

**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: Total Company

Measurement (Compile monthly, file quarterly)		Date filed (04/19/18)			Date filed (07/13/18)			Date filed (10/08/18)			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	
Installation Interval Min. standard = 5 bus. days	Total # of business days	43.00	45.00	68.00	69.00	95.00	71.00	56.00	61.00	92.00	75.00	51.00	41.00	
	Total # of service orders	33	45	60	57	60	58	37	55	59	54	47	36	
	Avg. # of business days	1.30	1.00	1.13	1.21	1.58	1.22	1.51	1.11	1.56	1.39	1.09	1.14	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	33	46	62	62	68	65	39	56	59	54	47	38	
	Total # of installation commitment met	33	46	62	62	68	65	39	56	59	54	47	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%	
Customers	Acct # for voice or bundle, res+bus	3567	3547	3568	3583	3588	3607	3601	3611	3615	3593	3574	3573	
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	4924	4911	4904	4911	4910	4919	4919	4924	4917	4910	4906	4906
		Total # of trouble reports	37	20	32	14	16	14	12	11	11	7	13	6
		% of trouble reports	0.75%	0.41%	0.65%	0.29%	0.33%	0.28%	0.24%	0.22%	0.22%	0.14%	0.26%	0.12%
	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	Indicate if catastrophic event is in month	19	9	11	7	8	9	8	7	8	3	8	2	
	Total # of repair tickets restored in ≤24hrs	19	9	11	7	7	9	8	7	8	3	8	2	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	88%	100%	100%	100%	100%	100%	100%	100%	
	Sum of the duration of all outages (hh:mm)	120:46	58:22	78:11	14:14	55:10	54:48	78:21	14:36	43:20	08:43	18:25	03:22	
	Avg. outage duration (hh:mm)	06:21	06:29	07:06	02:02	06:53	06:05	09:47	02:05	05:25	02:54	02:18	01:41	
	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO			
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	19	9	11	7	8	9	8	7	8	3	8	2	
	Total # of all repair tickets restored in ≤24hrs	14	6	9	7	7	9	8	7	8	3	8	2	
	% of all repair tickets restored ≤ 24 Hours	74%	67%	82%	100%	88%	100%	100%	100%	100%	100%	100%	100%	
	Sum of the duration of all outages (hh:mm)	274:14	100:27	416:04	14:14	55:10	54:48	78:21	14:36	43:20	08:43	18:25	03:22	
	Avg. unadjusted outage duration (hh:mm)	14:26	11:09	37:49	02:02	06:53	06:05	09:47	02:05	05:25	02:54	02:18	01:41	
Refunds	Number of customers who received refunds	8	2	5	3	5	5	0	1	5	1	1	4	
	Monthly amount of refunds	\$9.73	\$6.14	\$15.09	\$23.26	\$77.86	\$36.55	\$0.00	\$1.62	\$5.97	\$2.86	\$0.38	\$1,474.43	
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: Dan Rimmer

Phone: 530-467-6145

Email: d.rimmer@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: 2018

Total Company Exchange Wire Center

Reporting Unit Type:

Reporting Unit Name: Sawyers Bar Exchange

Measurement (Compile monthly, file quarterly)		Date filed (04/19/18)			Date filed (07/13/18)			Date filed (10/08/18)			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	
Installation Interval Min. standard = 5 bus. days	Total # of business days	1.00	2.00	0.00	4.00	30.00	13.00	2.00	2.00	0.00	8.00	2.00	1.00	
	Total # of service orders	1	2	0	4	13	7	2	1	0	4	2	1	
	Avg. # of business days	1.00	1.00	0.00	1.00	2.31	1.86	1.00	2.00	0.00	2.00	1.00	1.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	2	1	4	13	7	2	1	0	4	2	2	
	Total # of installation commitment met	1	2	1	4	13	7	2	1	0	4	2	2	
	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%	
Customers	Acct # for voice or bundle, res+bus	122	118	118	121	132	137	139	138	133	131	127	121	
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	174	172	174	175	179	178	179	180	178	180	179	173
		Total # of trouble reports	3	1	1	0	1	0	0	1	0	0	0	0
		% of trouble reports	1.72%	0.58%	0.57%	0.00%	0.56%	0.00%	0.00%	0.56%	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	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	2	0	0	0	0	0	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	11:21	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	
	Avg. outage duration (hh:mm)	05:40	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	
	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	2	0	0	0	0	0	0	0	0	0	0	0	
	Total # of all repair tickets restored in ≤ 24hrs	2	0	0	0	0	0	0	0	0	0	0	0	
	% of all repair tickets restored ≤ 24 Hours	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	11:21	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	
	Avg. unadjusted outage duration (hh:mm)	05:40	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	
Refunds	Number of customers who received refunds	1	0	0	0	0	0	0	0	0	0	1	0	
	Monthly amount of refunds	\$0.94	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.38	\$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: Dan Rimmer

