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 mo	nthly, file quarterly)		Date filed (04/10/2020)			Date filed (XX/XX/2020)			Date filed (XX/XX/202	0)		Date filed (XX/XX/2021 4th Quarter	1)
			Jan	1st Quarter Feb	Mar	Anr	2nd Quarter Mav	Jun	Jul	3rd Quarte	Sep	Oct Nov Dec		
		Total # of business days	65.00	44.00	75.00	Apr	Iviay	Jun	Jui	Aug	Sep	Oct	NOV	Dec
Installation Interv		Total # of business days  Total # of service orders	36	36	66									├──
Min. standard = 5	bus. days	Avg. # of business days	1.81	1.22	1.14			+					<del></del>	├──
		Total # of installation commitments	36	37	69									<del>                                     </del>
Installation Comr	nitment	Total # of installation commitment met	36	37	69									<del>                                     </del>
	i% commitment met	Total # of installation commitment missed	0	0	0								<del>                                     </del>	<del> </del>
Willia Ottaridara – Ot	70 COMMINION MICE	% of commitment met	100%	100%	100%									
Customers		Acct # for voice or bundle, res+bus	3592	3599	3639									<del></del>
Customer Troubl	e Renort	7.65t. 7.15. Voice of Bulluie, 1651Bus	3372	33//	3037		1	<del> </del>					<del>                                     </del>	<del>                                     </del>
Oustonier Houbi		Total # of working lines	4.837	4.840	4.851		+						<del>                                     </del>	<del>                                     </del>
	6% (6 per 100 working lines for	Total # of trouble reports	13	8	1			1						
70	units w/ ≥ 3,000 lines)	% of trouble reports	0.27%	0.17%	0.02%									<u> </u>
dar		Total # of working lines												<del>                                     </del>
tan	8% (8 per 100 working lines for	Total # of trouble reports												
δ.	units w/ 1,001 - 2,999 lines)	% of trouble reports												
di.	10% (10 per 100 working lines													<del>                                     </del>
_		Total # of working lines Total # of trouble reports											<u> </u>	<del>                                      </del>
	for units w/ ≤ 1,000 lines)												<b></b>	<b>├</b>
		% of trouble reports  Total # of outage report tickets	40		0								<u> </u>	<b></b>
			10	2	0								<u> </u>	<b></b>
Adjusted		Total # of repair tickets restored in ≤ 24hrs	9	2	0								<u> </u>	ļ
Out of Service Re Min. standard = 90		% of repair tickets restored ≤ 24 Hours	90%	100%	0%								<b></b>	<b>├</b>
iviin. standard = 90	1% Within 24 hrs	Sum of the duration of all outages (hh:mm)	94:49	07:06	00:00								<u> </u>	ļ
		Avg. outage duration (hh:mm)	09:28	03:33	00:00	_							<u> </u>	<del>                                     </del>
Unadjusted		Total # of outage report tickets	10	2	0									
Out of Service Re	enort	Total # of repair tickets restored in < 24hrs	9	2	0									
Out of Service Report		% 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									
	uble Reports, Billing & Non-Billing)													
Min. standard = 80% of calls < 60 seconds to reach		Total # of calls for TR, Billing & Non-Billing												1
live agent (w/a me	nu option to reach live agent).	Total # of call seconds to reach live agent												
	- /	%<_60 seconds												
		į												

