

**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)			Date filed (10/29/19)						
		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	56.00	42.00	47.00	0.00	0.00	0.00	
	Total # of service orders	31	32	37	69	61	43	41	39	39	0	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!	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	31	34	39	69	60	46	42	39	41	0	0	0	
	Total # of installation commitment met	31	34	39	69	60	46	42	39	41	0	0	0	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	
Customers	Acct # for voice or bundle, res+bus	3569	3570	3569	3597	3629	3648	3631	3633	3635	0	0	0	
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	4893	4903	4899	0	0	0
		Total # of trouble reports	12	12	12	11	6	16	30	35	32	0	0	0
		% 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!
	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	7	7	11	0	0	0	
	Total # of repair tickets restored in ≤24hrs	7	7	7	7	4	13	7	7	11	0	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	00:00	
	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!	
	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO	NO	NO	NO				
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	7	7	7	7	4	13	7	7	11	0	0	0	
	Total # of all repair tickets restored in ≤24hrs	7	7	6	6	4	13	7	7	11	0	0	0	
	% of all repair tickets restored ≤ 24 Hours	100%	100%	86%	86%	100%	100%	100%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	
	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	
	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!	
Refunds	Number of customers who received refunds	2	4	14	0	6	3	4	5	2	0	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	
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)			Date filed (10/29/19)					
		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	0.00	0.00	1.00	9.00	14.00	3.00	5.00	1.00	1.00			
	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			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	0	1	9	8	3	3	1	1			
	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%			
Customers	Acct # for voice or bundle, res+bus	121	121	120	128	134	136	137	133	133			
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	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%		
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	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	00:00			
	Avg. outage duration (hh:mm)	00:00	00:00	00:00	00:00	00:00	06:04	00:00	00:00	00:00			
	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO	NO	NO	NO			
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	0	0	0	0	0	3	0	0	0			
	Total # of all repair tickets restored in ≤ 24hrs	0	0	0	0	0	3	0	0	0			
	% of all 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	00:00			
	Avg. unadjusted outage duration (hh:mm)	00:00	00:00	00:00	00:00	00:00	06:04	00:00	00:00	00:00			
Refunds	Number of customers who received refunds	2	0	1	0	0	0	0	0	0			
	Monthly amount of refunds	\$2.07	\$0.00	\$5.51	\$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

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)			Date filed (10/29/19)					
		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	5.00	1.00	1.00			
	Total # of service orders	3	0	2	1	1	4	2	1	1			
	Avg. # of business days	1.00	0.00	1.00	1.00	1.00	0.75	2.50	1.00	1.00			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	3	0	3	1	0	4	3	1	1			
	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	0	0	0			
	% of commitment met	100%	0%	100%	100%	0%	100%	100%	100%	100%			
Customers	Acct # for voice or bundle, res+bus	162	159	160	158	158	160	161	162	159			
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	231	232	229		
		Total # of trouble reports	0	0	0	0	1	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%		
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0	0	1	2	0	2	4			
	Total # of repair tickets restored in ≤ 24hrs	0	0	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			
	Avg. outage duration (hh:mm)	00:00	00:00	00:00	00:00	02:45	03:39	00:00	10:37	03:59			
	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO	NO	NO	NO			
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	0	0	0	0	1	2	0	2	4			
	Total # of all repair tickets restored in ≤ 24hrs	0	0	0	0	1	2	0	2	4			
	% of all 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	34:56	15:58			
	Avg. unadjusted outage duration (hh:mm)	00:00	00:00	00:00	00:00	02:45	03:39	00:00	17:28	03:59			
Refunds	Number of customers who received refunds	0	1	1	0	0	0	0	1				
	Monthly amount of refunds	\$0.00	\$52.87	\$1.63	\$0.00	\$0.00	\$0.00	\$0.00	\$10.08				
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: Etna Exchange

