

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

Company Name: Siskiyou Telephone

U#: 1017-C

Report Year: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed (04/24/17)			Date filed (07/19/17)			Date filed (11/15/yy)			Date filed (01/15/yy)		
		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	33.81	22.76	30.92	24.94	40.93	37.97						
	Total # of service orders	43	36	44	37	65	56						
	Avg. # of business days	0.79	0.63	0.70	0.67	0.63	0.68						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	46	40	50	40	82	64						
	Total # of installation commitment met	46	40	50	40	82	64						
	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	3612	3607	3620	3624	3640	3631						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	5214	5212	5210	5212	5225	5231					
		Total # of trouble reports	51	12	9	6	11	16					
		% of trouble reports	0.98%	0.23%	0.17%	0.12%	0.21%	0.31%					
	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	34	11	8	6	9	12						
	Total # of repair tickets restored in ≤24hrs	32	11	8	6	9	12						
	% of repair tickets restored ≤ 24 Hours	94%	100%	100%	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)	306:47	62:12	37:22	36:01	43:00	22:12						
	Avg. outage duration (hh:mm)	09:01	05:39	04:40	06:00	04:46	01:51						
	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO						
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	34	11	8	6	9	12						
	Total # of all repair tickets restored in ≤24hrs	30	10	6	6	6	11						
	% of all repair tickets restored ≤ 24 Hours	88%	91%	75%	100%	67%	92%						
	Sum of the duration of all outages (hh:mm)	353:23	77:33	161:38	36:01	132:34	70:12						
	Avg. unadjusted outage duration (hh:mm)	10:23	07:03	20:12	06:00	14:43	05:51						
Refunds	Number of customers who received refunds	4	2	2	1	3	2						
	Monthly amount of refunds	\$55.00	\$41.95	\$25.56	\$6.17	\$2.72	\$1.32						
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: Tim Edwards

Phone: 530-467-6143

Email: t.edwards@siskiyoutelephone.com

Date Adopted: 7/28/09

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

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C) Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

(End of Attachment C)

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

Company Name: Siskiyou Telephone

U#: 1017-C

Report Year: 2017

Total Company Exchange Wire Center

Reporting Unit Type:

Reporting Unit Name: Sawyers Bar Exchange

Measurement (Compile monthly, file quarterly)		Date filed (04/24/17)			Date filed (07/19/17)			Date filed (11/15/yy)			Date filed (01/15/yy)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	0.00	0.07	3.62	1.76	5.11	4.57						
	Total # of service orders	0	1	3	3	3	6						
	Avg. # of business days	0.00	0.07	1.21	0.59	1.70	0.76						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	1	4	3	3	8						
	Total # of installation commitment met	0	1	4	3	3	8						
	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	126	125	129	128	130	137						
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	189	189	191	191	192	195					
		Total # of trouble reports	3	0	0	0	0	0					
		% of trouble reports	1.59%	0.00%	0.00%	0.00%	0.00%	0.00%					
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	0	0	0	0	0						
	Total # of repair tickets restored in ≤ 24hrs	1	0	0	0	0	0						
	% of repair tickets restored ≤ 24 Hours	50%	0%	0%	0%	0%	0%						
	Sum of the duration of all outages (hh:mm)	27:47	00:00	00:00	00:00	00:00	00:00						
	Avg. outage duration (hh:mm)	13:53	00:00	00:00	00:00	00:00	00:00						
	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO						
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	2	0	0	0	0	0						
	Total # of all repair tickets restored in ≤ 24hrs	1	0	0	0	0	0						
	% of all repair tickets restored ≤ 24 Hours	50%	0%	0%	0%	0%	0%						
	Sum of the duration of all outages (hh:mm)	27:47	00:00	00:00	00:00	00:00	00:00						
	Avg. unadjusted outage duration (hh:mm)	13:53	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						
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

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Phone: 530-467-6143

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Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C) Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

(End of Attachment C)

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

Company Name: Siskiyou Telephone

U#: 1017-C

Report Year: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Oak Knoll Exchange

Measurement (Compile monthly, file quarterly)		Date filed (04/24/17)			Date filed (07/19/17)			Date filed (11/15/yy)			Date filed (01/15/yy)		
		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	0.98	0.73	2.13	0.00	3.13	0.90						
	Total # of service orders	2	2	2	0	3	3						
	Avg. # of business days	0.49	0.37	1.07	0.00	1.04	0.30						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2	2	3	1	4	3						
	Total # of installation commitment met	2	2	3	1	4	3						
	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	178	178	180	179	177	177						
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	260	260	260	260	260	260					
		Total # of trouble reports	4	0	0	0	0	1					
		% of trouble reports	1.54%	0.00%	0.00%	0.00%	0.00%	0.38%					
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	0	0	0	0	1						
	Total # of repair tickets restored in ≤ 24hrs	2	0	0	0	0	1						
	% of repair tickets restored ≤ 24 Hours	100%	0%	0%	0%	0%	100%						
	Sum of the duration of all outages (hh:mm)	08:55	00:00	00:00	00:00	00:00	06:38						
	Avg. outage duration (hh:mm)	04:27	00:00	00:00	00:00	00:00	06:38						
	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO						
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	2	0	0	0	0	1						
	Total # of all repair tickets restored in ≤ 24hrs	2	0	0	0	0	1						
	% of all repair tickets restored ≤ 24 Hours	100%	0%	0%	0%	0%	100%						
	Sum of the duration of all outages (hh:mm)	08:55	00:00	00:00	00:00	00:00	06:38						
	Avg. unadjusted outage duration (hh:mm)	04:27	00:00	00:00	00:00	00:00	06:38						
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						
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: Tim Edwards

