

**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 (01/22/18)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	33.81	22.76	30.92	24.94	40.93	37.97	20.16	49.24	27.71	39.83	57.00	46.00	
	Total # of service orders	43	36	44	37	65	56	41	104	50	60	39	37	
	Avg. # of business days	0.79	0.63	0.70	0.67	0.63	0.68	0.49	0.47	0.55	0.66	1.46	1.24	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	46	40	50	40	82	64	43	108	53	62	39	38	
	Total # of installation commitment met	46	40	50	40	82	64	43	108	53	62	39	38	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	3612	3607	3620	3624	3640	3631	3638	3693	3635	3635	3626	3590	
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	5214	5212	5210	5212	5225	5231	5240	5280	5226	5220	4995	5013
		Total # of trouble reports	51	12	9	6	11	16	17	19	26	15	26	18
		% of trouble reports	0.98%	0.23%	0.17%	0.12%	0.21%	0.31%	0.32%	0.36%	0.50%	0.29%	0.52%	0.36%
	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												
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	34	11	8	6	9	12	13	18	25	15	19	7	
	Total # of repair tickets restored in ≤24hrs	32	11	8	6	9	12	13	18	25	15	19	6	
	% of repair tickets restored ≤ 24 Hours	94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	86%	
	Sum of the duration of all outages (hh:mm)	306:47	62:12	37:22	36:01	43:00	22:12	75:47	77:22	112:20	96:22	138:35	34:46	
	Avg. outage duration (hh:mm)	09:01	05:39	04:40	06:00	04:46	01:51	05:49	04:17	04:29	06:25	07:17	04:58	
	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	34	11	8	6	9	12	13	18	25	15	19	7	
	Total # of all repair tickets restored in ≤24hrs	30	10	6	6	6	11	12	18	25	15	18	7	
	% of all repair tickets restored ≤ 24 Hours	88%	91%	75%	100%	67%	92%	92%	100%	100%	100%	95%	100%	
	Sum of the duration of all outages (hh:mm)	353:23	77:33	161:38	36:01	132:34	70:12	95:12	77:22	112:20	96:22	249:00	27:20	
	Avg. unadjusted outage duration (hh:mm)	10:23	07:03	20:12	06:00	14:43	05:51	07:19	04:17	04:29	06:25	13:06	03:54	
<b>Refunds</b>	Number of customers who received refunds	4	2	2	1	3	2	6	7	4	6	4	0	
	Monthly amount of refunds	\$55.00	\$41.95	\$25.56	\$6.17	\$2.72	\$1.32	\$175.05	\$128.42	\$120.00	\$92.94	\$75.24	\$0.00	
<b>Answer Time</b> (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](mailto: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 (11/15/17)			Date filed (01/22/18)				
	1st Quarter			2nd Quarter			3rd Quarter			4th Quarter				
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	0.00	0.07	3.62	1.76	5.11	4.57	0.08	1.06	0.10	0.19	0.00	0.00	
	Total # of service orders	0	1	3	3	3	6	1	1	1	2	0	0	
	Avg. # of business days	0.00	0.07	1.21	0.59	1.70	0.76	0.08	1.06	0.10	0.10	0.00	0.00	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	0	1	4	3	3	8	1	1	1	2	0	0	
	Total # of installation commitment met	0	1	4	3	3	8	1	1	1	2	0	0	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	0%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	126	125	129	128	130	137	138	139	139	137	133	124	
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	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	195	195	194	194	178	175
		Total # of trouble reports	3	0	0	0	0	0	1	1	0	0	1	1
		% of trouble reports	1.59%	0.00%	0.00%	0.00%	0.00%	0.00%	0.51%	0.51%	0.00%	0.00%	0.56%	0.57%
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	0	0	0	0	0	1	1	0	0	1	0	
	Total # of repair tickets restored in ≤24hrs	1	0	0	0	0	0	1	1	0	0	1	0	
	% of repair tickets restored ≤ 24 Hours	50%	0%	0%	0%	0%	0%	100%	100%	0%	0%	100%	0%	