**Primary Utility Contact Information** 

Name: Mark Apland	Phone: 530-467-6149	Email: m.apland@siskiyoutelephone.com
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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)		nthly, file quarterly)	Date filed (04/10/2020) 1st Quarter			Date filed (XX/XX/2020) 2nd Quarter			Date filed (XX/XX/2020) 3rd Quarter			Date filed (XX/XX/2021) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	0.00	2.00	4.00									
Installation Interv Min. standard = 5		Total # of service orders	0	2	4									
IVIIII. Standard = 5	bus. days	Avg. # of business days	0.00	1.00	1.00									
		Total # of installation commitments	0	2	4									
Installation Comn	nitment	Total # of installation commitment met	0	2	4									
Min. standard = 95	5% commitment met	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	le Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
5	units w/ ≥ 3,000 lines)	% of trouble reports												
g		Total # of working lines												
Standard	8% (8 per 100 working lines for	Total # of trouble reports												<b></b>
σ.	units w/ 1,001 - 2,999 lines)	% of trouble reports												<b>†</b>
Ξ	10% (10 per 100 working lines	Total # of working lines	163	163	165									
		Total # of trouble reports	3	0	0									
	for units w/ ≤ 1,000 lines)	% of trouble reports	1.84%	0.00%	0.00%									<del></del>
		Total # of outage report tickets	3	0.00%	0.00%									-
Adjusted		Total # of repair tickets restored in ≤ 24hrs	2	0	0		1							-
Out of Service Re	enort	% of repair tickets restored ≤ 24 Hours	67%	0%	0%		1							-
Min. standard = 90		Sum of the duration of all outages (hh:mm)	56:01	00:00	00:00		1							-
IVIII I. Staridara – Sc	070 Within 24 1113	Avg. outage duration (hh:mm)	18:40	00:00	00:00									<del></del>
		Total # of outage report tickets	3	0	0									
Unadjusted														
Out of Service Report		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									ļ
	uble Reports, Billing & Non-Billing)													ļ
Min. standard = 80% of calls $\leq$ 60 seconds to reach		Total # of calls for TR, Billing & Non-Billing												
live agent (w/a me	enu option to reach live agent).	Total # of call seconds to reach live agent												
		%<_60 seconds												
						1	1							1

**Primary Utility Contact Information** 

Name: Mark Apland	Phone: 530-467-6149	Email: m.apland@siskiyoutelephone.com
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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)		nthly file questorly)		Date filed (04/10/2020)			Date filed (XX/XX/2020)			Date filed (XX/XX/202			Date filed (XX/XX/2021	1)
	weasurement (Compile mo	nitrily, file quarterly)		1st Quarter			2nd Quarter		3rd Quarter			4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interva	d	Total # of business days	3.00	4.00	1.00								ļ	
Min. standard = 5 bu		Total # of service orders	3	4	1									
IVIIII. Glaridara – G Di	as. aays	Avg. # of business days	1.00	1.00	1.00									
		Total # of installation commitments	3	4	2									
Installation Comm		Total # of installation commitment met	3	4	2									
Min. standard = 95%	% commitment met	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													
		Total # of working lines											,	
	6% (6 per 100 working lines for	Total # of trouble reports											,	
2	units w/ ≥ 3,000 lines)	% of trouble reports												
g g	00/ /0 100 1: 1: /	Total # of working lines												
ig.	8% (8 per 100 working lines for	Total # of trouble reports											<u> </u>	
60	units w/ 1,001 - 2,999 lines)	% of trouble reports											<del>                                     </del>	
Ē		Total # of working lines	229	230	232								<u> </u>	
	10% (10 per 100 working lines	Total # of trouble reports	1	2	0								$\vdash$	<b></b>
	for units w/ ≤ 1,000 lines)	% of trouble reports	0.44%	0.87%	0.00%		+						$\vdash$	
		Total # of outage report tickets	1	0.07 /8	0.00%		+						$\vdash$	
Adjusted		Total # of repair tickets restored in < 24hrs	1	0	0		+							
Out of Service Rep	oort	% of repair tickets restored ≤ 24 Hours	100%	0%	0%									
Min. standard = 90		Sum of the duration of all outages (hh:mm)	01:10	00:00	00:00		+							
Milli. Stallaala = 50	70 WILLIII 24 III 3	Avg. outage duration (hh:mm)	01:10	00:00	00:00		+							
		Avg. outage duration (nn:mm)	01:10	00:00	00:00								<del></del>	<del>                                     </del>
Unadjusted		Total # of outage report tickets	1	0	0								ļ	
Out of Service Report		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								,	
	ole Reports, Billing & Non-Billing)													
	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a menu option to reach live agent).		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

Company Name:	SISKIYOU TELEPHONE	U#: <u>1017-C</u>	Report Year: 2020
Reporting Unit Type:	□ Total Company □ Exchange □ Wire Center	Reporting Unit Name:	ETNA EXCHANGE

