	Company Name:	Sis	kiyou Telephone	9				U#: 1017-0	2	_	R	eport Year	:	2019	-
	Reporting Unit Type:	✓Total Company	Exchange	Wire Center		Rep	orting Ur	iit Name: T	otal Comp	any					
				Dat	e filed (04/08/1	9)									
Mea	surement (Compile monthl	v file quarterly)			1st Quarter	5)		2nd Quarte	r		3rd Quarter			4th Quart	er
mee		y, me quarteriy)		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	llation Interval	Total # of business days		37.00	37.00	49.00									
Min. s	standard = 5 bus. days	Total # of service orders		31	32	37									
		Avg. # of business days		1.19	1.16	1.32									
	Ilation Commitment	Total # of installation com	mitments	31	34	39									
Min. s	standard = 95% commitment met	Total # of installation com	mitment met	31	34	39									
		Total # of installation com	mitment missed	0	0	0									
		% of commitment met		100%	100%	100%									
Custo	omers	Acct # for voice or bundle	, res+bus	3569	3570	3569									
Custo	omer Trouble Report														
ard	6% (6 per 100 working lines for	Total # of working lines		4899	4895	4897									
Standard	units w/ ≥ 3,000 lines)	Total # of trouble reports		12	12	12									
ŝ		% of trouble reports		0.24%	0.25%	0.25%									
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												1	
	units w/ ≤ 1,000 lines)	Total # of trouble reports												1	
		% of trouble reports												1	
		Indicate if catastrophic ev	ent is in month	7	7	7								T	
		Total # of repair tickets re	stored in < 24hrs	7	7	7								1	
		% of repair tickets restore	d ≤ 24 Hours	100%	100%	100%									
		Sum of the duration of all	outages (hh:mm)	36:57	21:52	25:52									
Adju: Out d	sted of Service Report	Avg. outage duration (hh:	:mm)	05:16	03:07	03:41									
	standard = 90% within 24 hrs	Indicate if catastrophic ev	ent is in month	NO	NO	NO									
		Total # of unadjusted outa	age report tickets	7	7	7									
		Total # of all repair tickets		7	7	6									
		% of all repair tickets rest	ored ≤ 24 Hours	100%	100%	86%									
Unad	justed	Sum of the duration of all	outages (hh:mm)	36:57	21:52	80:22									
Out	of Service Report	Avg. unadjusted outage d		05:16	03:07	11:28									
Refu	nds	Number of customers who		2	4	14									
		Monthly amount of refund	ls	\$2.07	\$93.09	\$100.81									
	/er Time (Trouble Reports, Billing -Billing) Min. standard = 80% of calls ≤ 60														
secon	ds to reach live agent (w/ a menu option to	Total # of calls for TR, Bil													
reach	live agent)	Total # of call seconds to	reach live agent												
		% ≤ 60 seconds													
		J													
Prima	ary Utility Contact Information														
	Name:	Dan Rimmer				Phone:		530-467-61	145	_	Email:	d.rimmer@	siskiyou	elephone	<u>.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)

U#: 1017-C

Siskiyou Telephone

2019

Report Year:

Total Company Exchange Wire Center

Reporting Unit Type:

