Company Name:	Sisk	iyou Telephone		U#: 1017-C	Report Year:	2019
Reporting Unit Type:	✓ Total Company	Exchange	Wire Center	Reporting Unit Name: Total Company		

			Da	ate filed (04/08/1	9)		Date filed (07/22	/19)	D	ate filed (10/29/	/19)			
Meas	surement (Compile monthly	, file quarterly)	1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
	` .		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	56.00	42.00	47.00	0.00	0.00	0.0
Min. st	tandard = 5 bus. days	Total # of service orders	31	32	37	69	61	43	41	39	39	0	0	
		Avg. # of business days	1.19	1.16	1.32	0.93	1.33	1.37	1.37	1.08	1.21	#DIV/0!	#DIV/0!	#DIV/0!
	lation Commitment	Total # of installation commitments	31	34	39	69	60	46	42	39	41	0	0	
Min. st	tandard = 95% commitment met	Total # of installation commitment met	31	34	39	69	60	46	42	39	41	0	0	
		Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!
Custo	mers	Acct # for voice or bundle, res+bus	3569	3570	3569	3597	3629	3648	3631	3633	3635	0	0	
Custo	mer Trouble Report													
ard	6% (6 per 100 working lines for	Total # of working lines	4899	4895	4897	4888	4903	4908	4893	4903	4899	0	0	
Standard	units w/ ≥ 3,000 lines)	Total # of trouble reports	12	12	12	11	6	16	30	35	32	0	0	
St.		% of trouble reports	0.24%	0.25%	0.25%	0.23%	0.12%	0.33%	0.61%	0.71%	0.65%	#DIV/0!	#DIV/0!	#DIV/0!
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												
	-	Indicate if catastrophic event is in month	7	7	7	7	4	13	7	7	11	0	0	
		Total # of repair tickets restored in < 24hrs	7	7	7	7	4	13	7	7	11	0	0	
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	36:57	21:52	25:52	25:36	25:47	39:24	38:42	51:12	38:52	00:00	00:00	00:0
Adjus	ted f Service Report	Avg. outage duration (hh:mm)	05:16	03:07	03:41	03:39	06:26	03:01	05:31	07:18	03:32	#DIV/0!	#DIV/0!	#DIV/0!
	tandard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO	NO	NO	NO			
		Total # of unadjusted outage report tickets	7	7	7	7	4	13	7	7	11	0	0	
		Total # of all repair tickets restored in ≤24hrs	7	7	6	6	4	13	7	7	11	0	0	,
		% of all repair tickets restored ≤ 24 Hours	100%	100%	86%	86%	100%	100%	100%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!
Hnadi	iusted	Sum of the duration of all outages (hh:mm)	36:57	21:52	80:22	40:58	25:47	39:24	80:29	72:50	38:52	00:00	00:00	00:00
	f Service Report	Avg. unadjusted outage duration (hh:mm)	05:16	03:07	11:28	05:51	06:26	03:01	11:29	10:24	03:32	#DIV/0!	#DIV/0!	#DIV/0!
Refun	ds	Number of customers who received refunds	2	4	14	0	6	3	4	5	2	0	0	
		Monthly amount of refunds	\$2.07	\$93.09	\$100.81	\$0.00	\$887.77	\$168.86	\$869.29	\$54.61	\$13.07	\$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												
reach li	ive agent)	Total # of call seconds to reach live agent												
		% ≤ 60 seconds												
			•			•		•				•	•	

