Company Name:	Siski	you Telephone		U#: 1017- <u>C</u>	Report Year:	2019
Reporting Unit Type:	Total Company	☐ Exchange	☐ Wire Center	Reporting Unit Name: Total Company		

			Da	ate filed (04/08/1	9)	ı	Date filed (07/22	2/19)						
Meas	surement (Compile monthly	y, file quarterly)		1st Quarter			2nd Quarter	•		3rd Quarter			4th Quarte	er
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	lation Interval	Total # of business days	37.00	37.00	49.00	64.00	81.00	59.00						
Min. s	tandard = 5 bus. days	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						
	lation Commitment	Total # of installation commitments	31	34	39	69	60	46						
∕lin. s	tandard = 95% commitment met	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%						
Custo	mers	Acct # for voice or bundle, res+bus	3569	3570	3569	3597	3629	3648						
Custo	mer Trouble Report													
D R	6% (6 per 100 working lines for	Total # of working lines	4899	4895	4897	4888	4903	4908						
Standard	units w/ ≥ 3,000 lines)	Total # of trouble reports	12	12	12	11	6	16						
ř	8% (8 per 100 working lines for	% of trouble reports	0.24%	0.25%	0.25%	0.23%	0.12%	0.33%						
Ė		Total # of working lines												
U	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												
		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						
Adjus		Avg. outage duration (hh:mm)	05:16	03:07	03:41	03:39	06:26	03:01						
	f Service Report tandard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO.						
		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						
	usted f Service Report	Avg. unadjusted outage duration (hh:mm)	05:16	03:07	11:28	05:51	06:26	03:01						
Refun		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						
	er Time (Trouble Reports, Billing		Ψ=.07	Ψ00.00	7.00.01	ψ0.00	Ţ001	Ţ.00.00					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												
		Total # of call seconds to reach live agent												
		% ≤ 60 seconds											1	

Primary Utility Contact Information

Name: Dan Rimmer	Phone: 530-467-6145	Email: d.rimmer@siskivoutelephone.com
Name. Dan Killinei	Filolie. 330-407-0143	Linaii. d.iiiiiiiei@siskiyodtelepiioiie.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)

Company Name:	Sisk	iyou Telephone		U#: 1017 <u>-C</u>	Report Year:	2019
	☐ Total Company	☑ Exchange	☐ Wire Center			
Reporting Unit Typ	e:			Reporting Unit Name: Sa	wvers Bar Exchange	

			Dat	e filed (04/08	3/19)	Dat	e filed (07/22	2/19)						
Meas	surement (Compile monthly	y, file quarterly)		1st Quarter			2nd Quarter	r		3rd Quarte	r		4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	ation Interval	Total # of business days	0.00	0.00	1.00	9.00	14.00	3.00						
Min. st	tandard = 5 bus. days	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						
	ation Commitment	Total # of installation commitments	0	0	1	9	8	3						
∕lin. st	tandard = 95% commitment met	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%						
Custo	mers	Acct # for voice or bundle, res+bus	121	121	120	128	134	136						
Custo	mer Trouble Report													
2	6% (6 per 100 working lines for	Total # of working lines												
Min. Standard	units w/ ≥ 3,000 lines)	Total # of trouble reports												
S.		% of trouble reports												
<u> </u>	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	173	173	171	176	179	180						
	units w/ ≤ 1,000 lines)	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%						
	I.	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						
Adjus		Avg. outage duration (hh:mm)	00:00	00:00	00:00	00:00	00:00	06:04						
	Service Report tandard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO.						
31		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						
	usted Service Report	Avg. unadjusted outage duration (hh:mm)	00:00	00:00	00:00	00:00	00:00	06:04						
Refun		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						
Answe	er Time (Trouble Reports, Billing		Ψ2.07	40.00	φυ.υ1	40.00	40.00	ψ0.00						
& Non-E	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												
	s to reach live agent (w/ a menu option to /e agent)	Total # of call seconds to reach live agent												
each live agent)		% ≤ 60 seconds						1					1	-