Reporting Unit Name: Sawyers Bar Exchange

			Da	te filed (04/0	B/19)									
Meas	surement (Compile monthly	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
	ation Interval	Total # of business days	0.00	0.00	1.00									
Min. st	tandard = 5 bus. days	Total # of service orders	0	0	1									
		Avg. # of business days	0.00	0.00	1.00									
	ation Commitment	Total # of installation commitments	0	0	1									
Min. st	tandard = 95% commitment met	Total # of installation commitment met	0	0	1									
		Total # of installation commitment missed	0	0	0									
		% of commitment met	0%	0%	100%									
Custo	mers	Acct # for voice or bundle, res+bus	121	121	120									
Customer Trouble Report														
6% (6 per 100 working lines for units w/ ≥ 3,000 lines)		Total # of working lines					1							1
		Total # of trouble reports					1							1
		% of trouble reports					1							
Чі	8% (8 per 100 working lines for	Total # of working lines					1							
	units w/ 1,001 - 2,999 lines)	Total # of trouble reports					1							
		% of trouble reports					1							
10% (10 per 100 working lines for		Total # of working lines	173	173	171		1							
	units w/ ≤ 1,000 lines)	Total # of trouble reports	0		-		1							
		% of trouble reports	0.00%	0.00%	0.00%		1							
		Total # of outage report tickets	0				1							
		Total # of repair tickets restored in < 24hrs	0	-	-		1							
		% of repair tickets restored ≤ 24 Hours	0%	0%	0%		1							
		Sum of the duration of all outages (hh:mm)	00:00				1							
Adjust		Avg. outage duration (hh:mm)	00:00				1							
	f Service Report tandard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO		1							
		Total # of unadjusted outage report tickets	0				1							
		Total # of all repair tickets restored in <24hrs	0	-			1							
		% of all repair tickets restored ≤ 24 Hours	0%	0%	0%		1							
		Sum of the duration of all outages (hh:mm)	00:00											
Unadj Out of	usted Service Report	Avg. unadjusted outage duration (hh:mm)	00:00	00:00										+
Refun		Number of customers who received refunds	2	00.00										+
		Monthly amount of refunds	\$2.07	\$0.00	-									+
Answe	er Time (Trouble Reports, Billing		φ2.07	φ0.00	- 40.0 1		1	1					1	1
	Billing) Min. standard = 80% of calls ≤ 60	Total # of calls for TR, Billing & Non-Billing												1
	econds to reach live agent (w/ a menu option to each live agent)	Total # of call seconds to reach live agent												+
		% ≤ 60 seconds												+
													1	<u> </u>
Prima	ry 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: Si	skiyou Telephone		U#: 1017 <u>-C</u>	Report Year:	2019
Reporting Unit Type: Total Company	Exchange	Wire Center	Reporting Unit Name: Oak	Knoll Exchange	

