Company Name:	Sisl	kiyou Telephone		U#: 1017-C	Report Year:	2018
Reporting Unit Type:	✓ Total Company	Exchange	Wire Center	Reporting Unit Name: Total Company		

				Date	filed (04/19/18)			Date filed (0	7/xx/18)		Date filed (1	1/xx/18)	D	ate filed (01/>	o/19)
Mea	surement (Compile monthly	y, file quarterly)	1st Quarte	r			2nd Quarter			3rd Quarter	r		4th Quart	er	
			Jan		Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	lation Interval	Total # of business days	4	3.00	45.00	68.00									
Min. s	tandard = 5 bus. days	Total # of service orders		33	45	60									
		Avg. # of business days		1.30	1.00	1.13									-
	lation Commitment	Total # of installation commitments		33	46	62									-
Min. s	tandard = 95% commitment met	Total # of installation commitment met		33	46	62									-
		Total # of installation commitment missed		0	0	0									
		% of commitment met	1(00%	100%	100%									
Custo	omers	Acct # for voice or bundle, res+bus		3567	3547	3568									
Custo	mer Trouble Report		-												
ard	6% (6 per 100 working lines for	Total # of working lines	4	1924	4911	4904									
Min. Standard	units w/ ≥ 3,000 lines)	Total # of trouble reports		37	20	32									1
т,		% of trouble reports	0.1	75%	0.41%	0.65%									-
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													
	units w/ ≤ 1,000 lines)	Total # of trouble reports													-
		% of trouble reports													
		Total # of outage report tickets		19	9	11									-
		Total # of repair tickets restored in < 24hrs		19	9	11									-
		% of repair tickets restored ≤ 24 Hours	1(00%	100%	100%									
		Sum of the duration of all outages (hh:mm)		0:46	58:22	78:11									
Adjus		Avg. outage duration (hh:mm)		6:21	06:29	07:06									
	f Service Report tandard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	-	NO	NO									-
		Total # of unadjusted outage report tickets		19	9	11									
		Total # of all repair tickets restored in < 24hrs		14	6	9									-
		% of all repair tickets restored ≤ 24 Hours	-	74%	67%	82%									
		Sum of the duration of all outages (hh:mm)		4:14	100:27	416:04									
Unadj Out o	usted f Service Report	Avg. unadjusted outage duration (hh:mm)		4:26	11:09	37:49									+
Refur		Number of customers who received refunds		8	2	5									1
		Monthly amount of refunds	\$	9.73	\$6.14	\$15.09		1							1
	er Time (Trouble Reports, Billing				÷ • · · ·				1						
	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													1
	ive agent)	Total # of call seconds to reach live agent													1
		% ≤ 60 seconds													+
								1							

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)

U#: 1017-C

		Total Company Z Exchange	Wire	Center										
	Reporting Unit Type:						Repor	rting Unit	t Name: Sa	wyers I	Bar Excha	ange		_
			Da	te filed (04/19	/18)	D	ate filed (0	7/xx/18)		Date filed (1	1/xx/18)		Date filed (01	1/xx/19)
Meas	urement (Compile monthly	(file quarterly)	1st Quarte	r	,	2nd Quart	er	,	3rd Quarte	r	,	4th Quar	ter	
mouo	arement (complic month)	, no quarteriy)	Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	ation Interval	Total # of business days	1.00	2.00	0.00									-
Min. sta	andard = 5 bus. days	Total # of service orders	1	2	0									
		Avg. # of business days	1.00	1.00	0.00									
	ation Commitment	Total # of installation commitments	1	2	1									
Min. sta	andard = 95% commitment met	Total # of installation commitment met	1	2	1									
		Total # of installation commitment missed	0	0	0									
		% of commitment met	100%	100%	100%									
Custor	ners	Acct # for voice or bundle, res+bus	122	118	118									
Custor	ner 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												
	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									
	units w/ ≤ 1,000 lines)	Total # of trouble reports	3	1	1									
		% of trouble reports	1.72%	0.58%	0.57%									
		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)	11:21	00:00	00:00									
Adjust	ed Service Report	Avg. outage duration (hh:mm)	05:40	00:00	00:00									
	andard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO									
		Total # of unadjusted outage report tickets	2	0	0									
	lin. standard = 90% within 24 hrs	Total # of all repair tickets restored in <24hrs	2	0	0									
		% of all repair tickets restored ≤ 24 Hours	100%	0%	0%									
Unadju	inted	Sum of the duration of all outages (hh:mm)	11:21	00:00	00:00									
	Service Report	Avg. unadjusted outage duration (hh:mm)	05:40	00:00	00:00									-
Refund	ls	Number of customers who received refunds	1	0	0									
		Monthly amount of refunds	\$0.94	\$0.00	\$0.00		1			1				
	r Time (Trouble Reports, Billing												,l	
		Total # of calls for TR, Billing & Non-Billing			_									
		Total # of call seconds to reach live agent					1							
	illing) Min. standard = 80% of calls ≤ 60 silling) Min. standard = 80% of calls ≤ 60 to reach live agent (w/ a menu option to e agent)	% ≤ 60 seconds					1							
								•						· · ·