Primary Utility Contact Information

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

Date Adopted: 7/28/09

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

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

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

			Da	te filed (04/08	/19)	Da	te filed (07/22	/19)	Da	ate filed (10/2	9/19)			
Meas	surement (Compile monthly	, file quarterly)	1st Quarte	r		2nd Quarte	r		3rd Quarter			4th Quarter		
	` .		Jan	Feb	Mar	Apr	Мау	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	5.00	1.00	1.00			
Min. st	andard = 5 bus. days	Total # of service orders	0	0	1	9	8	2	3	1	1			
		Avg. # of business days	0.00	0.00	1.00	1.00	1.75	1.50	1.67	1.00	1.00			
	ation Commitment	Total # of installation commitments	0	0	1	9	8	3	3	1	1			
Min. st	andard = 95% commitment met	Total # of installation commitment met	0	0	1	9	8	3	3	1	1			
		Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	0%	0%	100%	100%	100%	100%	100%	100%	100%			
Custo	mers	Acct # for voice or bundle, res+bus	121	121	120	128	134	136	137		133			
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												
8% (8 per 100 working lines for		% of trouble reports												
.⊑ ∑		Total # of working lines												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines) 7	Total # of trouble reports												
		% of trouble reports												
		Total # of working lines	173	173	171	176	179	180	180	177	177			
		Total # of trouble reports	0	0	0	1	0	3	1	2	0			
		% of trouble reports	0.00%	0.00%	0.00%	0.57%	0.00%	1.67%	0.56%	1.13%	0.00%			
	•	Total # of outage report tickets	0	0	0	0	0	3	0	0	0			
		Total # of repair tickets restored in < 24hrs	0	0	0	0	0	3	0	0	0			
		% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	100%	0%	0%	0%			
		Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00	00:00	00:00	18:12	00:00		00:00			
Adjust		Avg. outage duration (hh:mm)	00:00	00:00	00:00	00:00	00:00	06:04	00:00		00:00			
	Service Report andard = 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	0	1	0			3	0					\top
		Total # of all repair tickets restored in < 24hrs	0	0	0	0	0	3	0					
		% of all repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	100%	0%	0%	0%			
llma J'		Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00	00:00	00:00	18:12	00:00		00:00			+
Unadji Out of	usted Service Report	Avg. unadjusted outage duration (hh:mm)	00:00	00:00	00:00	00:00		06:04	00:00		00:00			
Refun	-	Number of customers who received refunds	2	0	1	0		0		0				
	Ciunus	Monthly amount of refunds	\$2.07	\$0.00	\$5.51	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00			
	er Time (Trouble Reports, Billing		7=.07	, 5.50	, 2 12 2	, 5.50	,	,	, 5.50	, 5.50	+ 0.30		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											+	+

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:	Siskiyo	u Telephone		U#: 1017 <u>-C</u>	Report Year:	2019
Reporting Unit Type:	Total Company	✓ Exchange	Wire Center	Reporting Unit Name: Oak I	Knoll Exchange	

			Da	te filed (04/08	3/19)	Da	ate filed (07/2	2/19)	Dat	e filed (10/29	9/19)			
Meas	surement (Compile monthl	y, file quarterly)	1st Quarter			2nd Quart	er		3rd Quarter			4th Quarter	r	
			Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Install	ation Interval	Total # of business days	3.00	0.00	2.00	1.00	1.00	3.00	5.00	1.00	1.00			\top
Min. st	andard = 5 bus. days	Total # of service orders	3				1	4	2	1	1			\top
		Avg. # of business days	1.00		1.00	1.00	1.00	0.75		1.00	1.00			+
Install	ation Commitment	Total # of installation commitments	3				0		3	1	1			
Min. st	andard = 95% commitment met	Total # of installation commitment met	3	0	3	1	0	4	3	1	1			+
		Total # of installation commitment missed	0				0	0	0	0	0			+
		% of commitment met	100%	0%	100%	100%	0%	100%	100%	100%	100%			\top
Custo	mers	Acct # for voice or bundle, res+bus	162				158	160		162	159			\neg
Custo	mer Trouble Report				- 30	1 200	1	- 30					1	1
<u> </u>	6% (6 per 100 working lines for	Total # of working lines												
Standard	units w/ ≥ 3,000 lines)	Total # of trouble reports												\top
Š		% 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	242	241	244	232	231	232	231	232	229			
	units w/ ≤ 1,000 lines)	Total # of trouble reports	0					2	2	4	5			_
		% of trouble reports	0.00%	0.00%	0.00%	0.00%	0.43%	0.86%	0.87%	1.72%	2.18%			
		Total # of outage report tickets	0	1				2	0	2	4			+
		Total # of repair tickets restored in < 24hrs	0	1	0	0	1	2	0	2	4			+
		% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	100%	100%	0%	100%	100%			
		Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00	00:00	02:45	07:18	00:00	21:15	15:58			
Adjust		Avg. outage duration (hh:mm)	00:00	1						10:37	03:59			+
	Service Report andard = 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	0	0	0	0	1	2		2	4			\top
		Total # of all repair tickets restored in < 24hrs	0		0	0	1	2		2	4			+
		% of all repair tickets restored ≤ 24 Hours	0%	0%	0%	0%		100%		100%	100%			+
Unadj	ustad	Sum of the duration of all outages (hh:mm)	00:00					07:18		34:56	15:58			\top
•	ustea Service Report	Avg. unadjusted outage duration (hh:mm)	00:00					03:39		17:28	03:59			\top
Refun	ı ı	Number of customers who received refunds	0		1	0				1				\top
		Monthly amount of refunds	\$0.00	\$52.87	\$1.63	\$0.00	\$0.00	\$0.00	\$0.00	\$10.08				+
	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												Т
	ve agent)	Total # of call seconds to reach live agent												\top
		% ≤ 60 seconds					†						1	\top