	Sum of the duration of all outages (hh:mm)	27:47	00:00	00:00	00:00	00:00	00:00	02:24	04:29	00:00	00:00	04:45	00:00	
	Avg. outage duration (hh:mm)	13:53	00:00	00:00	00:00	00:00	00:00	02:24	04:29	00:00	00:00	04:45	00:00	
	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	
	Total # of unadjusted outage report tickets	2	0	0	0	0	0	1	1	0	0	1	0	
<b>Unadjusted Out of Service Report</b>	Total # of all repair tickets restored in ≤24hrs	1	0	0	0	0	0	1	1	0	0	1	0	
	% of all repair tickets restored ≤ 24 Hours	50%	0%	0%	0%	0%	0%	100%	100%	0%	0%	100%	0%	
	Sum of the duration of all outages (hh:mm)	27:47	00:00	00:00	00:00	00:00	00:00	02:24	04:29	00:00	00:00	04:45	00:00	
	Avg. unadjusted outage duration (hh:mm)	13:53	00:00	00:00	00:00	00:00	00:00	02:24	04:29	00:00	00:00	04:45	00:00	
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
<b>Answer Time</b> (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: 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 (01/22/18)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	0.98	0.73	2.13	0.00	3.13	0.90	0.02	0.07	0.82	2.90	4.00	0.00	
	Total # of service orders	2	2	2	0	3	3	1	1	1	3	4	0	
	Avg. # of business days	0.49	0.37	1.07	0.00	1.04	0.30	0.02	0.07	0.82	0.97	1.00	0.00	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	2	2	3	1	4	3	1	3	1	3	4	0	
	Total # of installation commitment met	2	2	3	1	4	3	1	3	1	3	4	0	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	178	178	180	179	177	177	175	176	176	177	177	177	
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	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	260	260	260	260	254	254
		Total # of trouble reports	4	0	0	0	0	1	8	1	0	0	3	1
		% of trouble reports	1.54%	0.00%	0.00%	0.00%	0.00%	0.38%	3.08%	0.38%	0.00%	0.00%	1.18%	0.39%
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	0	0	0	0	1	7	1	0	0	3	0	
	Total # of repair tickets restored in ≤ 24hrs	2	0	0	0	0	1	7	1	0	0	3	0	
	% of repair tickets restored ≤ 24 Hours	100%	0%	0%	0%	0%	100%	100%	100%	0%	0%	100%	0%	
	Sum of the duration of all outages (hh:mm)	08:55	00:00	00:00	00:00	00:00	06:38	40:26	05:19	00:00	00:00	12:42	00:00	
	Avg. outage duration (hh:mm)	04:27	00:00	00:00	00:00	00:00	06:38	05:46	05:19	00:00	00:00	04:14	00:00	
	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	
	Total # of unadjusted outage report tickets	2	0	0	0	0	1	7	1	0	0	3	0	
<b>Unadjusted Out of Service Report</b>	Total # of all repair tickets restored in ≤ 24hrs	2	0	0	0	0	1	6	1	0	0	3	0	
	% of all repair tickets restored ≤ 24 Hours	100%	0%	0%	0%	0%	100%	86%	100%	0%	0%	100%	0%	
	Sum of the duration of all outages (hh:mm)	08:55	00:00	00:00	00:00	00:00	06:38	59:51	05:19	00:00	00:00	12:42	00:00	
	Avg. unadjusted outage duration (hh:mm)	04:27	00:00	00:00	00:00	00:00	06:38	08:33	05:19	00:00	00:00	04:14	00:00	
	<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	1	1	0	0	0	0
Monthly amount of refunds		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$53.00	\$0.37	\$0.00	\$0.00	\$0.00	\$0.00	
<b>Answer Time</b> (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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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 (01/22/18)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	6.76	5.11	11.06	11.20	14.51	7.95	4.42	17.38	14.00	12.21	10.00	11.00	
	Total # of service orders	12	5	15	13	19	14	10	40	17	14	7	9	