Primary Utility Contact Information

Company Name:

Name: Tim Edwards

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Email: t.edwards@siskiyoutelephone.com

Report Year:

2018

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)

Siskiyou Telephone

Company Name:	Siski	you Telephone		U#: 1017 <u>-C</u>	Report Year:	2018
Reporting Unit Type	: 🗌 Total Company	✓ Exchange	Wire Center	Reporting Unit Name: Oal	Knoll Exchange	

			Date filed (04/19/18) 1st Quarter 2nd Qu Jan Feb Mar Apr		D	ate filed (0	7/xx/18)	D	1/xx/18)					
Mea	surement (Compile monthl	y, file quarterly)	Jan Feb Mar Apr 1.00 4.00 4.00			ter		3rd Quarte	er		4th Quarte	r		
			Jan Feb Mar Apr 1.00 4.00 4.00 4.00 1 4 4 4				Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	lation Interval	Total # of business days	1.00	4.00	4.00									
Min. s	tandard = 5 bus. days	Total # of service orders	1	4	4									
		Avg. # of business days	1.00	1.00	1.00									
	lation Commitment	Total # of installation commitments	1	4	4									
Min. s	tandard = 95% commitment met	Total # of installation commitment met	1	4	4									
		Total # of installation commitment missed	0	0	0									
		% of commitment met	100%	100%	100%									
Custo	mers	Acct # for voice or bundle, res+bus	170	1	169									
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					1							
Min.	8% (8 per 100 working lines for	Total # of working lines												
	10% (10 per 100 working lines for	Total # of trouble reports												
		% of trouble reports												
		Total # of working lines	245	244	244									
		Total # of trouble reports	2	1	2									
		% of trouble reports	0.82%	0.41%	0.82%									
		Total # of outage report tickets	1	0	2									
		Total # of repair tickets restored in < 24hrs	1	0	2									
		% of repair tickets restored ≤ 24 Hours	100%	0%	100%									
		Sum of the duration of all outages (hh:mm)	10:50	00:00	11:47									
Adjus		Avg. outage duration (hh:mm)	10:50	00:00	05:53									
	f Service Report tandard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO									
		Total # of unadjusted outage report tickets	1	0	2									
		Total # of all repair tickets restored in < 24hrs	0	0	1									
		% of all repair tickets restored ≤ 24 Hours	0%	0%	50%									
11ma -*		Sum of the duration of all outages (hh:mm)	42:25		313:03		1			1				
	usted f Service Report	Avg. unadjusted outage duration (hh:mm)	42:25		156:31		1							
	efunds	Number of customers who received refunds	0		0		1							
		Monthly amount of refunds	\$0.00	\$0.83	\$0.00									
								1					1	-
	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												