Measurement (Compile monthly, file quarterly)		onthly, file quarterly)		Date filed (04/10/2020) 1st Quarter		Date filed (XX/XX/2020) 2nd Quarter			Date filed (XX/XX/2020) 3rd Quarter			Date filed (XX/XX/2021) 4th Quarter		
	Jan Feb Mar		Mar	Apr May Jun			Jul Aug Sep			Oct	Nov	Dec		
		Total # of business days	17.00	6.00	15.00	- 4	,			1				
Installation Inter		Total # of service orders	8	6	15									
Min. standard = 5	bus. days	Avg. # of business days	2.13	1.00	1.00									
		Total # of installation commitments	8	6	16									
Installation Com	nmitment	Total # of installation commitment met	8	6	16									
Min. standard = 9	95% commitment met	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 Troub	ole Report													
	1	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
2	units w/ ≥ 3,000 lines)	% of trouble reports												
da		Total # of working lines	1,353	1,354	1,354									
fa	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)  10% (10 per 100 working lines	Total # of trouble reports	2	0	0									
8.		% of trouble reports	0.15%	0.00%	0.00%									
Ē		Total # of working lines	0	0.0070	0.0070									
		Total # of trouble reports												<del>                                     </del>
	for units w/ ≤ 1,000 lines)	% of trouble reports												<del> </del>
		Total # of outage report tickets	0	0	0									
A -1:		Total # of repair tickets restored in < 24hrs	0	0	0									
Adjusted Out of Service R	Penert	% of repair tickets restored ≤ 24 Hours	0%	0%	0%									
	90% within 24 hrs	Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00									
IVIIII. Staridard = 5	70 70 Within 24 m3	Avg. outage duration (hh:mm)	00:00	00:00	00:00									
		, ,	00.00	0	0.00									
Unadjusted		Total # of outage report tickets	U	0	U									
Out of Service R	Report	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									
	ouble Reports, Billing & Non-Billing)													
Min. standard = 80% of calls < 60 seconds to reach		Total # of calls for TR, Billing & Non-Billing												
live agent (w/a me	enu option to reach live agent).	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

Company Name:		SISKIYOU	ELEPHONE	U#:	1017-C	Report Year:	2020
Reporting Unit Type:	□ Total Company	□ Exchange	□ Wire Center	Reporting Unit Na	me:	FT. JONES EXCHANGE	

	Measurement (Compile monthly, file quarterly)			Date filed (04/10/2020) 1st Quarter			Date filed (XX/XX/2020) 2nd Quarter			Date filed (XX/XX/2020 3rd Quarte	2020) (XX/XX/2021)			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
		Total # of business days	15.00	22.00	36.00	Дрі	muy	Vuii	oui	Aug	ОСР	- 001	1101	DC0
Installation Inter		Total # of service orders	10	16	31									
Min. standard = 5	bus. days	Avg. # of business days	1.50	1.38	1.16									
		Total # of installation commitments	10	17	31									
Installation Com	mitment	Total # of installation commitment met	10	17	31									
Min. standard = 9	5% commitment met	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 Troub	le Report													
	i	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
2	units w/ ≥ 3,000 lines)	% of trouble reports												
g		Total # of working lines	1,615	1.623	1,627									
8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports	6	5	0										
ø.	units w/ 1,001 - 2,999 lines)	% of trouble reports	0.37%	0.31%	0.00%									
ri W	Total # of working lines	0.01 70	0.0170	0.0070										
10% (10 per 100 working lines		Total # of trouble reports								-				<del> </del>
	for units w/ ≤ 1,000 lines)	% of trouble reports								-				<del> </del>
		Total # of outage report tickets	5	1	0									
A -1:		Total # of repair tickets restored in < 24hrs	5	1	0									
Adjusted Out of Service R	lenort	% of repair tickets restored ≤ 24 Hours	100%	100%	0%									
Min. standard = 9		Sum of the duration of all outages (hh:mm)	19:31	06:06	00:00									
iviiii. olandara – o	0 /0 Maint 2 1 1110	Avg. outage duration (hh:mm)	03:54	06:06	00:00									
Unadjusted		Total # of outage report tickets	5	1	0									
Out of Service R	enort	Total # of repair tickets restored in ≤ 24hrs	5	1	0									
04. 0. 00. 1.00		% 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									
	ouble Reports, Billing & Non-Billing)													
Min. standard = 8	60% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a me	enu option to reach live agent).	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