Primary Utility Contact Information

Name: Dan Rimmer	Phone: 530-467-6145	Email:	d.rimmer@siskiy	ohone.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	Exchange	☐ Wire Center	Reporting Unit Name: Et	na Exchange	

			Da	te filed (04/08	3/19)	Dat	te filed (07/22	/19)	D	ate filed (10/2	29/19)			
Measu	rement (Compile monthly	y, file quarterly)	1st Quarte	r		2nd Quarter			3rd Quarte	r		4th Quarte	∍r	
			Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installat	tion Interval	Total # of business days	14.00	7.00	14.00	17.00	19.00	16.00	13.00	13.00	11.00			
Min. star	ndard = 5 bus. days	Total # of service orders	12		11	17	15	12		12	8			
		Avg. # of business days	1.17	1.00	1.27	1.00		1.33	1.30	1.08	1.38			
Installat	tion Commitment	Total # of installation commitments	12	9		17				12	8			
Min. star	ndard = 95% commitment met	Total # of installation commitment met	12	_							8			1
		Total # of installation commitment missed	0										+	
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%		+	
Custom	ers	Acct # for voice or bundle, res+bus	1064	1066	1070	1075	1082	1086	-	1085	1079		+	-
Custom	er Trouble Report		1001	1000	10,0	1075	1002	1000	1000	1003	1077		+	+
2 6	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											+	-
Mi 8	8% (8 per 100 working lines for	Total # of working lines	1367	1366	1369	1369	1371	1375	1372	1375	1374		+	-
	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	1307	2	6		5	4	9	15			+-	+
10% (10 per 100 working lines for	% of trouble reports	0.07%	0.15%	0.44%		0.36%	0.29%	0.66%	1.09%	0.36%		+-	_	
	10% (10 per 100 working lines for	Total # of working lines	0.07 70	0.1070	0.4470	0.2270	0.0070	0.2070	0.0070	1.0070	0.0070		+-	_
	Total # of trouble reports										-	+	_	
		% of trouble reports											+-	+
		Total # of outage report tickets	0	0	2	3	3	4	3	3	0	_	+-	_
		Total # of repair tickets restored in < 24hrs	0	Ū					-				+	_
		% of repair tickets restored ≤ 24 Hours	0%	0%	100%		_	100%	_	100%	_		+	-
		Sum of the duration of all outages (hh:mm)	00:00	00:00	03:02	04:02	23:02	03:38		10:26			+	_
Adjuste	d	Avg. outage duration (hh:mm)	00:00	00:00	01:31	01:20		00:54		03:28	00:00		+	_
	Service Report ndard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO	NO	NO	NO		+	-
wiiii. Star	iuaiu = 90% Willilli 24 IIIS	Total # of unadjusted outage report tickets	0					4		3			+	+
		Total # of all repair tickets restored in ≤ 24hrs	0							3	_		+	+
		% of all repair tickets restored ≤ 24 Hours	0%	0%	100%			100%	_	100%			+	+
		Sum of the duration of all outages (hh:mm)	00:00	00:00	03:02	04:02	23:02	03:38		10:26			+	+
Unadjus	sted	Avg. unadjusted outage duration (hh:mm)	00:00		03.02	04.02				03:28			+	-
Refunds	service Report	Number of customers who received refunds	00.00	1	01.31	01.20	27.40	1	01.32	03.26	00.00	 	+	-
		Monthly amount of refunds	\$0.00	\$0.73	\$2.25	\$0.00	\$832.33	\$157.41	\$0.00	\$0.00	\$0.00	 	+	-
Answer	Time (Trouble Reports, Billing	,	\$0.00	φ 0. /3	\$2.23	\$0.00	φου2.33	\$137.41	\$0.00	\$0.00	\$0.00			
& Non-Bill	ling) Min. standard = 80% of calls ≤ 60	Total # of calls for TR, Billing & Non-Billing										_	$\overline{}$	$\overline{}$
seconds to reach live	o reach live agent (w/ a menu option to	Total # of call seconds to reach live agent				\vdash	 					-	+	-
	,	% ≤ 60 seconds												+