Primary Utility Contact Information

Name: Dan Rim	mer Phone: 530-467-6145	I5 Email: d.rimmer@siskiyoutelephone.com
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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:	Siskiyo	ou reiepnone		U#: 1017 <u>-C</u>	Report Year:	2019
Reporting Unit Type:	Total Company	☑ Exchange	☐ Wire Center	Reporting Unit Name: Oak K	noll Exchange	

			Dat	e filed (04/08	3/19)	Da	ite filed (07/2	2/19)						
Meas	surement (Compile monthl	y, file quarterly)		1st Quarter			2nd Quarte	r	3rd Quarte	r		4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	ation Interval	Total # of business days	3.00	0.00	2.00	1.00	1.00	3.00						
Min. st	tandard = 5 bus. days	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						
	ation Commitment	Total # of installation commitments	3	0	3	1	0	4						
Min. st	tandard = 95% commitment met	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%						
Custo	mers	Acct # for voice or bundle, res+bus	162	159	160	158	158	160						
Custo	mer Trouble Report													
면 6% (6 per 100 working lines for		Total # of working lines												
Min. Standard	units w/ ≥ 3,000 lines)	Total # of trouble reports												
Š	units w/ 1,001 - 2,999 lines)	% of trouble reports												
<u> </u>		Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
		Total # of working lines	242	241	244	232	231	232						
	units w/ ≤ 1,000 lines)	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%						
	Į.	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						
Adjust	ted Service Report	Avg. outage duration (hh:mm)	00:00	00:00	00:00	00:00	02:45	03:39						
	andard = 90% within 24 hrs	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						
		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%						
Unadji	usted	Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00	00:00	02:45	07:18						
	Service Report	Avg. unadjusted outage duration (hh:mm)	00:00	00:00	00:00	00:00	02:45	03:39						
Refun	ds	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						
	er Time (Trouble Reports, Billing										-	-	*	•
	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	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 <u>-C</u>	Report Year:	2019
Reporting Unit Type: ☐ Tot	al Company	☑ Exchange	☐ Wire Center	Reporting Unit Name: Etr	na Exchange	

			Dat	e filed (04/08	/19)	Da	te filed (07/22	2/19)						
Measu	rement (Compile month)	y, file quarterly)		1st Quarter			2nd Quarter	•		3rd Quarte	er		4th Quarte	er
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	De
Measurement (Compile mont  Installation Interval  Min. standard = 5 bus. days  Installation Commitment  Min. standard = 95% commitment met  Customers  Customer Trouble Report  6% (6 per 100 working lines for units w/ ≥ 3,000 lines)  8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)  10% (10 per 100 working lines for units w/ ≤ 1,000 lines)  Adjusted Out of Service Report  Min. standard = 90% within 24 hrs  Unadjusted Out of Service Report  Refunds	Total # of business days	14.00	7.00	14.00	17.00	19.00	16.00							
/lin. stan	ndard = 5 bus. days	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						
		Total # of installation commitments	12	9	11	17	15	13					4th Quarter Nov	
lin. stan	ndard = 95% commitment met	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%						
ustome	ers	Acct # for voice or bundle, res+bus	1064	1066	1070	1075	1082	1086						
ustome	er Trouble Report													
6% (6 per 100 working lines for units w/ ≥ 3,000 lines)		Total # of working lines												
ŭ u		Total # of trouble reports											i	
5		% of trouble reports												
		Total # of working lines	1367	1366	1369	1369	1371	1375						
u	inits w/ 1,001 - 2,999 lines)	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%						
1	0% (10 per 100 working lines for	Total # of working lines												
u	nits w/ ≤ 1,000 lines)	Total # of trouble reports												
		% of trouble reports												
		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						
		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					i	
		% of all repair tickets restored ≤ 24 Hours	0%	0%	100%	100%	100%	100%						
Inadi:	itad	Sum of the duration of all outages (hh:mm)	00:00	00:00	03:02	04:02	23:02	03:38					i	
		Avg. unadjusted outage duration (hh:mm)	00:00	00:00	01:31	01:20	07:40	00:54					i	
		Number of customers who received refunds	0	1	1	0	3	1					i	
		Monthly amount of refunds	\$0.00	\$0.73	\$2.25	\$0.00	\$832.33	\$157.41					i	
	Time (Trouble Reports, Billing													
	ing) Min. standard = 80% of calls ≤ 60 o 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												
		% ≤ 60 seconds				<b> </b>							t t	