Company Name:	SISKIYOU	TELEPHONE	U#: 1017-C	Report Year: 2020
Reporting Unit Type:	□ Total Company □ Exchange	□ Wire Center	Reporting Unit Name:	SOMES BAR EXCHANGE

N	Measurement (Compile mo	nthly, file quarterly)		Date filed (04/10/2020) 1st Quarter			Date filed (XX/XX/2020) 2nd Quarter			Date filed (XX/XX/2020 3rd Quarte			Date filed XX/XX/2021 4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
llation Interval		Total # of business days	17.00	1.00	1.00									
standard = 5 bus.	dovo	Total # of service orders	6	1	1									
stariuaru = 5 bus	s. days	Avg. # of business days	2.83	1.00	1.00									
		Total # of installation commitments	6	1	1									
Ilation Commitr	ment	Total # of installation commitment met	6	1	1									
standard = 95% of	commitment met	Total # of installation commitment missed	0	0	0									
		% of commitment met	100%	100%	100%									
omers		Acct # for voice or bundle, res+bus	127	127	126									
omer Trouble R	Report													
	[i	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
5	units w/ ≥ 3,000 lines)	% of trouble reports												
ıda		Total # of working lines												
8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports													
Ė	units w/ 1,001 - 2,999 lines)	% of trouble reports												
≅	10% (10 per 100 working lines	Total # of working lines	178	178	178									
10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports	0	0	0										
	Tor dritts w/ = 1,000 lines/	% of trouble reports	0.00%	0.00%	0.00%									
		Total # of outage report tickets	0	0	0									
sted		Total # of repair tickets restored in ≤ 24hrs	0	0	0									
of Service Repo	ort	% of repair tickets restored ≤ 24 Hours	0%	0%	0%									
standard = 90% v	within 24 hrs	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									
ljusted		Total # of outage report tickets	0	0	0									
of Service Repo	ort	Total # of repair tickets restored in ≤ 24hrs	0	0	0									
or con vice respe		% 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									
nds		Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	\$0.00	\$0.00	\$0.00									
	e Reports, Billing & Non-Billing)													
standard = 80% o	of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
gent (w/a menu	option to reach live agent).	Total # of call seconds to reach live agent												
		% <u>&lt;</u> 60 seconds												
		70 <u>-</u> 00 SCCORUS					1							

**Primary Utility Contact Information** 

Name: Mark Apland	Phone: 530-467-6149	Email: m.apland@siskiyoutelephone.com

Company Name:	SISKIYO	DU TELEPHONE	U#:	1017-C	Report Year:	2020
Reporting Unit Type:	□ Total Company □ Exchange	□ Wire Center	Reporting U		HAPPY CAMP EXCHANGE	'

