Company Name:	SISKIYOU T	ELEPHONE	U#:		1017-C	Report Year:	2020
Reporting Unit Type:	☑ Total Company ☐ Exchange	☐ Wire Center	Repo	oorting Unit Na	me:	COMPANY TOTAL	

	Measurement (Compile mo	onthly, file quarterly)		Date filed (04/10/2020) 1st Quarter			Date filed (07/21/2020) 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		65.00	44.00	75.00	65,00	71.00	63.00	Jui	Aug	Зер	OCI	INOV	Dec	
Installation Interva		Total # of service orders	36	36	66	49	60	53					 	
Min. standard = 5 b	ous. days	Avg. # of business days	1.81	1.22	1.14	1.33	1.18	1.19						
		Total # of installation commitments	36	37	69	56	65	55					 	
Installation Comm	nitment	Total # of installation commitment met	36	37	69	56	65	55					†	
Min. standard = 95°		Total # of installation commitment missed	0	0	0	0	0	0					 	
		% of commitment met	100%	100%	100%	100%	100%	100%					<u> </u>	
Customers		Acct # for voice or bundle, res+bus	3592	3599	3639	3698	3740	3748					<u> </u>	
Customer Trouble	e Report						1							
		Total # of working lines	4,837	4,840	4,851	4,865	4,881	4,896						
	6% (6 per 100 working lines for	Total # of trouble reports	13	8	1	8	11	19						1
2	units w/ ≥ 3,000 lines)	% of trouble reports	0.27%	0.17%	0.02%	0.16%	0.23%	0.39%						
da		Total # of working lines											1	
ţa	8% (8 per 100 working lines for	Total # of trouble reports												
S.	units w/ 1,001 - 2,999 lines)	% of trouble reports								1			 	
M. C.		Total # of working lines												
_	10% (10 per 100 working lines	Total # of working lines Total # of trouble reports								-				-
	for units w/ ≤ 1,000 lines)	% of trouble reports								-				-
	1	Total # of outage report tickets	10	2.	0	7	7	14						
Adjusted		Total # of repair tickets restored in ≤ 24hrs	9	2	0	7	7	14						
Out of Service Re	nort	% of repair tickets restored ≤ 24 Hours	90%	100%	0%	100%	100%	100%						
Min. standard = 90°		Sum of the duration of all outages (hh:mm)	94:49	07:06	00:00	21:05	19:29	42:51						
Willia Otaliaara – oo	70 Maint 2 1 1110	Avg. outage duration (hh:mm)	09:28	03:33	00:00	03:00	02:47	03:03						
		Avg. outage duration (nin.min)	09.20	05.55	00.00	03.00	02.47	03.03						
Unadjusted		Total # of outage report tickets	10	2	0	7	7	14						
Out of Service Re	nort	Total # of repair tickets restored in < 24hrs	9	2	0	7	7	13						
Out of octation (to)	port	% of repair tickets restored ≤ 24 Hours	90%	100%	0%	100%	100%	0%					†	
		Sum of the duration of all outages (hh:mm)	97:49	07:06	0:00	56:41	39:56	15:58					1	
		Avg. outage duration (hh:mm)	09:46	03:33	0:00	08:05	05:42	0:00						
Refunds		Number of customers who received refunds	2	1	0	0	1	5						
		Monthly amount of refunds	\$25.10	\$418.95	\$0.00	\$0.00	\$3.05	\$903.13						
Answer Time (Trou	ible 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 mer	nu option to reach live agent).	Total # of call seconds to reach live agent												
	- *	%<_60 seconds												
		1												

Primary Utility Contact Information

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

Company Name:	SISKIYOU T	ELEPHONE	U#:	1017-C	Report Year:	2020
Reporting Unit Type:	☐ Total Company ☑ Exchange	☐ Wire Center	Reporting Un	it Name:	SAWYERS BAR EXCHANGE	