Phone: 530-467-6143

Email: t.edwards@siskiyoutelephone.com

Date Adopted: 7/28/09

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Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C) Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

(End of Attachment C)

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

Company Name: Siskiyou Telephone

U#: 1017-C

Report Year: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Etna Exchange

Measurement (Compile monthly, file quarterly)		Date filed (04/24/17)			Date filed (07/19/17)			Date filed (11/15/yy)			Date filed (01/15/yy)		
		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	6.76	5.11	11.06	11.20	14.51	7.95						
	Total # of service orders	12	5	15	13	19	14						
	Avg. # of business days	0.56	1.02	0.74	0.86	0.76	0.57						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	12	5	17	13	32	19						
	Total # of installation commitment met	12	5	17	13	32	19						
	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	1064	1057	1059	1065	1081	1080						
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	1465	1463	1461	1466	1479	1482					
		Total # of trouble reports	6	1	3	1	4	1					
		% of trouble reports	0.41%	0.07%	0.21%	0.07%	0.27%	0.07%					
	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	3	1	4	0						
	Total # of repair tickets restored in ≤24hrs	5	1	3	1	4	0						
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	0%						
	Sum of the duration of all outages (hh:mm)	21:59	01:38	14:12	02:03	25:44	00:00						
	Avg. outage duration (hh:mm)	04:23	01:38	04:44	02:03	06:26	00:00						
	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO						
	Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	5	1	3	1	4	0					
Total # of all repair tickets restored in ≤24hrs		4	1	2	1	3	0						
% of all repair tickets restored ≤ 24 Hours		80%	100%	67%	100%	75%	0%						
Sum of the duration of all outages (hh:mm)		52:36	01:38	92:41	02:03	50:29	00:00						
Avg. unadjusted outage duration (hh:mm)		10:31	01:38	30:53	02:03	12:37	00:00						
Refunds	Number of customers who received refunds	2	1	1	0	0	0						
	Monthly amount of refunds	\$45.57	\$41.10	\$23.91	\$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: Tim Edwards

Phone: 530-467-6143

Email: t.edwards@siskiyoutelephone.com

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Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C) Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

(End of Attachment C)

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

Company Name: Siskiyou Telephone

U#: 1017-C

Report Year: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Ft. Jones Exchange

Measurement (Compile monthly, file quarterly)		Date filed (04/24/17)			Date filed (07/19/17)			Date filed (11/15/yy)			Date filed (01/15/yy)		
		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	19.09	8.50	9.37	5.06	7.77	12.85						
	Total # of service orders	19	14	14	10	15	21						
	Avg. # of business days	1.00	0.61	0.67	0.51	0.52	0.61						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	19	18	15	11	18	21						
	Total # of installation commitment met	19	18	15	11	18	21						
	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	1192	1196	1198	1198	1190	1182						
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	1731	1729	1727	1724	1725	1724					
		Total # of trouble reports	12	5	3	4	1	7					
		% of trouble reports	0.69%	0.29%	0.17%	0.23%	0.06%	0.41%					
	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	8	5	3	4	1	5						
	Total # of repair tickets restored in ≤ 24hrs	8	5	3	4	1	5						
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)	30:37	34:44	18:49	20:11	00:17	06:59						
	Avg. outage duration (hh:mm)	03:49	06:56	06:16	05:02	00:17	01:23						
	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO						
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	8	5	3	4	1	5						
	Total # of all repair tickets restored in ≤ 24hrs	8	5	3	4	1	5						
	% of all repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)	30:37	34:44	18:49	20:11	00:17	06:59						
	Avg. unadjusted outage duration (hh:mm)	03:49	06:56	06:16	05:02	00:17	01:23						
Refunds	Number of customers who received refunds	1	0	1	0	3	2						
	Monthly amount of refunds	\$0.90	\$0.00	\$1.65	\$0.00	\$2.72	\$1.32						
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

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(End of Attachment C)

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

Company Name: Siskiyou Telephone

U#: 1017-C

Report Year: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Somes Bar Exchange