Measurement (Compile monthly, file quarterly)		Date filed (04/08/19)			Date filed (07/22/19)			Date filed (10/29/19)			4th Quarter			
		1st Quarter			2nd Quarter			3rd Quarter			Oct	Nov	Dec	
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep				
Installation Interval Min. standard = 5 bus. days	Total # of business days	14.00	7.00	14.00	17.00	19.00	16.00	13.00	13.00	11.00				
	Total # of service orders	12	7	11	17	15	12	10	12	8				
	Avg. # of business days	1.17	1.00	1.27	1.00	1.27	1.33	1.30	1.08	1.38				
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	12	9	11	17	15	13	10	12	8				
	Total # of installation commitment met	12	9	11	17	15	13	10	12	8				
	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	1064	1066	1070	1075	1082	1086	1080	1085	1079				
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	1372	1375	1374			
		Total # of trouble reports	1	2	6	3	5	4	9	15	5			
		% of trouble reports	0.07%	0.15%	0.44%	0.22%	0.36%	0.29%	0.66%	1.09%	0.36%			
	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	3	3	0				
	Total # of repair tickets restored in ≤ 24hrs	0	0	2	3	3	4	3	3	0				
	% of repair tickets restored ≤ 24 Hours	0%	0%	100%	100%	100%	100%	100%	100%	0%				
	Sum of the duration of all outages (hh:mm)	00:00	00:00	03:02	04:02	23:02	03:38	04:38	10:26	00:00				
	Avg. outage duration (hh:mm)	00:00	00:00	01:31	01:20	07:40	00:54	01:32	03:28	00:00				
	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO	NO	NO	NO				
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	0	0	2	3	3	4	3	3	0				
	Total # of all repair tickets restored in ≤ 24hrs	0	0	2	3	3	4	3	3	0				
	% of all repair tickets restored ≤ 24 Hours	0%	0%	100%	100%	100%	100%	100%	100%	0%				
	Sum of the duration of all outages (hh:mm)	00:00	00:00	03:02	04:02	23:02	03:38	04:38	10:26	00:00				
	Avg. unadjusted outage duration (hh:mm)	00:00	00:00	01:31	01:20	07:40	00:54	01:32	03:28	00:00				
Refunds	Number of customers who received refunds	0	1	1	0	3	1	0	0	0				
	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 & 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: Ft. Jones Exchange

Measurement (Compile monthly, file quarterly)		Date filed (04/08/19)			Date filed (07/22/19)			Date filed (10/29/19)					
		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	13.00	18.00	12.00			
	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			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	10	12	12	23	24	15	10	16	12			
	Total # of installation commitment met	10	12	12	23	24	15	10	16	12			
	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	1179	1181	1179	1183	1197	1207	1199	1199	1202			
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	1627	1633	1630		
		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%		
	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	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			
	Avg. outage duration (hh:mm)	07:28	03:14	01:13	02:14	00:00	02:34	11:30	09:45	03:51			
	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO	NO	NO	NO			
Unadjusted Out of Service Report	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%			
	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			
	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			
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

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**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)			Date filed (10/29/19)					
		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	4.00	3.00	3.00			
	Total # of service orders	2	0	2	3	2	4	2	3	3			
	Avg. # of business days	1.00	0.00	1.00	1.00	2.00	2.00	2.00	1.00	1.00			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2	0	2	3	2	4	2	3	3			
	Total # of installation commitment met	2	0	2	3	2	4	2	3	3			
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
	% of commitment met	100%	0%	100%	100%	100%	100%	100%	100%	100%			
Customers	Acct # for voice or bundle, res+bus	125	124	122	125	125	128	126	126	125			
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	179	180	179		
		Total # of trouble reports	1	0	0	1	0	1	2	2	0		
		% of trouble reports	0.56%	0.00%	0.00%	0.55%	0.00%	0.55%	1.12%	1.11%	0.00%		
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	0	0	0	0	0	2	0	0			
	Total # of repair tickets restored in ≤ 24hrs	1	0	0	0	0	0	2	0	0			
	% of repair tickets restored ≤ 24 Hours	100%	0%	0%	0%	0%	0%	100%	0%	0%			
	Sum of the duration of all outages (hh:mm)	02:53	00:00	00:00	00:00	00:00	00:00	22:01	00:00	00:00			
	Avg. outage duration (hh:mm)	02:53	00:00	00:00	00:00	00:00	00:00	11:00	00:00	00:00			
	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO	NO	NO	NO			
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	1	0	0	0	0	0	2	0	0			
	Total # of all repair tickets restored in ≤ 24hrs	1	0	0	0	0	0	2	0	0			
	% of all repair tickets restored ≤ 24 Hours	100%	0%	0%	0%	0%	0%	100%	0%	0%			
	Sum of the duration of all outages (hh:mm)	02:53	00:00	00:00	00:00	00:00	00:00	52:39	00:00	00:00			
	Avg. unadjusted outage duration (hh:mm)	02:53	00:00	00:00	00:00	00:00	00:00	26:19	00:00	00:00			
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	1	1			
	Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$18.38	\$1.82			
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: Happy Camp Exchange