Primary Utility Contact Information

Name: Dan Rimmer	Phone: 530-467-6145	Email: d.rimmer@siskiyoutelephone.com
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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) (End of Attachment C)

Company Name:	Siski	you Telephone		U#: 1017 <u>-C</u>	Report Year:	2019
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Reporting Unit Name: Ft.	Jones Exchange	

			Date	e filed (04/08	3/19)	Da	te filed (07/2	2/19)						
Meas	urement (Compile monthl	y, file quarterly)		1st Quarter		2nd Quarter			3rd Quarter				4th Quart	er
				Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	tion Interval	Total # of business days	14.00	14.00	15.00	19.00	30.00	17.00						
Min. sta	andard = 5 bus. days	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						
	tion Commitment	Total # of installation commitments	10	12	12	23	24	15						
Min. sta	andard = 95% commitment met	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%						
Custon	ners	Acct # for voice or bundle, res+bus	1179	1181	1179	1183	1197	1207						
Custon	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												
ž.		% 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						
1		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	Total # of working lines												
1	units w/ ≤ 1,000 lines)	Total # of trouble reports												
		% of trouble reports												
		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						
Adjuste	ed Service Report	Avg. outage duration (hh:mm)	07:28	03:14	01:13	02:14	00:00	02:34						
	andard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO						
		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%						
Unadiu	stad	Sum of the duration of all outages (hh:mm)	29:52	03:14	01:13	02:14	00:00	10:16						
	Service Report	Avg. unadjusted outage duration (hh:mm)	07:28	03:14	01:13	02:14	00:00	02:34						
Refund		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						
	r Time (Trouble Reports, Billing		-											
& Non-Bi seconds	illing) Min. standard = 80% of calls ≤ 60 to reach live agent (w/ a menu option to	Total # of calls for TR, Billing & Non-Billing												
reach live		Total # of call seconds to reach live agent												
		% ≤ 60 seconds												

Primary Utility Contact Information

Name: Dan Rimmer Phone: 530-467-6145 Email: d.rimmer@siskiyoutelephone.com

Date Adopted: 7/28/09

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

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C) Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Company Name:	SISKI	ou reiepnone		U#: 1017-C	Report Year:	2019
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Reporting Unit Name: So	mes Bar Exchange	

			Date	e filed (04/08/	/19)	Dat	te filed (07/22	2/19)						
Meas	surement (Compile monthl	y, file quarterly)		1st Quarter		2nd Quarter			3rd Quarter			4th Quarter		
	` '	<i>.</i> , , , , , , , , , , , , , , , , , , ,	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval		Total # of business days	2.00	0.00	2.00	3.00	4.00	8.00						
Min. st	tandard = 5 bus. days	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						
	lation Commitment	Total # of installation commitments	2	0	2	3	2	4						
Min. st	tandard = 95% commitment met	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%						
Custo	mers	Acct # for voice or bundle, res+bus	125	124	122	125	125	128						
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												
Š.		% of trouble reports												
E	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	Total # of working lines	179	180	179	181	181	182						
	units w/ ≤ 1,000 lines)	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%						
	•	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						
Adjus	ted Service Report	Avg. outage duration (hh:mm)	02:53	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						
		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%						
Unadi	uetod	Sum of the duration of all outages (hh:mm)	02:53	00:00	00:00	00:00	00:00	00:00						
	Service Report	Avg. unadjusted outage duration (hh:mm)	02:53	00:00	00:00	00:00	00:00	00:00						
Refun	ds	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						
	er Time (Trouble Reports, Billing						•							•
	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						t .		

