

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: Siskiyou Telephone

U#: 1017-C

Report Year: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed (04/08/19)			Date filed (07/22/19)									
		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	37.00	37.00	49.00	64.00	81.00	59.00							
	Total # of service orders	31	32	37	69	61	43							
	Avg. # of business days	1.19	1.16	1.32	0.93	1.33	1.37							
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	31	34	39	69	60	46							
	Total # of installation commitment met	31	34	39	69	60	46							
	Total # of installation commitment missed	0	0	0	0	0	0							
	% of commitment met	100%	100%	100%	100%	100%	100%							
Customers	Acct # for voice or bundle, res+bus	3569	3570	3569	3597	3629	3648							
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	4899	4895	4897	4888	4903	4908						
		Total # of trouble reports	12	12	12	11	6	16						
		% of trouble reports	0.24%	0.25%	0.25%	0.23%	0.12%	0.33%						
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Indicate if catastrophic event is in month	7	7	7	7	4	13							
	Total # of repair tickets restored in ≤ 24hrs	7	7	7	7	4	13							
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%							
	Sum of the duration of all outages (hh:mm)	36:57	21:52	25:52	25:36	25:47	39:24							
	Avg. outage duration (hh:mm)	05:16	03:07	03:41	03:39	06:26	03:01							
	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO							
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	7	7	7	7	4	13							
	Total # of all repair tickets restored in ≤ 24hrs	7	7	6	6	4	13							
	% of all repair tickets restored ≤ 24 Hours	100%	100%	86%	86%	100%	100%							
	Sum of the duration of all outages (hh:mm)	36:57	21:52	80:22	40:58	25:47	39:24							
	Avg. unadjusted outage duration (hh:mm)	05:16	03:07	11:28	05:51	06:26	03:01							
Refunds	Number of customers who received refunds	2	4	14	0	6	3							
	Monthly amount of refunds	\$2.07	\$93.09	\$100.81	\$0.00	\$887.77	\$168.86							
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing													
	Total # of call seconds to reach live agent													
	% ≤ 60 seconds													

Primary Utility Contact Information

Name: 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)

(End of Attachment C)

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: Siskiyou Telephone

U#: 1017-C

Report Year: 2019

Total Company Exchange Wire Center

Reporting Unit Type:

Reporting Unit Name: Sawyers Bar Exchange

Measurement (Compile monthly, file quarterly)		Date filed (04/08/19)			Date filed (07/22/19)			3rd Quarter			4th Quarter			
		1st Quarter			2nd Quarter			Jul	Aug	Sep	Oct	Nov	Dec	
		Jan	Feb	Mar	Apr	May	Jun							
Installation Interval Min. standard = 5 bus. days	Total # of business days	0.00	0.00	1.00	9.00	14.00	3.00							
	Total # of service orders	0	0	1	9	8	2							
	Avg. # of business days	0.00	0.00	1.00	1.00	1.75	1.50							
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	0	1	9	8	3							
	Total # of installation commitment met	0	0	1	9	8	3							
	Total # of installation commitment missed	0	0	0	0	0	0							
	% of commitment met	0%	0%	100%	100%	100%	100%							
Customers	Acct # for voice or bundle, res+bus	121	121	120	128	134	136							
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	173	173	171	176	179	180						
		Total # of trouble reports	0	0	0	1	0	3						
		% of trouble reports	0.00%	0.00%	0.00%	0.57%	0.00%	1.67%						
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0	0	0	3							
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	3							
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	100%							
	Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00	00:00	00:00	18:12							
	Avg. outage duration (hh:mm)	00:00	00:00	00:00	00:00	00:00	06:04							
	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO							
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	0	0	0	0	0	3							
	Total # of all repair tickets restored in ≤ 24hrs	0	0	0	0	0	3							
	% of all repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	100%							
	Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00	00:00	00:00	18:12							
Refunds	Avg. unadjusted outage duration (hh:mm)	00:00	00:00	00:00	00:00	00:00	06:04							
	Number of customers who received refunds	2	0	1	0	0	0							
	Monthly amount of refunds	\$2.07	\$0.00	\$5.51	\$0.00	\$0.00	\$0.00							
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing													
	Total # of call seconds to reach live agent													
	% ≤ 60 seconds													

Primary Utility Contact Information

Name: 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)

(End of Attachment C)