		nt (Compile monthly, file quarterly)	Da	te filed (04/0	8/19)									
Meas	surement (Compile monthl	y, file quarterly)	1st Quarter			2nd Quart	er		3rd Quarte	er		4th Quart	ter	
			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						_			
Min. st	andard = 5 bus. days	Total # of service orders	3	0							_			
		Avg. # of business days	1.00	0.00	1.00									
Install	ation Commitment	Total # of installation commitments	3	0										
Min. st	andard = 95% commitment met	Total # of installation commitment met	3	0	3									
		Total # of installation commitment missed	0	0	0									
		% of commitment met	100%	0%	100%									
Custo	mers	Acct # for voice or bundle, res+bus	162	159	160									
Custo	mer Trouble Report													
ard	6% (6 per 100 working lines for	Total # of working lines												
anda	units w/ ≥ 3,000 lines)	Total # of trouble reports												
20 5% (6 per 100 working lines for units w/ ≥ 3,000 lines) 5% (8 per 100 working lines for		% of trouble reports												
ui Mi	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
units w/ 1,001 - 2,999 lines)	Total # of trouble reports													
	% of trouble reports													
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	242	241	244									
		Total # of trouble reports	0	0	0									
		% of trouble reports	0.00%	0.00%	0.00%									
	•	Total # of outage report tickets	0	0	0									
		Total # of repair tickets restored in <24hrs	0	0	0									
		% of repair tickets restored ≤ 24 Hours	0%	0%	0%									
		Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00									
Adjust	ted Service Report	Avg. outage duration (hh:mm)	00:00	00:00	00:00									
	andard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO									
		Total # of unadjusted outage report tickets	0	0	0									
		Total # of all repair tickets restored in < 24hrs	0	0	0									
		% of all repair tickets restored ≤ 24 Hours	0%	0%	0%									
Unadj	usted	Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00									
	Service Report	Avg. unadjusted outage duration (hh:mm)	00:00	00:00	00:00									
Refun	ds	Number of customers who received refunds	0	1	1									
		Monthly amount of refunds	\$0.00	\$52.87	\$1.63									
	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												
	each live 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:	Siski	you Telephone		-			U#: 10	017-C	_		Report	Year:	2019	Ð
	Reporting Unit Type:	Total Company	⊡ Exchange	Wire C	enter			Repo	rting Uni	t Name:	E <u>tna Ex</u>	change			-
				Da	te filed (04/08	(/19)	r								
Moa	surement (Compile monthl	v file quarterly)		1st Quarte		,,	2nd Quart	er		3rd Quar	ter		4th Quarte	er	
wiea	surement (compile month	y, me quarterry)		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Insta	lation Interval	Total # of business days		14.00	7.00	14.00								-	+
Min. s	tandard = 5 bus. days	Total # of service orders		12		11									1
		Avg. # of business days		1.17	1.00	1.27									1
Insta	lation Commitment	Total # of installation com	mitments	12										-	+
Min. s	tandard = 95% commitment met	Total # of installation com	mitment met	12										-	+
		Total # of installation com	mitment missed	0	-									-	+
		% of commitment met		100%	100%	-									
Custo	omers	Acct # for voice or bundle	res+bus	1064	1066	1070								-	+
Custo	mer Trouble Report			1001	1000	1070								-	+
Þ	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												-	+
Ain.	8% (8 per 100 working lines for	Total # of working lines		1367	1366	1369									
-	units w/ 1,001 - 2,999 lines)	Total # of trouble reports		1507	2	6								-	
		% of trouble reports		0.07%		~								-	+
	10% (10 per 100 working lines for	Total # of working lines		0.0170	0.1070	0.1170								-	
	units w/ ≤ 1,000 lines)	Total # of trouble reports												-	
		% of trouble reports												-	+
		Total # of outage report tid	kets	0	0	2								-	
		Total # of repair tickets re-	stored in < 24hrs	0	-									-	+
		% of repair tickets restore	d ≤ 24 Hours	0%	0%	100%								-	+
		Sum of the duration of all		00:00		03:02									
Adjus		Avg. outage duration (hh:		00:00	00:00	01:31								-	
	f Service Report tandard = 90% within 24 hrs	Indicate if catastrophic even		NO	NO	NO								-	+
IVIIII. C		Total # of unadjusted outa		0											
		Total # of all repair tickets		0	-										
		% of all repair tickets resto		0%	0%	100%								-	
		Sum of the duration of all	outages (hh:mm)	00:00	00:00	03:02									
	justed f Service Report	Avg. unadjusted outage de		00:00											
Refur		Number of customers who		00.00	1	1									
		Monthly amount of refund		\$0.00	\$0.73	\$2.25								+	+
Answ	er Time (Trouble Reports, Billing			φ0.00	φ0.15	φ2.23		1							
& Non-	Billing) Min. standard = 80% of calls ≤ 60	Total # of calls for TR, Bill	ing & Non-Billing											—	
	Is to reach live agent (w/ a menu option to ive agent)	Total # of call seconds to						1	-					-	+
		% ≤ 60 seconds													+
1								1							<u> </u>
Prima	ry Utility Contact Information	1													
		Dan Rimmer				Phone:	530-46	7-6145			Fma	il• d rimme	er@siskiyo	utelephor	e com
	Nume.											<u>sammin</u>		210100101	

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

Measurement (Compile mon		Da	te filed (04/08	8/19)										
Meas	surement (Compile monthl	y, file quarterly)	1st Quarte	r		2nd Quart	er		3rd Quarte	r		4th Quarter		
			Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	lation Interval	Total # of business days	14.00	14.00	15.00									
Min. st	tandard = 5 bus. days	Total # of service orders	10	12	11									
		Avg. # of business days	1.40	1.17	1.36									
	lation Commitment	Total # of installation commitments	10	12	12									
Min. st	tandard = 95% commitment met	Total # of installation commitment met	10	12	12									
		Total # of installation commitment missed	0	0	0									
		% of commitment met	100%	100%	100%									
Custo	mers	Acct # for voice or bundle, res+bus	1179	1181	1179									
Custo	mer Trouble Report													
ard	6% (6 per 100 working lines for	Total # of working lines												1
Min. Standard	units w/ ≥ 3,000 lines)	Total # of trouble reports											1	1
St ²		% of trouble reports												1
Min	8% (8 per 100 working lines for	Total # of working lines	1629	1626	1625									
	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	8	4	2									
		% of trouble reports	0.49%	0.25%	0.12%									
	10% (10 per 100 working lines for	Total # of working lines												
	units w/ ≤ 1,000 lines)	Total # of trouble reports												
		% of trouble reports												
	•	Total # of outage report tickets	4	1	1									
		Total # of repair tickets restored in <24hrs	4	1	1									
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
		Sum of the duration of all outages (hh:mm)	29:52	03:14	01:13									
Adjus		Avg. outage duration (hh:mm)	07:28		01:13									
	f Service Report tandard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO								1	1
		Total # of unadjusted outage report tickets	4	1	1								1	1
		Total # of all repair tickets restored in <24hrs	4		1								1	1
		% of all repair tickets restored ≤ 24 Hours	100%	100%	100%								1	1
		Sum of the duration of all outages (hh:mm)	29:52	03:14	01:13								1	1
Unadj Out of	usted Service Report	Avg. unadjusted outage duration (hh:mm)	07:28		01:13								1	1
Refun		Number of customers who received refunds	01120		5								1	1
		Monthly amount of refunds	\$0.00	-	\$15.84								1	t
	er Time (Trouble Reports, Billing		+ 0.000	+1.00	+		•	-						
	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												
		Total # of call seconds to reach live agent												1
	h live agent)	% ≤ 60 seconds												1
							I						1	1