	Measurement (Compile mo	nthly, file quarterly)		Date filed (04/10/2020) 1st Quarter			Date filed (07/21/2020) 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
Installation Interval		Total # of business days	0.00	2.00	4.00	2.00	7.00	5.00						
Min. standard = 5		Total # of service orders	0	2	4	2	7	4					l	
IVIIII. Stariuaru = 5	bus. days	Avg. # of business days	0.00	1.00	1.00	1.00	1.00	1.25					1	
		Total # of installation commitments	0	2	4	2	8	4						
Installation Comr	mitment	Total # of installation commitment met	0	2	4	2	8	4					l	
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0					l l	
		% of commitment met	0%	100%	100%	100%	100%	100%					l l	
Customers		Acct # for voice or bundle, res+bus	117	118	121	122	127	130						
Customer Troubl	le Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
<u> </u>	units w/ ≥ 3,000 lines)	% of trouble reports												
g		Total # of working lines											l	
Standa	8% (8 per 100 working lines for	Total # of trouble reports												
	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.		Total # of working lines	163	163	165	167	174	176					 	
	10% (10 per 100 working lines	Total # of trouble reports	3	0	0	2	0	0					 	
	for units w/ ≤ 1,000 lines)	% of trouble reports	1.84%	0.00%	0.00%	1.20%	0.00%	0.00%					 	
		Total # of outage report tickets	3	0.00%	0.0070	2	0.0076	0.00%					 	
Adjusted		Total # of repair tickets restored in ≤ 24hrs	2	0	0	2	0	0					 	
Out of Service Re	enort	% of repair tickets restored ≤ 24 Hours	67%	0%	0%	100%	0%	0%					 	
Min. standard = 90		Sum of the duration of all outages (hh:mm)	56:01	00:00	00:00	03:58	00:00	00:00					 	
IVIIII. Staridard – St	070 WICHIT 24 1113	Avg. outage duration (hh:mm)	18:40	00:00	00:00	01:59	00:00	00:00						
Unadjusted		Total # of outage report tickets	3	0	0	2	0	0						
Out of Service Re	eport	Total # of repair tickets restored in ≤ 24hrs	2	0	0	2	0	0						
		% of repair tickets restored ≤ 24 Hours	67%	0%	0%	100%	0%	0%						
		Sum of the duration of all outages (hh:mm)	59:01	00:00	00:00	22:52	00:00	00:00					l l	
		Avg. outage duration (hh:mm)	19:40	00:00	00:00	11:26	00:00	00:00					1	
Refunds		Number of customers who received refunds	0	0	0	0	0	0						
		Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00						
	uble Reports, Billing & Non-Billing)													
Min. standard = 80	0% 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												1
		%<_60 seconds												
]	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 mo	nthly, file quarterly)	Date filed (04/10/2020) 1st Quarter			Date filed (07/21/2020) 2nd Quarter				Date filed (XX/XX/2020 3rd Quarter		Date filed (XX/XX/2021) 4th Quarter		
Ì			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	Total # of business days		3.00	4.00	1.00	3,00	2.00	4.00	- Gui	7109	СОР			
Installation Interva		Total # of service orders	3	4	1	3	2	4						†
Min. standard = 5 b	bus. days	Avg. # of business days	1.00	1.00	1.00	1.00	1.00	1.00						†
		Total # of installation commitments	3	4	2	3	2	4						
Installation Comm	mitment	Total # of installation commitment met	3	4	2	3	2	4						
	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0						
		% of commitment met	100%	100%	100%	100%	100%	100%						
Customers		Acct # for voice or bundle, res+bus	163	165	167	169	170	173						
Customer Trouble	e Report	,												
		Total # of working lines					İ							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												
ţ.	8% (8 per 100 working lines for	Total # of trouble reports												1
8.	units w/ 1,001 - 2,999 lines)	% of trouble reports												—
Ä		Total # of working lines	229	230	232	233	234	237						1
1	10% (10 per 100 working lines	Total # of working lines Total # of trouble reports	1	230	0	233	2.34	4						-
ł	for units w/ ≤ 1,000 lines)	% of trouble reports	0.44%	0.87%	0.00%	0.86%	0.85%	1.69%		_				-
 		Total # of outage report tickets	1	0.87%	0.00%	0.86%	0.85%	1.09%				_		-
A -1:		Total # of oddage report tickets Total # of repair tickets restored in < 24hrs	1	0	0	2	2	2						-
Adjusted Out of Service Rep	nort	% of repair tickets restored ≤ 24 Hours	100%	0%	0%	100%	100%	100%						
Min. standard = 90		Sum of the duration of all outages (hh:mm)	01:10	00:00	00:00	10:23	09:01	04:05				_		-
Mini. Standard = 50	70 Widini 24 in 3	Avg. outage duration (hh:mm)	01:10	00:00	00:00	05:11	04:30	02:02						
Unadjusted		Total # of outage report tickets	1	0	0	2	2	2						
Out of Service Re	eport	Total # of repair tickets restored in ≤ 24hrs	1	0	0	2	2	2						
	•	% of repair tickets restored ≤ 24 Hours	100%	0%	0%	100%	100%	100%						
		Sum of the duration of all outages (hh:mm)	01:10	00:00	00:00	10:23	09:01	04:05						
		Avg. outage duration (hh:mm)	01:10	00:00	00:00	05:11	04:30	02:02						
Refunds		Number of customers who received refunds	0	0	0	0	0	0						
		Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00						
	uble Reports, Billing & Non-Billing)													
Min. standard = 80°	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a mer	nu option to reach live agent).	Total # of call seconds to reach live agent												
l		% <u><</u> 60 seconds												