Measurement (Compile monthly, file quarterly)		Date filed (04/08/19)			Date filed (07/22/19)			Date filed (10/29/19)					
		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	10.00	5.00	15.00			
	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			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	3	9	6	8	4	5	8	5	12			
	Total # of installation commitment met	3	9	6	8	4	5	8	5	12			
	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	546	550	551	548	547	550	557			
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	819	821	823		
		Total # of trouble reports	0	5	3	3	0	0	3	3	2		
		% of trouble reports	0.00%	0.61%	0.37%	0.37%	0.00%	0.00%	0.37%	0.37%	0.24%		
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	5	3	2	0	0	0	0	0			
	Total # of repair tickets restored in ≤ 24hrs	0	5	3	2	0	0	0	0	0			
	% of repair tickets restored ≤ 24 Hours	0%	100%	100%	100%	0%	0%	0%	0%	0%			
	Sum of the duration of all outages (hh:mm)	00:00	12:33	14:54	13:48	00:00	00:00	00:00	00:00	00:00	00:00		
	Avg. outage duration (hh:mm)	00:00	02:30	04:58	06:54	00:00	00:00	00:00	00:00	00:00	00:00		
	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO		
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	0	5	3	2	0	0	0	0	0			
	Total # of all repair tickets restored in ≤ 24hrs	0	5	2	1	0	0	0	0	0			
	% of all repair tickets restored ≤ 24 Hours	0%	100%	67%	50%	0%	0%	0%	0%	0%			
	Sum of the duration of all outages (hh:mm)	00:00	12:33	69:24	29:10	00:00	00:00	00:00	00:00	00:00	00:00		
	Avg. unadjusted outage duration (hh:mm)	00:00	02:30	23:08	14:35	00:00	00:00	00:00	00:00	00:00	00:00		
Refunds	Number of customers who received refunds	0	1	5	0	0	0	2	0	0			
	Monthly amount of refunds	\$0.00	\$37.89	\$18.66	\$0.00	\$0.00	\$0.00	\$791.73	\$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)			Date filed (10/29/19)			Date filed (10/29/19)		
		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	1.00	4.00	7.00	7.00	7.00	4.00	6.00	1.00	4.00			
	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			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	4	4	8	7	2	6	1	4			
	Total # of installation commitment met	1	4	4	8	7	2	6	1	4			
	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	371	371	372	378	382	383	381	378	380			
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	485	485	487		
		Total # of trouble reports	2	1	1	2	0	1	3	3	10		
		% of trouble reports	0.41%	0.20%	0.20%	0.41%	0.00%	0.20%	0.62%	0.62%	2.05%		
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	1	1	1	0	0	1	0	3			
	Total # of repair tickets restored in ≤24hrs	2	1	1	1	0	0	1	0	3			
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	0%	0%	100%	0%	100%			
	Sum of the duration of all outages (hh:mm)	04:12	06:05	06:43	05:32	00:00	00:00	00:33	00:00	07:27			
	Avg. outage duration (hh:mm)	02:06	06:05	06:43	05:32	00:00	00:00	00:33	00:00	02:29			
	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO	NO	NO	NO			
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	2	1	1	1	0	0	1	0	3			
	Total # of all repair tickets restored in ≤24hrs	2	1	1	1	0	0	1	0	3			
	% of all repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	0%	0%	100%	0%	100%			
	Sum of the duration of all outages (hh:mm)	04:12	06:05	06:43	05:32	00:00	00:00	00:33	00:00	07:27			
	Avg. unadjusted outage duration (hh:mm)	02:06	06:05	06:43	05:32	00:00	00:00	00:33	00:00	02:29			
Refunds	Number of customers who received refunds	0	0	1	0	1	0	0	0	0			
	Monthly amount of refunds	\$0.00	\$0.00	\$56.92	\$0.00	\$18.56	\$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												

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