Primary Utility Contact Information

Name: Dan Rimmer

Phone: 530-467-6145

Email: <u>d.rimmer@siskiyoutelephone.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)

Company Name:	Siskiy	ou Telephone		U#: 1017-C	Report Year:	2019
Reporting Unit Type:	Total Company	Exchange	Wire Center	Reporting Unit Name: Son	ies Bar Exchange	

Measurement (Compile monthly, file quarterly)	Date	e filed (04/08	/19)											
Mea	surement (Compile monthl	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
	lation Interval	Total # of business days	2.00	0.00	2.00									
Min. s	tandard = 5 bus. days	Total # of service orders	2											
		Avg. # of business days	1.00	0.00	1.00		1							
	lation Commitment	Total # of installation commitments	2	C	2									
Min. s	tandard = 95% commitment met	Total # of installation commitment met	2	C	2									
		Total # of installation commitment missed	0	C										
		% of commitment met	100%	0%	100%									
Custo	omers	Acct # for voice or bundle, res+bus	125											
Custo	omer Trouble Report						1							
E 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) E 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)		Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
		Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
		Total # of working lines	179	180	179									
		Total # of trouble reports	1/2	100										
		% of trouble reports	0.56%	0.00%	Ŭ,									
		Total # of outage report tickets	0.0070	0.0070										
		Total # of repair tickets restored in <24hrs	1	0	_									
		% of repair tickets restored ≤ 24 Hours	100%	-	-									
		Sum of the duration of all outages (hh:mm)	02:53											
Adjus		Avg. outage duration (hh:mm)	02:53											
	f Service Report tandard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO									
		Total # of unadjusted outage report tickets	1											
		Total # of all repair tickets restored in < 24hrs	1	0	-									
		% of all repair tickets restored ≤ 24 Hours	100%		-									
		Sum of the duration of all outages (hh:mm)	02:53											
	justed f Service Report	Avg. unadjusted outage duration (hh:mm)	02:53											
Out of Service Report Refunds		Number of customers who received refunds	0											
		Monthly amount of refunds	\$0.00				1						1	1
Answer Time (Trouble Reports, Billing			φ0.00	\$0.00	\$0.00			-						
	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								1			1	1
	is to reach live agent (w/ a menu option to ive agent)	Total # of call seconds to reach live agent					1						1	1
		% ≤ 60 seconds					1				1		1	+
						I	1						1	- I