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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: Siskiyou Telephon Reporting Unit Type: Total Company Image: Exchange					U#: 10	017-C	_		Report	Year:	201	8	
	Reporting Unit Type:	Total Company 🗸 Exchange	Wire C	Center			Repor	rting Uni	t Name:	E <u>tna Ex</u>	change			
		(Cl - manufact)	Dat 1st Quarter	e filed (04/19	9/18)	Da 2nd Quart	ate filed (07	//xx/18)	3rd Quar	Date filed (11/xx/18)	[4th Qua	Date filed (01/	xx/19)
vieasi	urement (Compile monthl	ly, file quarterly)		Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
nstallat	tion Interval	Total # of business days	10.00	7.00									-	
1in. stai	ndard = 5 bus. days	Total # of service orders	8	7	12									
		Avg. # of business days	1.25	1.00										
nstallat	tion Commitment	Total # of installation commitments	8	7	13									
lin. star	ndard = 95% commitment met	Total # of installation commitment met	8	7										
		Total # of installation commitment missed	0	0	-									
		% of commitment met	100%	100%	100%		+				_			
ustom	ers	Acct # for voice or bundle, res+bus	1062	10070			+							
ustom	er Trouble Report		1002	1057	1002		+							
	5% (6 per 100 working lines for	Total # of working lines					+							
MIII. Standard	units w/ ≥ 3,000 lines)	Total # of trouble reports												
010	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) T T	% of trouble reports												
٤		Total # of working lines	1376	1376	1374									
L		Total # of trouble reports	7	8										
		% of trouble reports	0.51%	0.58%	-									-
1	10% (10 per 100 working lines for	Total # of working lines	0.0170	0.0070	0.0070									-
L	units w/ ≤ 1,000 lines)	Total # of trouble reports												-
		% of trouble reports												-
		Total # of outage report tickets	4	4	0									
		Total # of repair tickets restored in < 24hrs	4	4	-									-
		% of repair tickets restored ≤ 24 Hours	100%	100%	0%									-
		Sum of the duration of all outages (hh:mm)	35:52	33:26			1							
djuste		Avg. outage duration (hh:mm)	08:58	08:21	00:00		1							
	Service Report ndard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO		1							
		Total # of unadjusted outage report tickets	4	4										
		Total # of all repair tickets restored in < 24hrs	4	2	-									
		% of all repair tickets restored ≤ 24 Hours	100%	50%	0%									
		Sum of the duration of all outages (hh:mm)	35:52	60:52	00:00		1							
	nadjusted ut of Service Report	Avg. unadjusted outage duration (hh:mm)	08:58	15:13			1							
efunds		Number of customers who received refunds	5	0										
		Monthly amount of refunds	\$4.20	\$0.00	\$7.53		1							
	Time (Trouble Reports, Billing							1						
	ling) Min. standard = 80% of calls ≤ 60 to reach live agent (w/ a menu option to	Total # of calls for TR, Billing & Non-Billing												
each live		Total # of call seconds to reach live agent					1							
		% ≤ 60 seconds					1						-	

Primary Utility Contact Information

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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:	Siskiyou Telephone		U#: 1017 <u>-C</u>	Report Year:	2018
Reporting Unit Type: 🗌 Total Co	ompany 🗸 Exchange	Wire Center	Reporting Unit Name: Ft. Jo	ones Exchange	

					9/18)	D	ate filed (0	7/xx/18)	Da	te filed (11	/xx/18)		ate filed (01/	xx/19)
Meas	surement (Compile month	v. file quarterly)	1st Quarte	r		2nd Quar	ter		3rd Quarte	er		4th Quar	ter	
		y, q	Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
nstall	ation Interval	Total # of business days	18.00	18.00	28.00						_			
Min. st	tandard = 5 bus. days	Total # of service orders	13								_			
		Avg. # of business days	1.38	-										-
nstall	ation Commitment	Total # of installation commitments	13								_			
/in. st	tandard = 95% commitment met	Total # of installation commitment met	13	-										-
		Total # of installation commitment missed	0	-							_			-
		% of commitment met	100%	100%	100%									
Custo	mers	Acct # for voice or bundle, res+bus	1166		1172									-
Custo	mer Trouble Report		1100		11/2						_			
2	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					1							-
Ľ.	8% (8 per 100 working lines for	Total # of working lines	1625	1623	1613									-
	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	1020											-
	10% (10 per 100 working lines for "	% of trouble reports	0.62%	0.12%	0.37%									-
		Total # of working lines	0.0270	0	0.01 /0									-
		Total # of trouble reports									_			-
		% of trouble reports												-
		Total # of outage report tickets	3	1	1									-
		Total # of repair tickets restored in < 24hrs	3	-	1						_			-
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
		Sum of the duration of all outages (hh:mm)	05:29		10:45									-
Adjus		Avg. outage duration (hh:mm)	01:49		10:45									-
	f Service Report tandard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO									
		Total # of unadjusted outage report tickets	3		1									
		Total # of all repair tickets restored in < 24hrs	3		0						_			-
		% of all repair tickets restored ≤ 24 Hours	100%	100%	0%									-
		Sum of the duration of all outages (hh:mm)	05:29		24:10						_			-
	usted f Service Report	Avg. unadjusted outage duration (hh:mm)	01:49		24:10		1							1
	efunds nswer Time (Trouble Reports, Billing	Number of customers who received refunds	2	0										1
		Monthly amount of refunds	\$4.59	\$0.00	\$0.83		1							1
						1						-		
	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												Т
	ve agent)	Total # of call seconds to reach live agent												+
		% ≤ 60 seconds												1
						1	1	1				1	- 1	