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: Siskiyou Telephone

U#: 1017-C

Report Year: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Oak Knoll Exchange

Measurement (Compile monthly, file quarterly)		Date filed (04/08/19)			Date filed (07/22/19)								
		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	3.00	0.00	2.00	1.00	1.00	3.00						
	Total # of service orders	3	0	2	1	1	4						
	Avg. # of business days	1.00	0.00	1.00	1.00	1.00	0.75						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	3	0	3	1	0	4						
	Total # of installation commitment met	3	0	3	1	0	4						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	100%	0%	100%	100%	0%	100%						
Customers	Acct # for voice or bundle, res+bus	162	159	160	158	158	160						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	242	241	244	232	231	232					
		Total # of trouble reports	0	0	0	0	1	2					
		% of trouble reports	0.00%	0.00%	0.00%	0.00%	0.43%	0.86%					
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0	0	1	2						
	Total # of repair tickets restored in ≤24hrs	0	0	0	0	1	2						
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	100%	100%						
	Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00	00:00	02:45	07:18						
	Avg. outage duration (hh:mm)	00:00	00:00	00:00	00:00	02:45	03:39						
	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO						
	Total # of unadjusted outage report tickets	0	0	0	0	1	2						
Unadjusted Out of Service Report	Total # of all repair tickets restored in ≤24hrs	0	0	0	0	1	2						
	% of all repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	100%	100%						
	Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00	00:00	02:45	07:18						
	Avg. unadjusted outage duration (hh:mm)	00:00	00:00	00:00	00:00	02:45	03:39						
	Refunds	Number of customers who received refunds	0	1	1	0	0	0					
	Monthly amount of refunds	\$0.00	\$52.87	\$1.63	\$0.00	\$0.00	\$0.00						
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

Primary Utility Contact Information

Name: 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)

(End of Attachment C)

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: Siskiyou Telephone

U#: 1017-C

Report Year: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Etna Exchange

Measurement (Compile monthly, file quarterly)		Date filed (04/08/19)			Date filed (07/22/19)			3rd Quarter			4th Quarter			
		1st Quarter			2nd Quarter			Jul	Aug	Sep	Oct	Nov	Dec	
		Jan	Feb	Mar	Apr	May	Jun							
Installation Interval Min. standard = 5 bus. days	Total # of business days	14.00	7.00	14.00	17.00	19.00	16.00							
	Total # of service orders	12	7	11	17	15	12							
	Avg. # of business days	1.17	1.00	1.27	1.00	1.27	1.33							
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	12	9	11	17	15	13							
	Total # of installation commitment met	12	9	11	17	15	13							
	Total # of installation commitment missed	0	0	0	0	0	0							
	% of commitment met	100%	100%	100%	100%	100%	100%							
Customers	Acct # for voice or bundle, res+bus	1064	1066	1070	1075	1082	1086							
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	1367	1366	1369	1369	1371	1375						
		Total # of trouble reports	1	2	6	3	5	4						
		% of trouble reports	0.07%	0.15%	0.44%	0.22%	0.36%	0.29%						
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	2	3	3	4							
	Total # of repair tickets restored in ≤ 24hrs	0	0	2	3	3	4							
	% of repair tickets restored ≤ 24 Hours	0%	0%	100%	100%	100%	100%							
	Sum of the duration of all outages (hh:mm)	00:00	00:00	03:02	04:02	23:02	03:38							
	Avg. outage duration (hh:mm)	00:00	00:00	01:31	01:20	07:40	00:54							
	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO							
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	0	0	2	3	3	4							
	Total # of all repair tickets restored in ≤ 24hrs	0	0	2	3	3	4							
	% of all repair tickets restored ≤ 24 Hours	0%	0%	100%	100%	100%	100%							
	Sum of the duration of all outages (hh:mm)	00:00	00:00	03:02	04:02	23:02	03:38							
	Avg. unadjusted outage duration (hh:mm)	00:00	00:00	01:31	01:20	07:40	00:54							
Refunds	Number of customers who received refunds	0	1	1	0	3	1							
	Monthly amount of refunds	\$0.00	\$0.73	\$2.25	\$0.00	\$832.33	\$157.41							
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing													
	Total # of call seconds to reach live agent													
	% ≤ 60 seconds													

Primary Utility Contact Information

Name: 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)

(End of Attachment C)

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: Siskiyou Telephone

U#: 1017-C

Report Year: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Ft. Jones Exchange

