

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

Company Name: SISKIYOU TELEPHONE

U#: 1017-C

Report Year: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: COMPANY TOTAL

Measurement (Compile monthly, file quarterly)		Date filed (04/10/2020)			Date filed (XX/XX/2020)			Date filed (XX/XX/2020)			Date filed (XX/XX/2021)		
		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	65.00	44.00	75.00									
	Total # of service orders	36	36	66									
	Avg. # of business days	1.81	1.22	1.14									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	36	37	69									
	Total # of installation commitment met	36	37	69									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	3592	3599	3639									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	4,837	4,840	4,851								
		Total # of trouble reports	13	8	1								
		% of trouble reports	0.27%	0.17%	0.02%								
	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	Total # of outage report tickets	10	2	0									
	Total # of repair tickets restored in ≤ 24hrs	9	2	0									
	% of repair tickets restored ≤ 24 Hours	90%	100%	0%									
	Sum of the duration of all outages (hh:mm)	94:49	07:06	00:00									
	Avg. outage duration (hh:mm)	09:28	03:33	00:00									
Unadjusted Out of Service Report	Total # of outage report tickets	10	2	0									
	Total # of repair tickets restored in ≤ 24hrs	9	2	0									
	% of repair tickets restored ≤ 24 Hours	90%	100%	0%									
	Sum of the duration of all outages (hh:mm)	97:49	07:06	0:00									
	Avg. outage duration (hh:mm)	09:46	03:33	0:00									
Refunds	Number of customers who received refunds	2	1	0									
	Monthly amount of refunds	\$25.10	\$418.95	\$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: Mark Apland

Phone: 530-467-6149

Email: m.apland@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)

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

Company Name: SISKIYOU TELEPHONE

U#: 1017-C

Report Year: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: SAWYERS BAR EXCHANGE

Measurement (Compile monthly, file quarterly)		Date filed (04/10/2020)			Date filed (XX/XX/2020)			Date filed (XX/XX/2020)			Date filed (XX/XX/2021)		
		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	2.00	4.00									
	Total # of service orders	0	2	4									
	Avg. # of business days	0.00	1.00	1.00									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	2	4									
	Total # of installation commitment met	0	2	4									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	0%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	117	118	121									
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	163	163	165								
		Total # of trouble reports	3	0	0								
		% of trouble reports	1.84%	0.00%	0.00%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	3	0	0									
	Total # of repair tickets restored in ≤ 24hrs	2	0	0									
	% of repair tickets restored ≤ 24 Hours	67%	0%	0%									
	Sum of the duration of all outages (hh:mm)	56:01	00:00	00:00									
	Avg. outage duration (hh:mm)	18:40	00:00	00:00									
Unadjusted Out of Service Report	Total # of outage report tickets	3	0	0									
	Total # of repair tickets restored in ≤ 24hrs	2	0	0									
	% of repair tickets restored ≤ 24 Hours	67%	0%	0%									
	Sum of the duration of all outages (hh:mm)	59:01	00:00	00:00									
	Avg. outage duration (hh:mm)	19:40	00:00	00:00									
Refunds	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	\$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: Mark Apland

Phone: 530-467-6149

Email: m.apland@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)

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

Company Name: SISKIYOU TELEPHONE

U#: 1017-C

Report Year: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: OAK KNOLL EXCHANGE

Measurement (Compile monthly, file quarterly)		Date filed (04/10/2020)			Date filed (XX/XX/2020)			Date filed (XX/XX/2020)			Date filed (XX/XX/2021)		
		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	4.00	1.00									
	Total # of service orders	3	4	1									
	Avg. # of business days	1.00	1.00	1.00									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	3	4	2									
	Total # of installation commitment met	3	4	2									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	163	165	167									
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	229	230	232								
		Total # of trouble reports	1	2	0								
		% of trouble reports	0.44%	0.87%	0.00%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	0	0									
	Total # of repair tickets restored in ≤ 24hrs	1	0	0									
	% of repair tickets restored ≤ 24 Hours	100%	0%	0%									
	Sum of the duration of all outages (hh:mm)	01:10	00:00	00:00									
	Avg. outage duration (hh:mm)	01:10	00:00	00:00									
Unadjusted Out of Service Report	Total # of outage report tickets	1	0	0									
	Total # of repair tickets restored in ≤ 24hrs	1	0	0									
	% of repair tickets restored ≤ 24 Hours	100%	0%	0%									
	Sum of the duration of all outages (hh:mm)	01:10	00:00	00:00									
	Avg. outage duration (hh:mm)	01:10	00:00	00:00									
Refunds	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	\$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: Mark Apland

Phone: 530-467-6149

Email: m.apland@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)

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

Company Name: SISKIYOU TELEPHONE

U#: 1017-C

Report Year: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: ETNA EXCHANGE

Measurement (Compile monthly, file quarterly)		Date filed (04/10/2020)			Date filed (XX/XX/2020)			Date filed (XX/XX/2020)			Date filed (XX/XX/2021)		
		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	17.00	6.00	15.00									
	Total # of service orders	8	6	15									
	Avg. # of business days	2.13	1.00	1.00									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	8	6	16									
	Total # of installation commitment met	8	6	16									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	1,062	1,059	1,072									
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	1,353	1,354	1,354								
		Total # of trouble reports	2	0	0								
		% of trouble reports	0.15%	0.00%	0.00%								
	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	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									
	Avg. outage duration (hh:mm)	00:00	00:00	00:00									
Unadjusted Out of Service Report	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									
	Avg. outage duration (hh:mm)	00:00	00:00	00:00									
Refunds	Number of customers who received refunds	1	0	0									
	Monthly amount of refunds	\$5.58	\$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: Mark Apland