	Avg. # of business days	0.56	1.02	0.74	0.86	0.76	0.57	0.44	0.43	0.82	0.87	1.43	1.22	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	12	5	17	13	32	19	11	40	19	15	7	10	
	Total # of installation commitment met	12	5	17	13	32	19	11	40	19	15	7	10	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	1064	1057	1059	1065	1081	1080	1082	1109	1068	1074	1070	1063	
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	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	1482	1504	1472	1473	1390	1400
		Total # of trouble reports	6	1	3	1	4	1	3	5	6	3	4	4
		% of trouble reports	0.41%	0.07%	0.21%	0.07%	0.27%	0.07%	0.20%	0.33%	0.41%	0.20%	0.29%	0.29%
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	5	1	3	1	4	0	3	5	5	3	4	3	
	Total # of repair tickets restored in ≤ 24hrs	5	1	3	1	4	0	3	5	5	3	4	3	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	0%	100%	100%	100%	100%	100%	100%	
	Sum of the duration of all outages (hh:mm)	21:59	01:38	14:12	02:03	25:44	00:00	22:04	18:07	15:11	07:40	32:50	09:09	
	Avg. outage duration (hh:mm)	04:23	01:38	04:44	02:03	06:26	00:00	07:21	03:37	03:02	02:33	08:12	03:03	
	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	5	1	3	1	4	0	3	5	5	3	4	3	
	Total # of all repair tickets restored in ≤ 24hrs	4	1	2	1	3	0	3	5	5	3	3	3	
	% of all repair tickets restored ≤ 24 Hours	80%	100%	67%	100%	75%	0%	100%	100%	100%	100%	75%	100%	
	Sum of the duration of all outages (hh:mm)	52:36	01:38	92:41	02:03	50:29	00:00	22:04	18:07	15:11	07:40	143:15	09:09	
	Avg. unadjusted outage duration (hh:mm)	10:31	01:38	30:53	02:03	12:37	00:00	07:21	03:37	03:02	02:33	35:48	03:03	
<b>Refunds</b>	Number of customers who received refunds	2	1	1	0	0	0	2	1	1	1	0	0	
	Monthly amount of refunds	\$45.57	\$41.10	\$23.91	\$0.00	\$0.00	\$0.00	\$32.05	\$30.00	\$30.00	\$30.00	\$0.00	\$0.00	
<b>Answer Time</b> (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													

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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: 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 (01/22/18)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	19.09	8.50	9.37	5.06	7.77	12.85	1.55	13.28	10.31	7.57	27.00	19.00	
	Total # of service orders	19	14	14	10	15	21	9	19	20	18	16	15	
	Avg. # of business days	1.00	0.61	0.67	0.51	0.52	0.61	0.17	0.70	0.52	0.42	1.69	1.27	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	19	18	15	11	18	21	10	21	20	19	16	15	
	Total # of installation commitment met	19	18	15	11	18	21	10	21	20	19	16	15	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	1192	1196	1198	1198	1190	1182	1176	1183	1188	1186	1182	1173	
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	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	1722	1722	1723	1722	1640	1652
		Total # of trouble reports	12	5	3	4	1	7	2	2	12	7	6	4
		% of trouble reports	0.69%	0.29%	0.17%	0.23%	0.06%	0.41%	0.12%	0.12%	0.70%	0.41%	0.37%	0.24%
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	8	5	3	4	1	5	0	2	12	7	5	1	
	Total # of repair tickets restored in ≤ 24hrs	8	5	3	4	1	5	0	2	12	7	5	0	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	0%	100%	100%	100%	100%	0%	
	Sum of the duration of all outages (hh:mm)	30:37	34:44	18:49	20:11	00:17	06:59	00:00	21:10	65:14	40:50	21:56	21:56	
	Avg. outage duration (hh:mm)	03:49	06:56	06:16	05:02	00:17	01:23	00:00	10:35	05:26	05:50	04:23	21:56	
	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	8	5	3	4	1	5	0	2	12	7	5	1	
	Total # of all repair tickets restored in ≤ 24hrs	8	5	3	4	1	5	0	2	12	7	5	1	