Measurement (Compile monthly, file quarterly)		Date filed (04/08/19)			Date filed (07/22/19)									
		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	14.00	14.00	15.00	19.00	30.00	17.00							
	Total # of service orders	10	12	11	23	24	14							
	Avg. # of business days	1.40	1.17	1.36	0.83	1.25	1.21							
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	10	12	12	23	24	15							
	Total # of installation commitment met	10	12	12	23	24	15							
	Total # of installation commitment missed	0	0	0	0	0	0							
	% of commitment met	100%	100%	100%	100%	100%	100%							
Customers	Act # for voice or bundle, res+bus	1179	1181	1179	1183	1197	1207							
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	1629	1626	1625	1621	1632	1633						
		Total # of trouble reports	8	4	2	1	0	5						
		% of trouble reports	0.49%	0.25%	0.12%	0.06%	0.00%	0.31%						
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	4	1	1	1	0	4							
	Total # of repair tickets restored in ≤24hrs	4	1	1	1	0	4							
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	0%	100%							
	Sum of the duration of all outages (hh:mm)	29:52	03:14	01:13	02:14	00:00	10:16							
	Avg. outage duration (hh:mm)	07:28	03:14	01:13	02:14	00:00	02:34							
	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO							
	Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	4	1	1	1	0	4						
Total # of all repair tickets restored in ≤24hrs		4	1	1	1	0	4							
% of all repair tickets restored ≤ 24 Hours		100%	100%	100%	100%	0%	100%							
Sum of the duration of all outages (hh:mm)		29:52	03:14	01:13	02:14	00:00	10:16							
Avg. unadjusted outage duration (hh:mm)		07:28	03:14	01:13	02:14	00:00	02:34							
Refunds	Number of customers who received refunds	0	1	5	0	2	2							
	Monthly amount of refunds	\$0.00	\$1.60	\$15.84	\$0.00	\$36.88	\$11.45							
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing													
	Total # of call seconds to reach live agent													
	% ≤ 60 seconds													

Primary Utility Contact Information

Name: Dan Rimmer

Phone: 530-467-6145

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(End of Attachment C)

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: Siskiyou Telephone

U#: 1017-C

Report Year: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Somes Bar Exchange

Measurement (Compile monthly, file quarterly)		Date filed (04/08/19)			Date filed (07/22/19)								
		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	2.00	0.00	2.00	3.00	4.00	8.00						
	Total # of service orders	2	0	2	3	2	4						
	Avg. # of business days	1.00	0.00	1.00	1.00	2.00	2.00						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2	0	2	3	2	4						
	Total # of installation commitment met	2	0	2	3	2	4						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	100%	0%	100%	100%	100%	100%						
Customers	Acct # for voice or bundle, res+bus	125	124	122	125	125	128						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	179	180	179	181	181	182					
		Total # of trouble reports	1	0	0	1	0	1					
		% of trouble reports	0.56%	0.00%	0.00%	0.55%	0.00%	0.55%					
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	0	0	0	0	0						
	Total # of repair tickets restored in ≤24hrs	1	0	0	0	0	0						
	% of repair tickets restored ≤ 24 Hours	100%	0%	0%	0%	0%	0%						
	Sum of the duration of all outages (hh:mm)	02:53	00:00	00:00	00:00	00:00	00:00						
	Avg. outage duration (hh:mm)	02:53	00:00	00:00	00:00	00:00	00:00						
	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO						
	Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	1	0	0	0	0	0					
Total # of all repair tickets restored in ≤24hrs		1	0	0	0	0	0						
% of all repair tickets restored ≤ 24 Hours		100%	0%	0%	0%	0%	0%						
Sum of the duration of all outages (hh:mm)		02:53	00:00	00:00	00:00	00:00	00:00						
Avg. unadjusted outage duration (hh:mm)		02:53	00:00	00:00	00:00	00:00	00:00						
Refunds	Number of customers who received refunds	0	0	0	0	0	0						
	Monthly amount of refunds	\$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												

Primary Utility Contact Information

Name: Dan Rimmer

Phone: 530-467-6145

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(End of Attachment C)

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: Siskiyou Telephone

U#: 1017-C

Report Year: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Happy Camp Exchange