Primary Utility Contact Information

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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	iyou Telephone		U#: 1017 <u>-C</u>	Report Year:	2018
Reporting Unit Type:	Total Company	✓ Exchange	Wire Center	Reporting Unit Name: So	mes Bar Exchange	

			Date	e filed (04/19	/18)	Da	te filed (07	/xx/18)	[Date filed (1	1/xx/18)	Dat	te filed (01/x	x/19)
Meas	surement (Compile monthl	y, file guarterly)	1st Quarter			2nd Quarte	r		3rd Quarte	r		4th Quarte	r	
		,	Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	lation Interval	Total # of business days	3.00	3.00	3.00									
Min. s	tandard = 5 bus. days	Total # of service orders	2	3	3									
		Avg. # of business days	1.50	1.00	1.00									
	lation Commitment	Total # of installation commitments	2	3	3									
Min. s	tandard = 95% commitment met	Total # of installation commitment met	2	3	3									
		Total # of installation commitment missed	0	0	0									
		% of commitment met	100%	100%	100%									
Custo	mers	Acct # for voice or bundle, res+bus	129	127			1							
Custo	mer Trouble Report						1	1						
ard	6% (6 per 100 working lines for	Total # of working lines					1							
Standard	units w/ ≥ 3,000 lines)	Total # of trouble reports					1	1						
ŝ		% of trouble reports												
Ш	8% (8 per 100 working lines for	Total # of working lines												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports												
		% of trouble reports												
		Total # of working lines	181	178	182									
		Total # of trouble reports	3	2	4									
		% of trouble reports	1.66%	1.12%	2.20%									
		Total # of outage report tickets	3	2	1									
		Total # of repair tickets restored in < 24hrs	3	2	1									
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
		Sum of the duration of all outages (hh:mm)	34:28	17:33	13:15									
Adjus		Avg. outage duration (hh:mm)	11:29											
	f Service Report tandard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO									
		Total # of unadjusted outage report tickets	3	2	1		1	1						
		Total # of all repair tickets restored in <24hrs	0		1		1	1						
		% of all repair tickets restored ≤ 24 Hours	0%	50%	100%		1	1						
(In a d		Sum of the duration of all outages (hh:mm)	125:38				1	1						
	justed f Service Report	Avg. unadjusted outage duration (hh:mm)	41:52	-			1	1						
	efunds	Number of customers who received refunds	0				1	1						
		Monthly amount of refunds	\$0.00	\$0.00	\$0.00		1	1						
	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												
	ive agent)	Total # of call seconds to reach live agent					1	1						
		% ≤ 60 seconds					1							

Primary Utility Contact Information

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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:	Siski	you Telephone		U#: 1017 <u>-C</u>	Report Year:	2018
Reporting Unit Type:	Total Company	✓ Exchange	Wire Center	Reporting Unit Name: H	appy Camp Exchange	