	% of all repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	0%	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	00:00	21:10	65:14	40:50	21:56	14:30	
	Avg. unadjusted outage duration (hh:mm)	03:49	06:56	06:16	05:02	00:17	01:23	00:00	10:35	05:26	05:50	04:23	14:30	
<b>Refunds</b>	Number of customers who received refunds	1	0	1	0	3	2	2	2	2	3	3	0	
	Monthly amount of refunds	\$0.90	\$0.00	\$1.65	\$0.00	\$2.72	\$1.32	\$60.00	\$60.00	\$60.00	\$32.54	\$73.23	\$0.00	
<b>Answer Time</b> (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](mailto: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: 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 (01/22/18)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	0.32	1.71	0.87	2.25	3.75	2.43	3.89	0.15	0.00	8.65	3.00	8.00	
	Total # of service orders	1	3	2	5	3	3	2	1	0	7	1	5	
	Avg. # of business days	0.32	0.57	0.44	0.45	1.25	0.81	1.95	0.15	0.00	1.24	3.00	1.60	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	1	3	3	5	3	3	2	1	0	7	1	5	
	Total # of installation commitment met	1	3	3	5	3	3	2	1	0	7	1	5	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	100%	100%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	130	131	133	134	134	133	134	132	128	128	130	127	
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	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	194	194	194	194	182	183
		Total # of trouble reports	5	0	0	0	2	2	2	1	0	1	0	1
		% of trouble reports	2.60%	0.00%	0.00%	0.00%	1.04%	1.04%	1.03%	0.52%	0.00%	0.52%	0.00%	0.55%
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	0	0	0	1	2	1	1	0	1	0	0	
	Total # of repair tickets restored in ≤24hrs	2	0	0	0	1	2	1	1	0	1	0	0	
	% of repair tickets restored ≤ 24 Hours	100%	0%	0%	0%	100%	100%	100%	100%	0%	100%	0%	0%	
	Sum of the duration of all outages (hh:mm)	16:00	00:00	00:00	00:00	09:00	06:29	04:24	03:32	00:00	06:42	00:00	00:00	
	Avg. outage duration (hh:mm)	08:00	00:00	00:00	00:00	09:00	03:14	04:24	03:32	00:00	06:42	00:00	00:00	
	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	2	0	0	0	1	2	1	1	0	1	0	0	
	Total # of all repair tickets restored in ≤24hrs	2	0	0	0	0	2	1	1	0	1	0	0	
	% of all repair tickets restored ≤ 24 Hours	100%	0%	0%	0%	0%	100%	100%	100%	0%	100%	0%	0%	
	Sum of the duration of all outages (hh:mm)	16:00	00:00	00:00	00:00	48:50	06:29	04:24	03:32	00:00	06:42	00:00	00:00	
	Avg. unadjusted outage duration (hh:mm)	08:00	00:00	00:00	00:00	48:50	03:14	04:24	03:32	00:00	06:42	00:00	00:00	
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
<b>Answer Time</b> (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](mailto: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: 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 (01/22/18)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	4.90	4.53	3.68	2.85	4.70	6.26	4.49	11.82	1.61	6.58	8.00	5.00	
	Total # of service orders	4	9	7	1	13	5	13	31	6	10	6	5	
	Avg. # of business days	1.23	0.50	0.53	2.85	0.36	1.25	0.35	0.38	0.27	0.66	1.33	1.00	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	5	9	7	2	13	5	13	31	7	10	6	5	
	Total # of installation commitment met	5	9	7	2	13	5	13	31	7	10	6	5	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	553	553	555	551	554	549	561	578	559	559	561	557	
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	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	880	897	875	871	859	858
		Total # of trouble reports	7	3	0	1	1	4	0	3	4	2	7	5