Primary Utility Contact Information

Name: Dan	Rimmer	Phone: 530-467-6145	Email:	d.rimmer@siski	<u>youtelep</u>	<u>hone.com</u>

Date Adopted: 7/28/09

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

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

Company Name:	Siskiyo	ı Telephone		U#: 1017 <u>-C</u>	Report Year:	2019
Reporting Unit Type:	Total Company	Exchange	Wire Center	Reporting Unit Name: Ft. Jo	nes Exchange	

			Dat	e filed (04/08	3/19)	Da	te filed (07/22	2/19)	Date	e filed (10/29	/19)			
Measur	rement (Compile monthl	y, file quarterly)	1st Quarte	r		2nd Quart	er		3rd Quarter			4th Quarter	•	
			Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	on Interval	Total # of business days	14.00	14.00	15.00	19.00	30.00	17.00	13.00	18.00	12.00			
Min. stand	dard = 5 bus. days	Total # of service orders	10	12	11	23	24	14	10	16	12			
		Avg. # of business days	1.40	1.17	1.36	0.83	1.25	1.21	1.30	1.13	1.00			
	on Commitment	Total # of installation commitments	10	12			24	15	10	16	12			
Min. stand	dard = 95% commitment met	Total # of installation commitment met	10					15		16				
		Total # of installation commitment missed	0					0		0				
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Customer	rs	Acct # for voice or bundle, res+bus	1179	1181	1179	1183	1197	1207	1199	1199	1202			
Customer	r Trouble Report												1	
면 6%	6 (6 per 100 working lines for	Total # of working lines												
Standard on un	its w/ ≥ 3,000 lines)	Total # of trouble reports												
<i>α</i> ,		% of trouble reports												
_	6 (8 per 100 working lines for	Total # of working lines	1629	1626	1625	1621	1632	1633	1627	1633	1630			
10% (10 per 100 working lines for units w/ ≤ 1,000 lines) T	Total # of trouble reports	8	4	2	1	0	5	10	6	10				
	% of trouble reports	0.49%	0.25%	0.12%	0.06%	0.00%	0.31%	0.61%	0.37%	0.61%				
	` .	Total # of working lines												
	Total # of trouble reports													
		% of trouble reports												
		Total # of outage report tickets	4	1	1	1	0	4	1	2	4			
		Total # of repair tickets restored in < 24hrs	4	1	1	1	0	4	1	2	4			
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	0%	100%	100%	100%	100%			
		Sum of the duration of all outages (hh:mm)	29:52	03:14	01:13	02:14	00:00	10:16	11:30	19:31	15:27			
Adjusted	ervice Report	Avg. outage duration (hh:mm)	07:28	03:14	01:13		00:00	02:34		09:45				
	dard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO	NO	NO	NO	İ		
		Total # of unadjusted outage report tickets	4	1	1	1	0	4	1	2	4			
		Total # of all repair tickets restored in < 24hrs	4	1	1	1	0	4	1	2	4			
		% of all repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	0%	100%	100%	100%	100%			
Unadjuste	ed	Sum of the duration of all outages (hh:mm)	29:52	03:14	01:13	02:14	00:00	10:16	22:39	27:28	15:27			
-	ervice Report	Avg. unadjusted outage duration (hh:mm)	07:28	03:14	01:13	02:14	00:00	02:34	22:39	13:44	03:51			
Refunds		Number of customers who received refunds	0	1	5	0	2	2	2	3	1			
		Monthly amount of refunds	\$0.00	\$1.60	\$15.84	\$0.00	\$36.88	\$11.45	\$77.56	\$26.15	\$11.25			
	ime (Trouble Reports, Billing											•	-	
	g) Min. standard = 80% of calls ≤ 60 reach live agent (w/ a menu option to	Total # of calls for TR, Billing & Non-Billing												
reach live aç		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.con
------------------	---------------------	---------------------------------------

