3	0	0	0	1	1	0	0
		% of trouble reports	1.66%	1.12%	2.20%	1.11%	1.67%	0.00%	0.00%	0.00%	0.55%	0.55%	0.00%	0.00%
		Total # of outage report tickets	3	2	1	0	2	0	0	0	0	0	0	0
		Total # of repair tickets restored in <24hrs	3	2	1	0	1	0	0	0	0	0	0	0
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	0%	50%	0%	0%	0%	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	00:00	00:00	00:00
Adjus	ted f Service Report	Avg. outage duration (hh:mm)	11:29	08:46	13:15	00:00	12:30	00:00	00:00	00:00	00:00	00:00	00:00	00:00
	tandard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
		Total # of unadjusted outage report tickets	3	2	1	0	2	0	0	0	0	0	0	0
		Total # of all repair tickets restored in <24hrs	0	1	1	0	1	0	0	0	0	0	0	0
		% of all repair tickets restored ≤ 24 Hours	0%	50%	100%	0%	50%	0%	0%	0%	0%	0%	0%	0%
Unad	insted	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	00:00	00:00	00:00
	usted f Service 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	00:00	00:00	00:00
Refun	<u>.</u>	Number of customers who received refunds	0	0	0	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	\$0.00	\$0.00	\$0.00
	er Time (Trouble Reports, Billing													
	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												
	ve agent)	Total # of call seconds to reach live agent											1	<u> </u>
		% ≤ 60 seconds												
							I	I						

Primary Utility Contact Information

Phone: 530-467-6145

Email: d.rimmer@siskiyoutelephone.com

Date Adopted: 7/28/09

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

Name: Dan Rimmer

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	ou Telephone		U#: 1017-C	Report Year:	2018
Reporting Unit Type:	Total Company	☑ Exchange	U Wire Center	Reporting Unit Name: Hap	opy Camp Exchange	

			Date	e filed (04/19	/18)	Dat	e filed (07/13	/18)	Da	te filed (10/0	8/18)	Date	filed (01/xx/	'19)
Meas	surement (Compile monthl	y, file quarterly)		1st Quarter			2nd Quarter			3rd Quarte	r	4	th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	lation Interval	Total # of business days	5.00	6.00	14.00	10.00	13.00	19.00	18.00	17.00	25.00	15.00	6.00	8.00
Min. st	tandard = 5 bus. days	Total # of service orders	5	6	13	7	8	14	10	17	14	14	6	6
		Avg. # of business days	1.00	1.00	1.08	1.43	1.63	1.36	1.80	1.00	1.79	1.07	1.00	1.33
	lation Commitment	Total # of installation commitments	5	6	13	7	9	14	10	17	14	14	6	6
Min. st	tandard = 95% commitment met	Total # of installation commitment met	5	6	13	7	9	14	10	17	14	14	6	6
		Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Custo	mers	Acct # for voice or bundle, res+bus	549	545	553	546	540	545	543	554	550	553	551	550
Custo	mer Trouble Report													
р	6% (6 per 100 working lines for	Total # of working lines												
Vin. Standard	units w/ ≥ 3,000 lines)	Total # of trouble reports												
Sta		% 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												
	units w/ ≤ 1,000 lines)	Total # of working lines	837	831	830	832	832	832	831	829	820	819	821	820
		Total # of trouble reports	8	3	7	2	0	2	3	1	1	1	2	2
		% of trouble reports	0.96%	0.36%	0.84%	0.24%	0.00%	0.24%	0.36%	0.12%	0.12%	0.12%	0.24%	0.24%
		Total # of outage report tickets	4	1	5	0	0	0	2	0	1	1	1	2
		Total # of repair tickets restored in < 24hrs	4	1	5	0	0	0	2	0	1	1	1	2
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	0%	0%	0%	100%	0%	100%	100%	100%	100%
		Sum of the duration of all outages (hh:mm)	06:55	03:29	35:50	00:00	00:00	00:00	27:21	00:00	05:03	02:21	01:58	03:22
Adjus	ted f Service Report	Avg. outage duration (hh:mm)	01:43	03:29	07:10	00:00	00:00	00:00	13:40	00:00	05:03	02:21	01:58	01:41
	tandard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO	NO	0	0	NO	NO	NO	NO	NO	NO
		Total # of unadjusted outage report tickets	4	1	5	0	0	0	2	0	1	1	1	2
		Total # of all repair tickets restored in <24hrs	4	1	5	0	0	0	2	0	1	1	1	2
		% of all repair tickets restored ≤ 24 Hours	100%	100%	100%	0%	0%	0%	100%	0%	100%	100%	100%	100%
Unadj	iveted.	Sum of the duration of all outages (hh:mm)	06:55	03:29	51:49	00:00	00:00	00:00	27:21	00:00	05:03	02:21	01:58	03:22
	f Service Report	Avg. unadjusted outage duration (hh:mm)	01:43	03:29	10:21	00:00	00:00	00:00	13:40	00:00	05:03	02:21	01:58	01:41
Refun	ds .	Number of customers who received refunds	0	0	3	0	0	2	0	0	0	0	0	0
		Monthly amount of refunds	\$0.00	\$0.00	\$6.73	\$0.00	\$0.00	\$2.66	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	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											[	
	ve agent)	Total # of call seconds to reach live agent											1	
		% ≤ 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:	Siskiy	ou Telephone		U#: 1017-C	Report Year:	2018
Reporting Unit Type:	Total Company	Exchange	U Wire Center	Reporting Unit Name	: Hamburg Exchange	