Phone: 530-467-6145

Email: d.rimmer@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: 2018

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Oak Knoll Exchange

Measurement (Compile monthly, file quarterly)		Date filed (04/19/18)			Date filed (07/13/18)			Date filed (10/08/18)			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	
Installation Interval Min. standard = 5 bus. days	Total # of business days	1.00	4.00	4.00	1.00	4.00	4.00	5.00	1.00	2.00	1.00	6.00	4.00	
	Total # of service orders	1	4	4	1	2	4	2	1	2	1	4	3	
	Avg. # of business days	1.00	1.00	1.00	1.00	2.00	1.00	2.50	1.00	1.00	1.00	2.00	1.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	4	4	2	3	5	3	2	2	1	4	3	
	Total # of installation commitment met	1	4	4	2	3	5	3	2	2	1	4	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%	
Customers	Acct # for voice or bundle, res+bus	170	169	169	169	168	170	169	166	167	166	165	163	
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	245	244	244	244	242	242	244	243	245	244	243	242
		Total # of trouble reports	2	1	2	0	2	0	7	1	1	0	1	0
		% of trouble reports	0.82%	0.41%	0.82%	0.00%	0.83%	0.00%	2.87%	0.41%	0.41%	0.00%	0.41%	0.00%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	0	2	0	0	0	5	0	1	0	1	0	
	Total # of repair tickets restored in ≤24hrs	1	0	2	0	0	0	5	0	1	0	1	0	
	% of repair tickets restored ≤ 24 Hours	100%	0%	100%	0%	0%	0%	100%	0%	100%	0%	100%	0%	
	Sum of the duration of all outages (hh:mm)	10:50	00:00	11:47	00:00	00:00	00:00	44:34	00:00	03:58	00:00	04:59	00:00	
	Avg. outage duration (hh:mm)	10:50	00:00	05:53	00:00	00:00	00:00	08:54	00:00	03:58	00:00	04:59	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	1	0	2	0	0	0	5	0	1	0	1	0	
	Total # of all repair tickets restored in ≤24hrs	0	0	1	0	0	0	5	0	1	0	1	0	
	% of all repair tickets restored ≤ 24 Hours	0%	0%	50%	0%	0%	0%	100%	0%	100%	0%	100%	0%	
	Sum of the duration of all outages (hh:mm)	42:25	00:00	313:03	00:00	00:00	00:00	44:34	00:00	03:58	00:00	04:59	00:00	
Unadjusted Out of Service Report	Avg. unadjusted outage duration (hh:mm)	42:25	00:00	156:31	00:00	00:00	00:00	08:54	00:00	03:58	00:00	04:59	00:00	
	Refunds	Number of customers who received refunds	0	1	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	\$0.00	\$0.83	\$0.00	\$0.00	\$0.00	\$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: Dan Rimmer