	Measurement (Compile mo	onthly, file quarterly)		Date filed (04/10/2020) 1st Quarter			Date filed (XX/XX/2020) 2nd Quarter			Date filed (XX/XX/2020 3rd Quarte			Date filed (XX/XX/2021 4th Quarter	
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
		Total # of business days	8.00	8.00	10.00	· · ·	,			9				
Installation Inter		Total # of service orders	7	6	7									
Min. standard = 5	bus. days	Avg. # of business days	1.14	1.33	1.43									
		Total # of installation commitments	7	6	8									
Installation Com	mitment	Total # of installation commitment met	7	6	8								1	
Min. standard = 9	5% commitment met	Total # of installation commitment missed	0	0	0									
		% of commitment met	100%	100%	100%								1	
Customers		Acct # for voice or bundle, res+bus	554	553	554									
Customer Troub	le Report													
	<u> </u>	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
2	units w/ ≥ 3,000 lines)	% of trouble reports												
Standard		Total # of working lines											1	
ţ	8% (8 per 100 working lines for	Total # of trouble reports											_	
8	units w/ 1,001 - 2,999 lines)	% of trouble reports											_	
10% (10 per 100 working lines	Total # of working lines	819	812	813										
	Total # of trouble reports	1	1	0								-	<del>                                     </del>	
	for units w/ ≤ 1,000 lines)	% of trouble reports	0.12%	0.12%	0.00%								-	
		Total # of outage report tickets	1	0.1276	0.00%									<del>                                     </del>
Adjusted		Total # of repair tickets restored in < 24hrs	1	1	0								-	
Aujusted Out of Service R	enort	% of repair tickets restored ≤ 24 Hours	100%	100%	0%									<del>                                     </del>
Min. standard = 9		Sum of the duration of all outages (hh:mm)	18:07	01:00	00:00								-	
iviiii. otaridara – o	0 /0 Maint 2 1 1110	Avg. outage duration (hh:mm)	18:07	01:00	00:00									<del>                                     </del>
Unadjusted		Total # of outage report tickets	1	1	0									
Out of Service R	enort	Total # of repair tickets restored in ≤ 24hrs	1	1	0									
Out 0: 00: 1:00 ::		% of repair tickets restored ≤ 24 Hours	100%	100%	0%									
		Sum of the duration of all outages (hh:mm)	18:07	01:00	00:00								1	
		Avg. outage duration (hh:mm)	18:07	01:00	00:00								1	
Refunds		Number of customers who received refunds	0	1	0									
		Monthly amount of refunds	\$0.00	\$418.95	\$0.00									
	ouble Reports, Billing & Non-Billing)													
Min. standard = 8	60% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a me	enu option to reach live agent).	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

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 mo	nthly, file quarterly)		Date filed (04/10/2020) 1st Quarter			Date filed (XX/XX/2020) 2nd Quarter			Date filed (XX/XX/2020 3rd Quarte	0)		Date filed (XX/XX/2021 4th Quarter	1)
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
		Total # of business days	5.00	1.00	8.00	Дрі	inay	oun	oui	Aug	ОСР	- 001	1101	
Installation Interva		Total # of service orders	2	1	7								<u> </u>	
Min. standard = 5 b	ous. days	Avg. # of business days	2.50	1.00	1.14								<del>                                     </del>	†
		Total # of installation commitments	2	1	7									
Installation Comm	nitment	Total # of installation commitment met	2	1	7								1	
Min. standard = 959		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													
		Total # of working lines												1
	6% (6 per 100 working lines for	Total # of trouble reports												
2	units w/ ≥ 3,000 lines)	% of trouble reports												
da		Total # of working lines											,	
tan	8% (8 per 100 working lines for	Total # of trouble reports												<b>—</b>
8.	units w/ 1,001 - 2,999 lines)	% of trouble reports												<b>—</b>
M.		Total # of working lines	480	480	482								<u> </u>	<u> </u>
	10% (10 per 100 working lines	Total # of trouble reports	0	0	102									<del></del>
	for units w/ ≤ 1,000 lines)	% of trouble reports	0.00%	0.00%	0.21%									-
		Total # of outage report tickets	0.00%	0.00%	0.21%									<u> </u>
Adjusted		Total # of repair tickets restored in < 24hrs	0	0	0									-
Out of Service Rep	nort	% of repair tickets restored ≤ 24 Hours	0%	0%	0%									<u> </u>
Min. standard = 909		Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00									<u> </u>
Willing Staridard = 50	70 WILLIN 24 1113	Avg. outage duration (hh:mm)	00:00	00:00	00:00									<u> </u>
		Avg. outage duration (nn:mm)	00:00	00:00	00:00									
Unadjusted		Total # of outage report tickets	0	0	0									
Out of Service Rep	port	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									
	ble Reports, Billing & Non-Billing)													
Min. standard = 809	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a men	nu option to reach live agent).	Total # of call seconds to reach live agent												
		%≤60 seconds												
													I	

**Primary Utility Contact Information** 

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