Primary Utility Contact Information

Phone: 530-467-6145

Email: d.rimmer@siskiyoutelephone.com

Date Adopted: 7/28/09

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

Name: Dan Rimmer

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: Ha	opy Camp Exchange	

		t (Compile monthly, file quarterly)	Dat	e filed (04/08	8/19)									
Meas	surement (Compile monthl	y, 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	3.00	12.00	8.00									
Min. st	andard = 5 bus. days	Total # of service orders	3	9	6									
		Avg. # of business days	1.00	1.33	1.33									
	ation Commitment	Total # of installation commitments	3	9	6									
Min. st	andard = 95% commitment met	Total # of installation commitment met	3	9	6									
		Total # of installation commitment missed	0	0	0									
		% of commitment met	100%	100%	100%									
Custor	mers	Acct # for voice or bundle, res+bus	547	548	546									
Custo	mer Trouble Report										1			
Ird	6% (6 per 100 working lines for	Total # of working lines												
nda	units w/ ≥ 3,000 lines)	Total # of trouble reports												
Min. Standard		% 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	Total # of working lines	819	820	818									
	units w/ ≤ 1,000 lines)	Total # of trouble reports	0											
		% of trouble reports	0.00%	0.61%	0.37%									
	I.	Total # of outage report tickets	0	5	3									
		Total # of repair tickets restored in < 24hrs	0	-	-									
		% of repair tickets restored ≤ 24 Hours	0%	100%	100%									
		Sum of the duration of all outages (hh:mm)	00:00	12:33	14:54									
Adjust		Avg. outage duration (hh:mm)	00:00	02:30										
	Service Report andard = 90% within 24 hrs	Indicate if catastrophic event is in month	NO	NO	NO									
		Total # of unadjusted outage report tickets	0	5	3									
		Total # of all repair tickets restored in <24hrs	0	-	-									
		% of all repair tickets restored ≤ 24 Hours	0%	100%	67%									
		Sum of the duration of all outages (hh:mm)	00:00	12:33	69:24									
Unadju Out of	usted Service Report	Avg. unadjusted outage duration (hh:mm)	00:00	02:30										
Refund		Number of customers who received refunds	0		5									
		Monthly amount of refunds	\$0.00	\$37.89	-									
	er Time (Trouble Reports, Billing		+ 0.000	42.107	+10.00			+						4
	Answer I ime (Trouble Reports, Billing k Non-Billing) Min. standard = 80% of calls ≤ 60 veconds to reach live agent (w/ a menu option to	Total # of calls for TR, Billing & Non-Billing												Τ
	ve agent)	Total # of call seconds to reach live agent												1
		% ≤ 60 seconds												1
1						1	1	1				1	1	4

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:	Total Company	Exchange	Wire Center	Reporting Unit Name: Ha	mburg Exchange	

			Date filed (04/08/19)											
Measurement (Compile monthly, file quarterly)				1st Quarter		2nd Quarter		3rd Quarter		4th Quarter				
			Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Total # of business days			1.00	4.00	7.00									1
Min. st	andard = 5 bus. days	Total # of service orders	1		4									
		Avg. # of business days	1.00	1.00	1.75									
Installation Commitment Min. standard = 95% commitment met Customers		Total # of installation commitments	1	4	4									1
		Total # of installation commitment met	1	4	4									1
		Total # of installation commitment missed	0	0	0									1
		% of commitment met	100%	100%	100%									1
		Acct # for voice or bundle, res+bus	371	371	372									1
Customer Trouble Report														1
p	6% (6 per 100 working lines for	Total # of working lines												1
Standard	units w/ ≥ 3,000 lines)	Total # of trouble reports												1
Sta		% of trouble reports												
Min.	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/ \leq 1,000 lines)	Total # of working lines	490	489	491									+
		Total # of trouble reports	2		1									+
		% of trouble reports	0.41%	0.20%	0.20%									+
		Total # of outage report tickets	2		1									-
		Total # of repair tickets restored in < 24hrs	2		1									
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
		Sum of the duration of all outages (hh:mm)	04:12		06:43									
Adjus		Avg. outage duration (hh:mm)	02:06		06:43									-
Out of Service Report Min. standard = 90% within 24 hrs		Indicate if catastrophic event is in month	NO	NO	NO									
		Total # of unadjusted outage report tickets	2		1									1
		Total # of all repair tickets restored in < 24hrs	2		1									1
		% of all repair tickets restored ≤ 24 Hours	100%		100%									1
		Sum of the duration of all outages (hh:mm)	04:12		06:43									1
Unadj Out of	usted Service Report	Avg. unadjusted outage duration (hh:mm)	02:06											1
Refunds		Number of customers who received refunds	0											1
		Monthly amount of refunds	\$0.00		\$56.92		1			1			1	1
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)			+ 0.00	+ 0.00	40.0772									
		Total # of calls for TR, Billing & Non-Billing												Т
		Total # of call seconds to reach live agent					1							+
		% ≤ 60 seconds					1							+
Drima	ry Utility Contact Information	1												

Primary Utility Contact Information

Phone: 530-467-6145

Email: d.rimmer@siskiyoutelephone.com

Date Adopted: 7/28/09

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

Name: Dan Rimmer

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)