			Dat	e filed (04/19	/18)	Da	te filed (07	/xx/18)	[Date filed (1	1/xx/18)	Da	ate filed (01/x	x/19)
Meas	urement (Compile monthl	y, file quarterly)	1st Quarte	r		2nd Quart	er		3rd Quarte	r		4th Quart	er	
	· ·		Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installa	tion Interval	Total # of business days	5.00	6.00	14.00									
Min. sta	andard = 5 bus. days	Total # of service orders	5	6	13									
		Avg. # of business days	1.00	1.00	1.08									
Installa	tion Commitment	Total # of installation commitments	5	6	13									
Min. sta	andard = 95% commitment met	Total # of installation commitment met	5	6										
		Total # of installation commitment missed	0	0										
		% of commitment met	100%	100%	100%									
Custon	ners	Acct # for voice or bundle, res+bus	549											1
Custon	ner Trouble Report		5.5	2.10										1
p	6% (6 per 100 working lines for	Total # of working lines												1
Standard	units w/ ≥ 3,000 lines)	Total # of trouble reports												
St		% of trouble reports												
	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												
F	10% (10 per 100 working lines for	Total # of working lines	837	831	830						_			
	units w/ ≤ 1,000 lines)	Total # of trouble reports	8		7									
		% of trouble reports	0.96%	0.36%	0.84%									
		Total # of outage report tickets	4	1	5									
		Total # of repair tickets restored in <24hrs	4	1	5						_			
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
		Sum of the duration of all outages (hh:mm)	06:55	03:29										
Adjuste		Avg. outage duration (hh:mm)	01:43											
	Service Report andard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO									
		Total # of unadjusted outage report tickets	4	1	5									
		Total # of all repair tickets restored in < 24hrs	4	1	5		1							
		% of all repair tickets restored ≤ 24 Hours	100%	100%	-		1							
	- 4 - 4	Sum of the duration of all outages (hh:mm)	06:55				1							
Unadju Dut of :	sted Service Report	Avg. unadjusted outage duration (hh:mm)	01:43											
	Refunds	Number of customers who received refunds	01.10		-		1							
	Monthly amount of refunds	\$0.00		-										
		\$0.00	\$0.00	-\$0.15	1	1	-1				1			
	illing) Min. standard = 80% of calls ≤ 60 to reach live agent (w/ a menu option to	Total # of calls for TR, Billing & Non-Billing					T							
each live		Total # of call seconds to reach live agent												
		% ≤ 60 seconds					1						+	
						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:	Siski	you Telephone		U#: 1017 <u>-C</u>	Report Year:	2018		
Reporting Unit Type:	Total Company	✓ Exchange	Wire Center	Reporting Unit Name: Han	nburg Exchange			

		Da	te filed (04/1	9/18)	Da	te filed (07	/xx/18)	[Date filed (1	1/xx/18)	Date filed (01/xx/19)			
Measurement (Compile monthly, file quarterly)			1st Quarter	1st Quarter			2nd Quarter		3rd Quarter			4th Quarter		
			Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days		Total # of business days	5.00	5.00	5.00									-
		Total # of service orders	3	5	4									-
		Avg. # of business days	1.67	1.00	1.25									
Installation Commitment Min. standard = 95% commitment met Customers Customer Trouble Report		Total # of installation commitments	3											-
		Total # of installation commitment met	3	5	4									
		Total # of installation commitment missed	0	0	0									
		% of commitment met	100%	100%	100%									
		Acct # for voice or bundle, res+bus	369	368	369									
2 6% (6 per 100 working lines for		Total # of working lines												
Min. Standard	units w/ ≥ 3,000 lines)	Total # of trouble reports					1						1	+
		% of trouble reports					1						1	+
	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 units w/ \leq 1,000 lines)	Total # of working lines	486	487	487									
		Total # of trouble reports	4	3	1									
		% of trouble reports	0.82%	0.62%	0.62%									
		Total # of outage report tickets	2	1	2									
		Total # of repair tickets restored in < 24hrs	2	1	2									-
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
		Sum of the duration of all outages (hh:mm)	15:51	03:07	06:34									
Adjusted Out of Service Report Min. standard = 90% within 24 hrs Unadjusted Out of Service Report Refunds		Avg. outage duration (hh:mm)	07:55											
		Indicate if catastrophic event is in month	NO	NO	NO									
		Total # of unadjusted outage report tickets	2	1	2									
		Total # of all repair tickets restored in <24hrs	1	1	2									
		% of all repair tickets restored ≤ 24 Hours	50%	100%	100%									-
		Sum of the duration of all outages (hh:mm)	46:34	03:07	06:34									-
		Avg. unadjusted outage duration (hh:mm)	23:17	03:07	03:17									
		Number of customers who received refunds	0	1	0		1							
		Monthly amount of refunds	\$0.00	\$5.31	\$0.00		1							1
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												Т
		Total # of call seconds to reach live agent					1						1	+
		% ≤ 60 seconds					1							+

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(End of Attachment C)

Date Adopted: 7/28/09