Phone: 530-467-6145

Email: d.rimmer@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: 2018

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Etna Exchange

Measurement (Compile monthly, file quarterly)		Date filed (04/19/18)			Date filed (07/13/18)			Date filed (10/08/18)			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	
Installation Interval Min. standard = 5 bus. days	Total # of business days	10.00	7.00	14.00	29.00	15.00	11.00	11.00	14.00	25.00	11.00	14.00	13.00	
	Total # of service orders	8	7	12	23	9	10	7	13	16	8	12	11	
	Avg. # of business days	1.25	1.00	1.17	1.26	1.67	1.10	1.57	1.08	1.56	1.38	1.17	1.18	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	8	7	13	25	13	14	7	13	16	8	12	12	
	Total # of installation commitment met	8	7	13	25	13	14	7	13	16	8	12	12	
	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%	
Customers	Acct # for voice or bundle, res+bus	1062	1059	1062	1072	1068	1073	1069	1071	1079	1056	1061	1065	
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	1376	1376	1374	1372	1372	1376	1371	1376	1376	1370	1373	1372
		Total # of trouble reports	7	8	9	6	4	2	0	2	6	1	2	1
		% of trouble reports	0.51%	0.58%	0.66%	0.44%	0.29%	0.15%	0.00%	0.15%	0.44%	0.07%	0.15%	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	4	4	0	3	1	1	0	2	4	1	1	0	
	Total # of repair tickets restored in ≤ 24hrs	4	4	0	3	1	1	0	2	4	1	1	0	
	% of repair tickets restored ≤ 24 Hours	100%	100%	0%	100%	100%	100%	0%	100%	100%	100%	100%	0%	
	Sum of the duration of all outages (hh:mm)	35:52	33:26	00:00	03:19	01:00	00:23	00:00	04:21	31:13	01:09	01:48	00:00	
	Avg. outage duration (hh:mm)	08:58	08:21	00:00	01:06	01:00	00:23	00:00	02:10	07:48	01:09	01:48	00:00	
	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	
	Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	4	4	0	3	1	1	0	2	4	1	1	0
Total # of all repair tickets restored in ≤ 24hrs		4	2	0	3	1	1	0	2	4	1	1	0	
% of all repair tickets restored ≤ 24 Hours		100%	50%	0%	100%	100%	100%	0%	100%	100%	100%	100%	0%	
Sum of the duration of all outages (hh:mm)		35:52	60:52	00:00	03:19	01:00	00:23	00:00	04:21	31:13	01:09	01:48	00:00	
Avg. unadjusted outage duration (hh:mm)		08:58	15:13	00:00	01:06	01:00	00:23	00:00	02:10	07:48	01:09	01:48	00:00	
Refunds	Number of customers who received refunds	5	0	1	0	2	0	0	0	2	0	0	2	
	Monthly amount of refunds	\$4.20	\$0.00	\$7.53	\$0.00	\$11.53	\$0.00	\$0.00	\$0.00	\$3.84	\$0.00	\$0.00	\$18.73	
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: Dan Rimmer

Phone: 530-467-6145

Email: d.rimmer@siskiyoutelephone.com

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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: 2018

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Ft. Jones Exchange

Measurement (Compile monthly, file quarterly)		Date filed (04/19/18)			Date filed (07/13/18)			Date filed (10/08/18)			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	
Installation Interval Min. standard = 5 bus. days	Total # of business days	18.00	18.00	28.00	15.00	20.00	17.00	16.00	22.00	29.00	33.00	17.00	12.00	
	Total # of service orders	13	18	24	13	19	16	12	18	18	22	17	12	
	Avg. # of business days	1.38	1.00	1.17	1.15	1.05	1.06	1.33	1.22	1.61	1.50	1.00	1.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	13	19	24	15	19	16	12	18	18	22	17	12	
	Total # of installation commitment met	13	19	24	15	19	16	12	18	18	22	17	12	
	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%	
Customers	Acct # for voice or bundle, res+bus	1166	1161	1172	1174	1174	1172	1171	1172	1173	1177	1171	1177	
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	1625	1623	1613	1620	1615	1618	1620	1621	1623	1623	1620	1629
		Total # of trouble reports	10	2	6	1	4	4	2	3	2	2	3	3
		% of trouble reports	0.62%	0.12%	0.37%	0.06%	0.25%	0.25%	0.12%	0.19%	0.12%	0.12%	0.19%	0.18%
	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	3	1	1	1	4	2	1	2	2	0	2	0	
	Total # of repair tickets restored in ≤24hrs	3	1	1	1	4	2	1	2	2	0	2	0	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	0%	
	Sum of the duration of all outages (hh:mm)	05:29	00:47	10:45	01:43	24:39	20:31	06:26	05:23	03:06	00:00	04:12	00:00	
	Avg. outage duration (hh:mm)	01:49	00:47	10:45	01:43	06:09	10:15	06:26	02:41	01:33	00:00	02:06	00:00	
	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	
	Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	3	1	1	1	4	2	1	2	2	0	2	0
Total # of all repair tickets restored in ≤24hrs		3	1	0	1	4	2	1	2	2	0	2	0	
% of all repair tickets restored ≤ 24 Hours		100%	100%	0%	100%	100%	100%	100%	100%	100%	0%	100%	0%	
Sum of the duration of all outages (hh:mm)		05:29	00:47	24:10	01:43	24:39	20:31	06:26	05:23	03:06	00:00	04:12	00:00	
Avg. unadjusted outage duration (hh:mm)		01:49	00:47	24:10	01:43	06:09	10:15	06:26	02:41	01:33	00:00	02:06	00:00	
Refunds	Number of customers who received refunds	2	0	1	2	2	3	0	1	3	1	0	2	
	Monthly amount of refunds	\$4.59	\$0.00	\$0.83	\$19.12	\$37.62	\$33.89	\$0.00	\$1.62	\$2.13	\$2.86	\$0.00	\$1,455.70	
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: Dan Rimmer