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

			Date	e filed (04/08/	19)	Da	te filed (07/2	2/19)	D	ate filed (10/2	29/19)			
Measui	rement (Compile monthl	v. file quarterly)	1st Quarter			2nd Quarte	r		3rd Quarter	•		4th Quarte	r	
	` '		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	on Interval	Total # of business days	2.00	0.00	2.00	3.00	4.00	8.00	4.00	3.00	3.00			
Min. stand	dard = 5 bus. days	Total # of service orders	2	1	2	3	2	4	2	3				
		Avg. # of business days	1.00	0.00	1.00	1.00	2.00	2.00	2.00	1.00	1.00			\neg
Installatio	on Commitment	Total # of installation commitments	2	. 0	2	3	2	4	2	3	3			\neg
Min. stand	dard = 95% commitment met	Total # of installation commitment met	2		2	3			2					\top
		Total # of installation commitment missed	0		0	0			0	0	0			
		% of commitment met	100%	0%	100%	100%	100%	100%	100%					
Custome	ers	Acct # for voice or bundle, res+bus	125	124	122	125	125	128	126	126	125			\neg
Custome	er Trouble Report													
E 6%	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines												
Standard ur		Total # of trouble reports												\top
. St		% of trouble reports												
	8% (8 per 100 working lines for	Total # of working lines												+
ur	nits w/ 1,001 - 2,999 lines)	Total # of trouble reports												\top
		% of trouble reports												\top
10	0% (10 per 100 working lines for	Total # of working lines	179	180	179	181	181	182	179	180	179			_
ur	units w/ ≤ 1,000 lines)	Total # of trouble reports	1	0	0	1	0		2	2	.			
		% of trouble reports	0.56%	0.00%	0.00%	0.55%	0.00%	0.55%	1.12%	1.11%	0.00%			
	1	Total # of outage report tickets	1	0	0	0	+			0				
		Total # of repair tickets restored in < 24hrs	1	0	0	0	0	0	2	0	0			\top
		% of repair tickets restored ≤ 24 Hours	100%	0%	0%	0%	0%	0%	100%	0%	0%			\top
		Sum of the duration of all outages (hh:mm)	02:53		00:00	00:00				00:00				
Adjusted		Avg. outage duration (hh:mm)	02:53		00:00	00:00								
	ervice Report dard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO	NO	NO	NO			
		Total # of unadjusted outage report tickets	1	0	0	0								\top
		Total # of all repair tickets restored in < 24hrs	1	0	0	0	ļ							1
		% of all repair tickets restored ≤ 24 Hours	100%		0%	0%		_		0%	0%			
l laadii	to d	Sum of the duration of all outages (hh:mm)	02:53		00:00	00:00								
Unadjust Out of Se	ted ervice Report	Avg. unadjusted outage duration (hh:mm)	02:53		00:00	00:00	1							
Refunds	· · · · · · · · · · · · · · · · · · ·	Number of customers who received refunds	0		0	0			-		1			+
		Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$18.38	\$1.82			1
	Time (Trouble Reports, Billing		+ 0.00	, 5.30	, 5.50	, 5.30	, , , , ,	+ 51.50	+ 0.30	, 22.30	, , , , , , , , , , , , , , , , , , ,	•	1	
	ng) Min. standard = 80% of calls ≤ 60 reach live agent (w/ a menu option to	Total # of calls for TR, Billing & Non-Billing												Т
reach live a		Total # of call seconds to reach live agent						1						\top
		% ≤ 60 seconds											1	+