Primary Utility Contact Information

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:	Siskiyo	u Telephone		U#: 1017 <u>-C</u>	Report Year:	2019
Reporting Unit Type:	☐ Total Company		☐ Wire Center	Reporting Unit Name: Happy Car	np Exchange	

		·	Date filed (04/08/19)			Date	e filed (07/22	/19)					·	
Meas	surement (Compile monthl	y, file quarterly)		1st Quarter		2nd Quarter			3rd Quarter			4		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	lation Interval	Total # of business days	3.00	12.00	8.00	8.00	6.00	8.00						
Min. st	tandard = 5 bus. days	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						
	lation Commitment	Total # of installation commitments	3	9	6	8	4	5						
Min. st	tandard = 95% commitment met	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						
Custo	mer Trouble Report													
5	6% (6 per 100 working lines for	Total # of working lines												
Standard	units w/ ≥ 3,000 lines)	Total # of trouble reports												
Š		% of trouble reports												
Ξ Ξ	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	Total # of working lines	819	820	818	820	819	816						
	units w/ ≤ 1,000 lines)	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%						
	•	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%						<u> </u>
		Sum of the duration of all outages (hh:mm)	00:00	12:33	14:54	13:48	00:00	00:00						
Adjus		Avg. outage duration (hh:mm)	00:00	02:30	04:58	06:54	00:00	00:00						<u> </u>
	f Service Report tandard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO						
		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						
	justed f Service Report	Avg. unadjusted outage duration (hh:mm)	00:00	02:30	23:08	14:35	00:00	00:00						
Refun		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						
	er Time (Trouble Reports, Billing		Ψ0.00	307.07	\$10.00	40.00	40.00	40.00						
	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												$\vdash$
,		% ≤ 60 seconds											<b> </b>	<del>                                     </del>

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)

General Order No. 133-D	
U#: 1017-C	Report Year:

2019

Reporting Unit Type:   Total Company	Exchange	☐ Wire Center	Reporting Unit Name: Hamburg Exchange

Siskiyou Telephone

			Da	te filed (04/08	3/19)	Dat	e filed (07/22	2/19)						
Meas	surement (Compile monthl	y, file quarterly)		1st Quarter			2nd Quarter		3rd Quarter			4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval		Total # of business days	1.00	4.00	7.00	7.00	7.00	4.00						
Min. st	tandard = 5 bus. days	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						
	lation Commitment	Total # of installation commitments	1	4	4	8	7	2						
Min. st	tandard = 95% commitment met	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%						
Custo	mers	Acct # for voice or bundle, res+bus	371	371	372	378	382	383						
Custo	mer Trouble Report													
ard	6% (6 per 100 working lines for	Total # of working lines												
Min. Standard	units w/ ≥ 3,000 lines)	Total # of trouble reports												
Sta		% of trouble reports											1	
Μ Ε	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
		Total # of trouble reports											1	
		% of trouble reports												
	10% (10 per 100 working lines for	Total # of working lines	490	489	491	489	490	490					1	
	units w/ ≤ 1,000 lines)	Total # of trouble reports	2	1	1	2	0	1					1	
		% of trouble reports	0.41%	0.20%	0.20%	0.41%	0.00%	0.20%						
		Total # of outage report tickets	2	1	1	1	0	0						
		Total # of repair tickets restored in < 24hrs	2	1	1	1	0	0					1	
		% 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					1	
Adjus		Avg. outage duration (hh:mm)	02:06	06:05	06:43	05:32	00:00	00:00					+	<del>                                     </del>
	f Service Report tandard = 90% within 24 hrs	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					1	
		Total # of all repair tickets restored in < 24hrs	2	1	1	1	0	0					1	
		% of all repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	0%	0%						
	to a facility of the facility	Sum of the duration of all outages (hh:mm)	04:12	06:05	06:43	05:32	00:00	00:00						
Unadj Out of	usted Service Report	Avg. unadjusted outage duration (hh:mm)	02:06	06:05	06:43	05:32	00:00	00:00					+	<del>                                     </del>
Refun		Number of customers who received refunds	0	0	1	0	1	0					1	
		Monthly amount of refunds	\$0.00	\$0.00	\$56.92	\$0.00	\$18.56	\$0.00					<b>†</b>	
	er Time (Trouble Reports, Billing		+ 0.00	+ 0.00		70.00	,	+						
	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											T	
	ve agent)	Total # of call seconds to reach live agent											<del>                                     </del>	
		% ≤ 60 seconds											<b>†</b>	
							1	1						

Primary Utility Contact Information

Company Name:

Name: Dan Rimmer Phone: 530-467-6145 Email: d.rimmer@siskiyoutelephone.com

Date Adopted: 7/28/09

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