Primary Utility Contact Information

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

Company Name:	SISKIYOU T	ELEPHONE	U#:	1017-C	Report Year:	2020
Reporting Unit Type:	☐ Total Company ☑ Exchange	□ Wire Center	Reporting Unit	Name:	ETNA EXCHANGE	

	Measurement (Compile mo	nthly, file quarterly)		Date filed (04/10/2020) 1st Quarter			Date filed (07/21/2020) 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
Installation Interval		Total # of business days	17.00	6.00	15.00	20.00	25.00	16.00						
Min. standard = 5		Total # of service orders	8	6	15	13	16	13					ĺ	i
iviiri. Stariuaru = 5	bus. days	Avg. # of business days	2.13	1.00	1.00	1.54	1.56	1.23						
		Total # of installation commitments	8	6	16	14	18	13						
Installation Com	mitment	Total # of installation commitment met	8	6	16	14	18	13					j l	l
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0					ļ	
		% of commitment met	100%	100%	100%	100%	100%	100%					ļ	
Customers		Acct # for voice or bundle, res+bus	1,062	1,059	1,072	1,082	1,092	1,091					ļ	
Customer Troubl	le Report										·			
	00/ (0 100 1 - 1 - 1	Total # of working lines												
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports									·			
<u> </u>	units w/ 2 3,000 lines)	% of trouble reports												
р	00/ /0 100 1: 1: 1 1	Total # of working lines	1,353	1,354	1,354	1,354	1,358	1,361					ļ	
Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports	2.	0	0	1	4	5						
8.	units w/ 1,001 - 2,999 lines)	% of trouble reports	0.15%	0.00%	0.00%	0.07%	0.29%	0.37%						
Min.		Total # of working lines												ſ
	10% (10 per 100 working lines	Total # of trouble reports												
	for units w/ ≤ 1,000 lines)	% of trouble reports												—
	I.	Total # of outage report tickets	0	0	0	1	4	3						
Adjusted		Total # of repair tickets restored in < 24hrs	0	0	0	1	4	3						
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	100%	100%	100%						
Min. standard = 90		Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00	03:37	06:37	06:32						
		Avg. outage duration (hh:mm)	00:00	00:00	00:00	03:37	01:39	02:10						
Unadjusted		Total # of outage report tickets	0	0	0	1	4	3						
Out of Service Re	enort	Total # of repair tickets restored in ≤ 24hrs	0	0	0	1	4	3						
04.0.00.00	opo.:	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	100%	100%	100%						
		Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00	03:37	27:04	06:32						
		Avg. outage duration (hh:mm)	00:00	00:00	00:00	03:37	06:46	02:10						
Refunds		Number of customers who received refunds	1	0	0	0	1	1						
		Monthly amount of refunds	\$5.58	\$0.00	\$0.00	\$0.00	\$3.05	\$20.42						1
	uble Reports, Billing & Non-Billing)													L
Min. standard = 80	0% 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												
														ı ——