Primary Utility Contact Information

Name: Dan Rimmer	Phone: 530-467-6145	Email:	d.rimmer@siskiy	<u>/outeler</u>	hone.con

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:	2019
Reporting Unit Type: Total Comp	pany	Wire Center	Reporting Unit Name: Ha	appy Camp Exchange	

			Dat	e filed (04/08	3/19)	Dat	e filed (07/22	2/19)	Da	ate filed (10/2	9/19)			
Measu	rement (Compile monthl	y, file quarterly)	1st Quarte	r		2nd Quarte	r		3rd Quarter			4th Quarte	ər	
			Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	ion Interval	Total # of business days	3.00	12.00	8.00	8.00	6.00	8.00	10.00	5.00	15.00			
Min. stan	ndard = 5 bus. days	Total # of service orders	3	9	6	8	4	5	8	5	10			
		Avg. # of business days	1.00	1.33	1.33	1.00	1.50	1.60	1.25	1.00	1.50		1	
	ion Commitment	Total # of installation commitments	3	9	6	8	4	5	8	5	12			
∕lin. stan	ndard = 95% commitment met	Total # of installation commitment met	3	9	6	8	4	5	8	5	12			1
		Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Customers		Acct # for voice or bundle, res+bus	547	548		550	551	548		550	557			
Custome	er Trouble Report													1
E 6	% (6 per 100 working lines for	Total # of working lines												\top
Standard	units w/ ≥ 3,000 lines)	Total # of trouble reports												
		% of trouble reports												\top
	8% (8 per 100 working lines for	Total # of working lines												\top
u	nits w/ 1,001 - 2,999 lines)	Total # of trouble reports												\top
		% of trouble reports											+	\top
1	0% (10 per 100 working lines for	Total # of working lines	819	820	818	820	819	816	819	821	823			+
u	units w/ ≤ 1,000 lines)	Total # of trouble reports	0	5	3	3	0	0	3	3	2		+	\top
		% of trouble reports	0.00%	0.61%	0.37%	0.37%	0.00%	0.00%	0.37%	0.37%	0.24%		+	\top
		Total # of outage report tickets	0		3	2	0				<u> </u>		+	\top
		Total # of repair tickets restored in < 24hrs	0	5			0	0	0	0	0		+	\top
		% of repair tickets restored ≤ 24 Hours	0%	100%		100%	0%	0%	0%	0%	0%		+	\top
		Sum of the duration of all outages (hh:mm)	00:00	12:33		13:48	00:00			00:00			+	\top
Adjusted		Avg. outage duration (hh:mm)	00:00			06:54	00:00	_					+	\top
	Service Report Indard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO	NO	NO	NO		+-	\top
0.011		Total # of unadjusted outage report tickets	0				0	+					+-	\top
		Total # of all repair tickets restored in < 24hrs	0	_			0		_	0	0		+	\top
		% of all repair tickets restored ≤ 24 Hours	0%	100%		50%	0%	_	_		0%		+-	\top
	44	Sum of the duration of all outages (hh:mm)	00:00	12:33		29:10	00:00	00:00			00:00		+-	\top
Unadjus Out of S	ervice Report	Avg. unadjusted outage duration (hh:mm)	00:00	02:30		14:35	00:00			00:00	00:00		+	\top
Refunds		Number of customers who received refunds	0		5	0	0	_					+	\top
		Monthly amount of refunds	\$0.00	\$37.89	\$18.66	\$0.00	\$0.00		_		\$0.00		+-	\top
	Time (Trouble Reports, Billing		Ψ0.30	+57.37	710.00	+0.00	70.00	70.00	4.72.75	\$0.50	40.50			
	ing) Min. standard = 80% of calls ≤ 60 o reach live agent (w/ a menu option to	Total # of calls for TR, Billing & Non-Billing											\top	\top
reach live	5 \ 1	Total # of call seconds to reach live agent											+	\top
		% ≤ 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 reiepnone		U#: 1017 <u>-C</u>	Report Year:	2019
Reporting Unit Type:	☐ Total Company	Exchange	☐ Wire Center	Reporting Unit Name: Ha	mburg Exchange	