Measurement (Compile monthly, file quarterly)		Date filed (04/08/19)			Date filed (07/22/19)									
		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	3.00	12.00	8.00	8.00	6.00	8.00							
	Total # of service orders	3	9	6	8	4	5							
	Avg. # of business days	1.00	1.33	1.33	1.00	1.50	1.60							
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	3	9	6	8	4	5							
	Total # of installation commitment met	3	9	6	8	4	5							
	Total # of installation commitment missed	0	0	0	0	0	0							
	% of commitment met	100%	100%	100%	100%	100%	100%							
Customers	Acct # for voice or bundle, res+bus	547	548	546	550	551	548							
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	819	820	818	820	819	816						
		Total # of trouble reports	0	5	3	3	0	0						
		% of trouble reports	0.00%	0.61%	0.37%	0.37%	0.00%	0.00%						
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	5	3	2	0	0							
	Total # of repair tickets restored in ≤24hrs	0	5	3	2	0	0							
	% of repair tickets restored ≤ 24 Hours	0%	100%	100%	100%	0%	0%							
	Sum of the duration of all outages (hh:mm)	00:00	12:33	14:54	13:48	00:00	00:00							
	Avg. outage duration (hh:mm)	00:00	02:30	04:58	06:54	00:00	00:00							
	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO							
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	0	5	3	2	0	0							
	Total # of all repair tickets restored in ≤24hrs	0	5	2	1	0	0							
	% of all repair tickets restored ≤ 24 Hours	0%	100%	67%	50%	0%	0%							
	Sum of the duration of all outages (hh:mm)	00:00	12:33	69:24	29:10	00:00	00:00							
	Avg. unadjusted outage duration (hh:mm)	00:00	02:30	23:08	14:35	00:00	00:00							
Refunds	Number of customers who received refunds	0	1	5	0	0	0							
	Monthly amount of refunds	\$0.00	\$37.89	\$18.66	\$0.00	\$0.00	\$0.00							
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing													
	Total # of call seconds to reach live agent													
	% ≤ 60 seconds													

Primary Utility Contact Information

Name: 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)

(End of Attachment C)

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: Siskiyou Telephone

U#: 1017-C

Report Year: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Hamburg Exchange

Measurement (Compile monthly, file quarterly)		Date filed (04/08/19)			Date filed (07/22/19)			3rd Quarter			4th Quarter			
		1st Quarter			2nd Quarter			Jul	Aug	Sep	Oct	Nov	Dec	
		Jan	Feb	Mar	Apr	May	Jun							
Installation Interval Min. standard = 5 bus. days	Total # of business days	1.00	4.00	7.00	7.00	7.00	4.00							
	Total # of service orders	1	4	4	8	7	2							
	Avg. # of business days	1.00	1.00	1.75	0.88	1.00	2.00							
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	4	4	8	7	2							
	Total # of installation commitment met	1	4	4	8	7	2							
	Total # of installation commitment missed	0	0	0	0	0	0							
	% of commitment met	100%	100%	100%	100%	100%	100%							
Customers	Acct # for voice or bundle, res+bus	371	371	372	378	382	383							
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	490	489	491	489	490	490						
		Total # of trouble reports	2	1	1	2	0	1						
		% of trouble reports	0.41%	0.20%	0.20%	0.41%	0.00%	0.20%						
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	1	1	1	0	0							
	Total # of repair tickets restored in ≤24hrs	2	1	1	1	0	0							
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	0%	0%							
	Sum of the duration of all outages (hh:mm)	04:12	06:05	06:43	05:32	00:00	00:00							
	Avg. outage duration (hh:mm)	02:06	06:05	06:43	05:32	00:00	00:00							
	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO							
	Total # of unadjusted outage report tickets	2	1	1	1	0	0							
Unadjusted Out of Service Report	Total # of all repair tickets restored in ≤24hrs	2	1	1	1	0	0							
	% of all repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	0%	0%							
	Sum of the duration of all outages (hh:mm)	04:12	06:05	06:43	05:32	00:00	00:00							
	Avg. unadjusted outage duration (hh:mm)	02:06	06:05	06:43	05:32	00:00	00:00							
	Refunds	Number of customers who received refunds	0	0	1	0	1	0						
	Monthly amount of refunds	\$0.00	\$0.00	\$56.92	\$0.00	\$18.56	\$0.00							
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing													
	Total # of call seconds to reach live agent													
	% ≤ 60 seconds													

Primary Utility Contact Information

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Date Adopted: 7/28/09

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(End of Attachment C)