

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

Company Name: Siskiyou Telephone

U#: 1017-C

Report Year: 2018

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Hamburg Exchange

Measurement (Compile monthly, file quarterly)		Date filed (04/19/18)			Date filed (07/13/18)			Date filed (11/xx/18)			Date filed (01/xx/19)		
		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	5.00	5.00	5.00	8.00	13.00	4.00						
	Total # of service orders	3	5	4	7	9	4						
	Avg. # of business days	1.67	1.00	1.25	1.14	1.44	1.00						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	3	5	4	7	10	4						
	Total # of installation commitment met	3	5	4	7	10	4						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	100%	100%	100%	100%	100%	100%						
<b>Customers</b>	Acct # for voice or bundle, res+bus	369	368	369	374	380	382						
<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	486	487	487	488	490	492					
		Total # of trouble reports	4	3	3	3	2	6					
		% of trouble reports	0.82%	0.62%	0.62%	0.61%	0.41%	1.22%					
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	1	2	3	1	6						
	Total # of repair tickets restored in ≤24hrs	2	1	2	3	1	6						
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)	15:51	03:07	06:34	09:12	04:31	33:54						
	Avg. outage duration (hh:mm)	07:55	03:07	03:17	03:04	04:31	05:39						
	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO						
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	2	1	2	3	1	6						
	Total # of all repair tickets restored in ≤24hrs	1	1	2	3	1	6						
	% of all repair tickets restored ≤ 24 Hours	50%	100%	100%	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)	46:34	03:07	06:34	09:12	04:31	33:54						
	Avg. unadjusted outage duration (hh:mm)	23:17	03:07	03:17	03:04	04:31	05:39						
<b>Refunds</b>	Number of customers who received refunds	0	1	0	1	1	0						
	Monthly amount of refunds	\$0.00	\$5.31	\$0.00	\$4.14	\$28.71	\$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 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)