Phone: 530-467-6149

Email: m.apland@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)

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

Company Name: SISKIYOU TELEPHONE

U#: 1017-C

Report Year: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: FT. JONES EXCHANGE

Measurement (Compile monthly, file quarterly)		Date filed (04/10/2020)			Date filed (XX/XX/2020)			Date filed (XX/XX/2020)			Date filed (XX/XX/2021)		
		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	15.00	22.00	36.00									
	Total # of service orders	10	16	31									
	Avg. # of business days	1.50	1.38	1.16									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	10	17	31									
	Total # of installation commitment met	10	17	31									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	1,197	1,205	1,223									
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	1,615	1,623	1,627								
		Total # of trouble reports	6	5	0								
		% of trouble reports	0.37%	0.31%	0.00%								
	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	5	1	0									
	Total # of repair tickets restored in ≤ 24hrs	5	1	0									
	% of repair tickets restored ≤ 24 Hours	100%	100%	0%									
	Sum of the duration of all outages (hh:mm)	19:31	06:06	00:00									
	Avg. outage duration (hh:mm)	03:54	06:06	00:00									
Unadjusted Out of Service Report	Total # of outage report tickets	5	1	0									
	Total # of repair tickets restored in ≤ 24hrs	5	1	0									
	% of repair tickets restored ≤ 24 Hours	100%	100%	0%									
	Sum of the duration of all outages (hh:mm)	19:31	06:06	00:00									
	Avg. outage duration (hh:mm)	03:54	06:06	00:00									
Refunds	Number of customers who received refunds	1	0	0									
	Monthly amount of refunds	\$19.52	\$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: Mark Apland

Phone: 530-467-6149

Email: m.apland@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)

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

Company Name: SISKIYOU TELEPHONE

U#: 1017-C

Report Year: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: SOMES BAR EXCHANGE

Measurement (Compile monthly, file quarterly)		Date filed (04/10/2020)			Date filed (XX/XX/2020)			Date filed (XX/XX/2020)			Date filed (XX/XX/2021)		
		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	17.00	1.00	1.00									
	Total # of service orders	6	1	1									
	Avg. # of business days	2.83	1.00	1.00									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	6	1	1									
	Total # of installation commitment met	6	1	1									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	127	127	126									
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	178	178	178								
		Total # of trouble reports	0	0	0								
		% of trouble reports	0.00%	0.00%	0.00%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	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									
	Avg. outage duration (hh:mm)	00:00	00:00	00:00									
Unadjusted Out of Service Report	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									
	Avg. outage duration (hh:mm)	00:00	00:00	00:00									
Refunds	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	\$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: Mark Apland

Phone: 530-467-6149

Email: m.apland@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)

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

Company Name: SISKIYOU TELEPHONE

U#: 1017-C

Report Year: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: HAPPY CAMP EXCHANGE

Measurement (Compile monthly, file quarterly)		Date filed (04/10/2020)			Date filed (XX/XX/2020)			Date filed (XX/XX/2020)			Date filed (XX/XX/2021)		
		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	8.00	8.00	10.00									
	Total # of service orders	7	6	7									
	Avg. # of business days	1.14	1.33	1.43									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	7	6	8									
	Total # of installation commitment met	7	6	8									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	554	553	554									
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	812	813								
		Total # of trouble reports	1	1	0								
		% of trouble reports	0.12%	0.12%	0.00%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	1	0									
	Total # of repair tickets restored in ≤ 24hrs	1	1	0									
	% of repair tickets restored ≤ 24 Hours	100%	100%	0%									
	Sum of the duration of all outages (hh:mm)	18:07	01:00	00:00									
	Avg. outage duration (hh:mm)	18:07	01:00	00:00									
Unadjusted Out of Service Report	Total # of outage report tickets	1	1	0									
	Total # of repair tickets restored in ≤ 24hrs	1	1	0									
	% of repair tickets restored ≤ 24 Hours	100%	100%	0%									
	Sum of the duration of all outages (hh:mm)	18:07	01:00	00:00									
	Avg. outage duration (hh:mm)	18:07	01:00	00:00									
Refunds	Number of customers who received refunds	0	1	0									
	Monthly amount of refunds	\$0.00	\$418.95	\$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: Mark Apland

Phone: 530-467-6149

Email: m.apland@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)

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

Company Name: SISKIYOU TELEPHONE

U#: 1017-C

Report Year: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: HAMBURG EXCHANGE

Measurement (Compile monthly, file quarterly)		Date filed (04/10/2020)			Date filed (XX/XX/2020)			Date filed (XX/XX/2020)			Date filed (XX/XX/2021)		
		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	5.00	1.00	8.00									
	Total # of service orders	2	1	7									
	Avg. # of business days	2.50	1.00	1.14									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2	1	7									
	Total # of installation commitment met	2	1	7									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	372	372	376									
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	480	480	482								
		Total # of trouble reports	0	0	1								
		% of trouble reports	0.00%	0.00%	0.21%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	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									
	Avg. outage duration (hh:mm)	00:00	00:00	00:00									
Unadjusted Out of Service Report	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									
	Avg. outage duration (hh:mm)	00:00	00:00	00:00									
Refunds	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	\$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: Mark Apland

Phone: 530-467-6149

Email: m.apland@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)