Primary Utility Contact Information

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

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

	Measurement (Compile mo	nthly, file quarterly)		Date filed (04/10/2020) 1st Quarter			Date filed (07/21/2020) 2nd Quarter			Date filed (XX/XX/2020) 3rd Quarter			Date filed (XX/XX/2021 4th Quarter	1)
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interv	vol.	Total # of business days	15.00	22.00	36.00	27	18	22						
Min. standard = 5		Total # of service orders	10	16	31	19	17	20						
IVIIII. Stariuaru = 3	bus. uays	Avg. # of business days	1.50	1.38	1.16	1.42	1.06	1.10						
		Total # of installation commitments	10	17	31	24	18	21						
Installation Com	mitment	Total # of installation commitment met	10	17	31	24	18	21					1	
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0					1	
		% of commitment met	100%	100%	100%	100%	100%	100%					1	
Customers	stomers Acct # for voice or bundle, res+bus		1,197	1,205	1,223	1,253	1,266	1,270					, T	
Customer Troubl	le 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												
ga		Total # of working lines	1,615	1,623	1,627	1,635	1,635	1,638					1	
ţ.	8% (8 per 100 working lines for units w/ 1.001 - 2.999 lines)	Total # of trouble reports	6	5	0	2	2	8					†	†
8.	units w/ 1,001 - 2,999 lines)	% of trouble reports	0.37%	0.31%	0.00%	0.12%	0.12%	0.49%						—
Ä		Total # of working lines				0.1.2,0	,	0.10,0					†	†
_	10% (10 per 100 working lines	Total # of working lines Total # of trouble reports								-			 	├
	for units w/ ≤ 1,000 lines)	% of trouble reports											 	
		Total # of outage report tickets	5	1	0	2	0	8		-			 	
		ů i		1 1	-		0	_		1			 	
Adjusted		Total # of repair tickets restored in ≤ 24hrs	5 100%	1	0	2	0%	100%		1			 	
Out of Service Re Min. standard = 90		% of repair tickets restored ≤ 24 Hours		100%	0%	100%							<u> </u>	├
IVIIII. Standard = 90	0% Within 24 hrs	Sum of the duration of all outages (hh:mm)	19:31	06:06	00:00	03:07	00:00	31:26					<u> </u>	
		Avg. outage duration (hh:mm)	03:54	06:06	00:00	01:33	00:00	03:55					<u> </u>	<u> </u>
Unadjusted		Total # of outage report tickets	5	1	0	2	0	8						
Out of Service Re	eport	Total # of repair tickets restored in ≤ 24hrs	5	1	0	2	0	8						
041 01 001 1100 111	ope	% of repair tickets restored ≤ 24 Hours	100%	100%	0%	100%	0%	100%						
		Sum of the duration of all outages (hh:mm)	19:31	06:06	00:00	19:49	00:00	31:26					, T	
		Avg. outage duration (hh:mm)	03:54	06:06	00:00	09:54	00:00	03:55					1	
Refunds		Number of customers who received refunds	1	0	0	0	0	2						
		Monthly amount of refunds	\$19.52	\$0.00	\$0.00	\$0.00	\$0.00	\$2.69						
Answer Time (Tro	uble Reports, Billing & Non-Billing)													
	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
	enu option to reach live agent).	Total # of call seconds to reach live agent												
		%≤ 60 seconds					İ							
							1							—

Primary Utility Contact Information

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

Company Name:	SISKIYOU T	ELEPHONE	U#:		1017-C	Report Year:	2020
Reporting Unit Type:	☐ Total Company ☑ Exchange	☐ Wire Center	Repo	orting Unit Na	me:	SOMES BAR EXCHANGE	