			Da	te filed (04/08	3/19)	Date	e filed (07/22	/19)	D	ate filed (10/				
Meas	urement (Compile monthly	y, file quarterly)	1st Quarter			2nd Quarte	r		3rd Quarte	r		4th Quarter		
	•	•	Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	tion Interval	Total # of business days	1.00	4.00	7.00	7.00	7.00	4.00	6.00	1.00	4.00			
Min. sta	andard = 5 bus. days	Total # of service orders	1	4	4	8	7	2	6	1	4			
		Avg. # of business days	1.00	1.00	1.75	0.88	1.00	2.00	1.00	1.00	1.00			
Installa	tion Commitment	Total # of installation commitments	1	4	4	8	7	2	6	1	4			
Min. standard = 95% commitment met		Total # of installation commitment met	1	4	4	8	7	2		1	4			
		Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
Customers		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			
		Acct # for voice or bundle, res+bus	371	371	372		382	383	381	378			1	
Custon	ner Trouble Report		2,72							2.0	230		1	1
5	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines											1	
Standard		Total # of trouble reports												
Sta		% of trouble reports												
<u>.</u> ∑	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	490	489	491	489	490	490	485	485	487			
	units w/ ≤ 1,000 lines)	Total # of trouble reports	2	1	1	2	0		3	3	 			
		% of trouble reports	0.41%	0.20%	0.20%	0.41%	0.00%	0.20%	0.62%	0.62%	2.05%			
		Total # of outage report tickets	2	1	1	1	0		1	0				
		Total # of repair tickets restored in < 24hrs	2		1	1	0		1	0				
		% of repair tickets restored ≤ 24 Hours	100%		100%	100%	0%	0%	100%	0%				+
		Sum of the duration of all outages (hh:mm)	04:12		06:43		00:00							
Adjuste		Avg. outage duration (hh:mm)	02:06		06:43		00:00	00:00	00:33					
	Service Report andard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO	NO	NO	NO			
510		Total # of unadjusted outage report tickets	2		1	1	0			0				
		Total # of all repair tickets restored in < 24hrs	2		1	1	0			0				
		% of all repair tickets restored ≤ 24 Hours	100%		100%	100%	0%	0%		, and the second	ŭ			+
	-1-1	Sum of the duration of all outages (hh:mm)	04:12				00:00							+
Unadju Out of S	sted Service Report	Avg. unadjusted outage duration (hh:mm)	02:06				00:00	00:00						+
Refund	-	Number of customers who received refunds	02.00	1		00.02	1	00.00		1				+
		Monthly amount of refunds	\$0.00	Ů	\$56.92	\$0.00	\$18.56	\$0.00	\$0.00	Ŭ	·			
Answei	r Time (Trouble Reports, Billing		Ψ0.00	Ψ0.00	Ψ00.72	\$0.00	\$10.00	Ψ0.00	Ψ0.00	Ψ0.00	Ψ0.00			
& Non-Bi	illing) Min. standard = 80% of calls ≤ 60	Total # of calls for TR, Billing & Non-Billing												
seconds reach live	to reach live agent (w/ a menu option to e agent)	Total # of call seconds to reach live agent												
5 - 7		% ≤ 60 seconds												+

Primary Utility Contact Information

Dan Rimmer	Phone: 530-467-6145	Email:	outelephone	e.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)