			Date filed (04/19/18)		9/18)	Date filed (07/13/18)			Date filed (10/08/18)			Date filed (01/xx/19)			
Measurement (Compile monthly, file quarterly)			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	5.00	5.00	5.00	8.00	13.00	4.00	1.00	4.00	5.00	4.00	2.00	2.00	
		Total # of service orders	3	5	4	7	9	4	1	4	5	2	2	2	
		Avg. # of business days	1.67	1.00	1.25	1.14	1.44	1.00	1.00	1.00	1.00	2.00	1.00	1.00	
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitments	3	5	4	7	10	4	2	4	5	2	2	2	
		Total # of installation commitment met	3	5	4	7	10	4	2	4	5	2	2	2	
		Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Customers		Acct # for voice or bundle, res+bus	369	368	369	374	380	382	381	385	386	383	374	373	
Custo	mer Trouble Report														
ard	6% (6 per 100 working lines for units w/ $\ge$ 3,000 lines)	Total # of working lines													
nda		Total # of trouble reports													
Min. Standard		% of trouble reports								-					
Ľ.	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	486	487	487	488	490	492	493	494	493	492	490	491	
		Total # of trouble reports	4	3	3	3	2	6	0	3	0	2	5	0	
		% of trouble reports	0.82%	0.62%	0.62%	0.61%	0.41%	1.22%	0.00%	0.61%	0.00%	0.41%	1.02%	0.00%	
	•	Total # of outage report tickets	2	1	2	3	1	6	0	3	0	1	3	0	
Adjusted Out of Service Report Min. standard = 90% within 24 hrs		Total # of repair tickets restored in < 24hrs	2	1	2	3	1	6	0	3	0	1	3	0	
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	0%	100%	0%	100%	100%	0%	
		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	05:13	05:28	00:00	
		Avg. outage duration (hh:mm)	07:55	03:07	03:17	03:04	04:31	05:39	00:00	01:37	00:00	05:13	01:49	00:00	
		Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	
		Total # of unadjusted outage report tickets	2	1	2	3	1	6	0	3	0	1	3	0	
Unadjusted Out of Service Report		Total # of all repair tickets restored in <24hrs	1	1	2	3	1	6	0	3	0	1	3	0	
		% of all repair tickets restored ≤ 24 Hours	50%	100%	100%	100%	100%	100%	0%	100%	0%	100%	100%	0%	
		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	05:13	05:28	00:00	
		Avg. unadjusted outage duration (hh:mm)	23:17	03:07	03:17	03:04	04:31	05:39	00:00	01:37	00:00	05:13	01:49	00:00	
Refunds		Number of customers who received refunds	0	1	0	1	1	0	0	0	0	0	0	0	
		Monthly amount of refunds	\$0.00	\$5.31	\$0.00	\$4.14	\$28.71	\$0.00	\$0.00	\$0.00	\$0.00	\$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												1	

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