	Measurement (Compile mo	nthly, file quarterly)		Date filed (04/10/2020) 1st Quarter			Date filed (07/21/2020) 2nd Quarter			Date filed (XX/XX/2020) 3rd Quarter			Date filed (XX/XX/2021 4th Quarte	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interva	1	Total # of business days	17.00	1.00	1.00	4.00	2.00	4.00						
Min. standard = 5 b		Total # of service orders	6	1	1	4	2	3						
IVIIII. Staridard = 5 D	us. uays	Avg. # of business days	2.83	1.00	1.00	1.00	1.00	1.33						
		Total # of installation commitments	6	1	1	4	3	4						
Installation Comm	itment	Total # of installation commitment met	6	1	1	4	3	4						
Min. standard = 95%	% commitment met	Total # of installation commitment missed	0	0	0	0	0	0						
		% of commitment met	100%	100%	100%	100%	100%	100%						
Customers	stomers Acct # for voice or bundle, res+bus		127	127	126	130	130	133						
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												
ğ	00/ /0 100 1: 1: 1 1	Total # of working lines												
ig.	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
e e	units W/ 1,001 - 2,999 lines)	% of trouble reports												
Ē	10% (10 per 100 working lines	Total # of working lines	178	178	178	179	179	181						
	for units w/ ≤ 1.000 lines)	Total # of trouble reports	0	0	0	0	0	0						
	10. anii 11, 2 1,000 iii 100,	% of trouble reports	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%						
		Total # of outage report tickets	0	0	0	0	0	0						
Adjusted		Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0						
Out of Service Rep	port	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%						
Min. standard = 909	% within 24 hrs	Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00						
		Avg. outage duration (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00						
Unadjusted		Total # of outage report tickets	0	0	0	0	0	0						
Out of Service Rep	port	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0						
		% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%						
		Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00						
		Avg. outage duration (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00						
Refunds		Number of customers who received refunds	0	0	0	0	0	0						
		Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$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	u option to reach live agent).	Total # of call seconds to reach live agent	·											
		%≤60 seconds												
		1												1

Primary Utility Contact Information

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

Company Name:	SISKIYOU T	ELEPHONE	U#	#:	1017-C	Report Year:	2020
Reporting Unit Type:	☐ Total Company ☑ Exchange	☐ Wire Center	Re	eporting Unit Na	me:	HAPPY CAMP EXCHANGE	