		% of trouble reports	0.80%	0.34%	0.00%	0.11%	0.12%	0.46%	0.00%	0.33%	0.46%	0.23%	0.81%	0.58%
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	5	3	0	1	1	3	0	2	4	2	6	2	
	Total # of repair tickets restored in ≤ 24hrs	5	3	0	1	1	3	0	2	4	2	6	2	
	% of repair tickets restored ≤ 24 Hours	100%	100%	0%	100%	100%	100%	0%	100%	100%	100%	100%	100%	
	Sum of the duration of all outages (hh:mm)	87:44	19:13	00:00	13:47	04:14	01:31	00:00	02:14	22:56	27:05	66:22	02:10	
	Avg. outage duration (hh:mm)	17:32	06:24	00:00	13:47	04:14	00:30	00:00	01:07	05:44	13:32	11:03	01:05	
	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	5	3	0	1	1	3	0	2	4	2	6	2	
	Total # of all repair tickets restored in ≤ 24hrs	5	2	0	1	1	3	0	2	4	2	6	2	
	% of all repair tickets restored ≤ 24 Hours	100%	67%	0%	100%	100%	100%	0%	100%	100%	100%	100%	100%	
	Sum of the duration of all outages (hh:mm)	87:44	34:34	00:00	13:47	04:14	01:31	00:00	02:14	22:56	27:05	66:22	02:10	
	Avg. unadjusted outage duration (hh:mm)	17:32	11:31	00:00	13:47	04:14	00:30	00:00	01:07	05:44	13:32	11:03	01:05	
<b>Refunds</b>	Number of customers who received refunds	0	0	0	1	0	0	0	0	0	0	1	0	
	Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$6.17	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$2.01	\$0.00	
<b>Answer Time</b> (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](mailto: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 (01/22/18)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	1.76	2.11	0.19	1.82	1.96	3.01	5.71	5.48	0.87	1.73	5.00	3.00	
	Total # of service orders	5	2	1	5	9	4	5	11	5	6	5	3	
	Avg. # of business days	0.35	1.06	0.19	0.36	0.22	0.75	1.14	0.50	0.17	0.29	1.00	1.00	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	7	2	1	5	9	5	5	11	5	6	5	3	
	Total # of installation commitment met	7	2	1	5	9	5	5	11	5	6	5	3	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	369	367	366	369	374	373	372	376	377	374	373	369	
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	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	507	508	508	506	492	491
		Total # of trouble reports	14	3	3	0	3	1	1	6	4	2	5	2
		% of trouble reports	2.78%	0.60%	0.60%	0.00%	0.59%	0.20%	0.20%	1.18%	0.79%	0.40%	1.02%	0.41%
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	10	2	2	0	2	1	1	6	4	2	0	1	
	Total # of repair tickets restored in ≤24hrs	9	2	2	0	2	1	1	6	4	2	0	1	
	% of repair tickets restored ≤ 24 Hours	90%	100%	100%	0%	100%	100%	100%	100%	100%	100%	0%	100%	
	Sum of the duration of all outages (hh:mm)	113:45	06:37	04:21	00:00	03:45	00:35	06:29	22:31	08:59	14:05	00:00	01:31	
	Avg. outage duration (hh:mm)	11:22	03:18	02:10	00:00	01:52	00:35	06:29	03:45	02:14	07:02	00:00	01:31	
	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	10	2	2	0	2	1	1	6	4	2	0	1	
	Total # of all repair tickets restored in ≤24hrs	8	2	1	0	1	0	1	6	4	2	0	1	
	% of all repair tickets restored ≤ 24 Hours	80%	100%	50%	0%	50%	0%	100%	100%	100%	100%	0%	100%	
	Sum of the duration of all outages (hh:mm)	129:44	06:37	50:08	00:00	28:44	48:35	06:29	22:31	08:59	14:05	00:00	01:31	
<b>Refunds</b>	Avg. unadjusted outage duration (hh:mm)	12:58	03:18	25:04	00:00	14:22	48:35	06:29	03:45	02:14	07:02	00:00	01:31	
	Number of customers who received refunds	1	1	0	0	0	0	1	3	1	2	0	0	
<b>Answer Time</b> (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)	Monthly amount of refunds	\$8.53	\$0.85	\$0.00	\$0.00	\$0.00	\$0.00	\$30.00	\$38.05	\$30.00	\$30.40	\$0.00	\$0.00	
	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)