Measurement (Compile monthly, file quarterly)		Date filed (04/24/17)			Date filed (07/19/17)			Date filed (11/15/yy)			Date filed (01/15/yy)		
		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	0.32	1.71	0.87	2.25	3.75	2.43						
	Total # of service orders	1	3	2	5	3	3						
	Avg. # of business days	0.32	0.57	0.44	0.45	1.25	0.81						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	3	3	5	3	3						
	Total # of installation commitment met	1	3	3	5	3	3						
	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	130	131	133	134	134	133						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	192	192	192	191	193	193					
		Total # of trouble reports	5	0	0	0	2	2					
		% of trouble reports	2.60%	0.00%	0.00%	0.00%	1.04%	1.04%					
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	0	0	0	1	2						
	Total # of repair tickets restored in ≤ 24hrs	2	0	0	0	1	2						
	% of repair tickets restored ≤ 24 Hours	100%	0%	0%	0%	100%	100%						
	Sum of the duration of all outages (hh:mm)	16:00	00:00	00:00	00:00	09:00	06:29						
	Avg. outage duration (hh:mm)	08:00	00:00	00:00	00:00	09:00	03:14						
	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO						
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	2	0	0	0	1	2						
	Total # of all repair tickets restored in ≤ 24hrs	2	0	0	0	0	2						
	% of all repair tickets restored ≤ 24 Hours	100%	0%	0%	0%	0%	100%						
	Sum of the duration of all outages (hh:mm)	16:00	00:00	00:00	00:00	48:50	06:29						
	Avg. unadjusted outage duration (hh:mm)	08:00	00:00	00:00	00:00	48:50	03:14						
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						
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

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

Company Name: Siskiyou Telephone

U#: 1017-C

Report Year: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Happy Camp Exchange

Measurement (Compile monthly, file quarterly)		Date filed (04/24/17)			Date filed (07/19/17)			Date filed (11/15/yy)			Date filed (01/15/yy)		
		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	4.90	4.53	3.68	2.85	4.70	6.26						
	Total # of service orders	4	9	7	1	13	5						
	Avg. # of business days	1.23	0.50	0.53	2.85	0.36	1.25						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	5	9	7	2	13	5						
	Total # of installation commitment met	5	9	7	2	13	5						
	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	553	553	555	551	554	549						
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	874	875	875	874	869	871					
		Total # of trouble reports	7	3	0	1	1	4					
		% of trouble reports	0.80%	0.34%	0.00%	0.11%	0.12%	0.46%					
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	5	3	0	1	1	3						
	Total # of repair tickets restored in ≤ 24hrs	5	3	0	1	1	3						
	% of repair tickets restored ≤ 24 Hours	100%	100%	0%	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)	87:44	19:13	00:00	13:47	04:14	01:31						
	Avg. outage duration (hh:mm)	17:32	06:24	00:00	13:47	04:14	00:30						
	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO						
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	5	3	0	1	1	3						
	Total # of all repair tickets restored in ≤ 24hrs	5	2	0	1	1	3						
	% of all repair tickets restored ≤ 24 Hours	100%	67%	0%	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)	87:44	34:34	00:00	13:47	04:14	01:31						
	Avg. unadjusted outage duration (hh:mm)	17:32	11:31	00:00	13:47	04:14	00:30						
Refunds	Number of customers who received refunds	0	0	0	1	0	0						
	Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$6.17	\$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: Tim Edwards

Phone: 530-467-6143

Email: t.edwards@siskiyoutelephone.com

Date Adopted: 7/28/09

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

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C) Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

(End of Attachment C)

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

Company Name: Siskiyou Telephone

U#: 1017-C

Report Year: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Hamburg Exchange

Measurement (Compile monthly, file quarterly)		Date filed (04/24/17)			Date filed (07/19/17)			Date filed (11/15/yy)			Date filed (01/15/yy)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	1.76	2.11	0.19	1.82	1.96	3.01						
	Total # of service orders	5	2	1	5	9	4						
	Avg. # of business days	0.35	1.06	0.19	0.36	0.22	0.75						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	7	2	1	5	9	5						
	Total # of installation commitment met	7	2	1	5	9	5						
	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	369	367	366	369	374	373						
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	503	504	504	506	507	506					
		Total # of trouble reports	14	3	3	0	3	1					
		% of trouble reports	2.78%	0.60%	0.60%	0.00%	0.59%	0.20%					
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	10	2	2	0	2	1						
	Total # of repair tickets restored in ≤24hrs	9	2	2	0	2	1						
	% of repair tickets restored ≤ 24 Hours	90%	100%	100%	0%	100%	100%						
	Sum of the duration of all outages (hh:mm)	113:45	06:37	04:21	00:00	03:45	00:35						
	Avg. outage duration (hh:mm)	11:22	03:18	02:10	00:00	01:52	00:35						
	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO						
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	10	2	2	0	2	1						
	Total # of all repair tickets restored in ≤24hrs	8	2	1	0	1	0						
	% of all repair tickets restored ≤ 24 Hours	80%	100%	50%	0%	50%	0%						
	Sum of the duration of all outages (hh:mm)	129:44	06:37	50:08	00:00	28:44	48:35						
	Avg. unadjusted outage duration (hh:mm)	12:58	03:18	25:04	00:00	14:22	48:35						
Refunds	Number of customers who received refunds	1	1	0	0	0	0						
	Monthly amount of refunds	\$8.53	\$0.85	\$0.00	\$0.00	\$0.00	\$0.00						
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

Primary Utility Contact Information

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(End of Attachment C)