	Measurement (Compile mo	nthly, file quarterly)		Date filed (04/10/2020) 1st Quarter			Date filed (07/21/2020) 2nd Quarter			Date filed (XX/XX/2020) 3rd Quarter			Date filed XX/XX/2021 4th Quarter	1)
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	-1	Total # of business days	8.00	8.00	10.00	7.00	14.00	10.00						
Installation Interva Min. standard = 5 b		Total # of service orders	7	6	7	6	13	7						
iviin. standard = 5 b	ous. days	Avg. # of business days	1.14	1.33	1.43	1.17	1.08	1.43						
		Total # of installation commitments	7	6	8	6	13	7						
Installation Comm	nitment	Total # of installation commitment met	7	6	8	6	13	7						
Min. standard = 959	% commitment met	Total # of installation commitment missed	0	0	0	0	0	0						
% 0		% of commitment met	100%	100%	100%	100%	100%	100%						
Customers	stomers Acct # for voice or bundle, res+bus		554	553	554	566	576	571						
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												
ga		Total # of working lines												
ţ.	8% (8 per 100 working lines for units w/ 1.001 - 2.999 lines)	Total # of trouble reports												1
. S	units w/ 1,001 - 2,999 lines)	% of trouble reports												†
Σ	10% (10 per 100 working lines	Total # of working lines	819	812	813	814	817	818						
	for units w/ ≤ 1.000 lines)	Total # of trouble reports	1	1	0	1	0	0						
	ioi units w/ ± 1,000 lines)	% of trouble reports	0.12%	0.12%	0.00%	0.12%	0.00%	0.00%						
	•	Total # of outage report tickets	1	1	0	0	0	0						
Adjusted		Total # of repair tickets restored in < 24hrs	1	1	0	0	0	0						
Out of Service Rep	port	% of repair tickets restored ≤ 24 Hours	100%	100%	0%	0%	0%	0%						
Min. standard = 90	% within 24 hrs	Sum of the duration of all outages (hh:mm)	18:07	01:00	00:00	00:00	00:00	00:00						
ı		Avg. outage duration (hh:mm)	18:07	01:00	00:00	00:00	00:00	00:00						
Unadjusted		Total # of outage report tickets	1	1	0	0	0	0						
Out of Service Rep	port	Total # of repair tickets restored in ≤ 24hrs	1	1	0	0	0	0						
		% of repair tickets restored ≤ 24 Hours	100%	100%	0%	0%	0%	0%						
		Sum of the duration of all outages (hh:mm)	18:07	01:00	00:00	00:00	00:00	00:00						
		Avg. outage duration (hh:mm)	18:07	01:00	00:00	00:00	00:00	00:00						
Refunds		Number of customers who received refunds	0	1	0	0	0	1						
		Monthly amount of refunds	\$0.00	\$418.95	\$0.00	\$0.00	\$0.00	\$451.35						
Answer Time (Trou	nswer Time (Trouble 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												
	- /	% <u><</u> 60 seconds												
							1	1						1

Primary Utility Contact Information

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

Company Name:		SISKIYOU T	ELEPHONE	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 (07/21/2020) 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
Installation Interv		Total # of business days	5.00	1.00	8.00	2.00	3.00	2.00						
Min. standard = 5		Total # of service orders	2	1	7	2	3	2					1	
IVIIII. Standard = 5	bus. days	Avg. # of business days	2.50	1.00	1.14	1.00	1.00	1.00						
		Total # of installation commitments	2	1	7	3	3	2						
Installation Comr		Total # of installation commitment met	2	1	7	3	3	2						
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0						
		% of commitment met	100%	100%	100%	100%	100%	100%					1	
Customers		Acct # for voice or bundle, res+bus	372	372	376	376	379	380						
Customer Troubl	le Report													
6% (6 per 100 working lines for		Total # of working lines												
		Total # of trouble reports											1	
P	units w/ ≥ 3,000 lines)	% of trouble reports												
εpι	8% (8 per 100 working lines for	Total # of working lines											1	
itar	units w/ 1.001 - 2.999 lines)	Total # of trouble reports											†	
.8	units w/ 1,001 - 2,999 inles)	% of trouble reports											†	
Min	10% (10 per 100 working lines	Total # of working lines	480	480	482	483	484	485						
	for units w/ ≤ 1.000 lines)	Total # of trouble reports	0	0	1	0	3	2					†	
	for units w/ ± 1,000 lines)	% of trouble reports	0.00%	0.00%	0.21%	0.00%	0.62%	0.41%					†	
	•	Total # of outage report tickets	0	0	0	0	1	1					†	
Adjusted		Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	1	1					†	
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	100%	100%					1	
Min. standard = 90	0% within 24 hrs	Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00	00:00	03:51	00:48					†	
		Avg. outage duration (hh:mm)	00:00	00:00	00:00	00:00	03:51	00:48						
Unadjusted		Total # of outage report tickets	0	0	0	0	1	1						
Out of Service Re	eport	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	1	0					T .	
		% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	100%	0%					T .	
		Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00	00:00	03:51	45:55					1	
		Avg. outage duration (hh:mm)	00:00	00:00	00:00	00:00	03:51	45:55					i ,	
Refunds		Number of customers who received refunds	0	0	0	0	0	1						
<u> </u>		Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$428.67						
	uble Reports, Billing & Non-Billing)													
Min. standard = 80	0% 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												
	- <i>'</i>	%<_60 seconds												
		į												

Primary Utility Contact Information

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