Phone: 530-467-6145

Email: d.rimmer@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: 2018

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Somes Bar Exchange

Measurement (Compile monthly, file quarterly)		Date filed (04/19/18)			Date filed (07/13/18)			Date filed (10/08/18)			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	
Installation Interval Min. standard = 5 bus. days	Total # of business days	3.00	3.00	3.00	2.00	0.00	3.00	3.00	1.00	6.00	3.00	4.00	1.00	
	Total # of service orders	2	3	3	2	0	3	3	1	4	3	4	1	
	Avg. # of business days	1.50	1.00	1.00	1.00	0.00	1.00	1.00	1.00	1.50	1.00	1.00	1.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2	3	3	2	1	5	3	1	4	3	4	1	
	Total # of installation commitment met	2	3	3	2	1	5	3	1	4	3	4	1	
	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%	
Customers	Acct # for voice or bundle, res+bus	129	127	125	127	126	128	129	125	127	127	125	124	
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	181	178	182	180	180	181	181	181	182	182	180	179
		Total # of trouble reports	3	2	4	2	3	0	0	0	1	1	0	0
		% of trouble reports	1.66%	1.12%	2.20%	1.11%	1.67%	0.00%	0.00%	0.00%	0.55%	0.55%	0.00%	0.00%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	3	2	1	0	2	0	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤24hrs	3	2	1	0	1	0	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	0%	50%	0%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	34:28	17:33	13:15	00:00	25:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	
	Avg. outage duration (hh:mm)	11:29	08:46	13:15	00:00	12:30	00:00	00:00	00:00	00:00	00:00	00:00	00:00	
	Indicate if catastrophic event is in month	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	
	Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	3	2	1	0	2	0	0	0	0	0	0	0
Total # of all repair tickets restored in ≤24hrs		0	1	1	0	1	0	0	0	0	0	0	0	
% of all repair tickets restored ≤ 24 Hours		0%	50%	100%	0%	50%	0%	0%	0%	0%	0%	0%	0%	
Sum of the duration of all outages (hh:mm)		125:38	32:12	20:28	00:00	25:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	
Avg. unadjusted outage duration (hh:mm)		41:52	16:06	20:28	00:00	12:30	00:00	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	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	
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: Dan Rimmer

Phone: 530-467-6145

Email: d.rimmer@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: 2018

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Happy Camp Exchange

Measurement (Compile monthly, file quarterly)		Date filed (04/19/18)			Date filed (07/13/18)			Date filed (10/08/18)			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	
Installation Interval Min. standard = 5 bus. days	Total # of business days	5.00	6.00	14.00	10.00	13.00	19.00	18.00	17.00	25.00	15.00	6.00	8.00	
	Total # of service orders	5	6	13	7	8	14	10	17	14	14	6	6	
	Avg. # of business days	1.00	1.00	1.08	1.43	1.63	1.36	1.80	1.00	1.79	1.07	1.00	1.33	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	5	6	13	7	9	14	10	17	14	14	6	6	
	Total # of installation commitment met	5	6	13	7	9	14	10	17	14	14	6	6	
	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%	
Customers	Acct # for voice or bundle, res+bus	549	545	553	546	540	545	543	554	550	553	551	550	
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	837	831	830	832	832	832	831	829	820	819	821	820
		Total # of trouble reports	8	3	7	2	0	2	3	1	1	1	2	2
		% of trouble reports	0.96%	0.36%	0.84%	0.24%	0.00%	0.24%	0.36%	0.12%	0.12%	0.12%	0.24%	0.24%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	4	1	5	0	0	0	2	0	1	1	1	2	
	Total # of repair tickets restored in ≤24hrs	4	1	5	0	0	0	2	0	1	1	1	2	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	0%	0%	0%	100%	0%	100%	100%	100%	100%	
	Sum of the duration of all outages (hh:mm)	06:55	03:29	35:50	00:00	00:00	00:00	27:21	00:00	05:03	02:21	01:58	03:22	
	Avg. outage duration (hh:mm)	01:43	03:29	07:10	00:00	00:00	00:00	13:40	00:00	05:03	02:21	01:58	01:41	
	Indicate if catastrophic event is in month	NO	NO	NO	NO	0	0	NO	NO	NO	NO	NO	NO	
	Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	4	1	5	0	0	0	2	0	1	1	1	2
Total # of all repair tickets restored in ≤24hrs		4	1	5	0	0	0	2	0	1	1	1	2	
% of all repair tickets restored ≤ 24 Hours		100%	100%	100%	0%	0%	0%	100%	0%	100%	100%	100%	100%	
Sum of the duration of all outages (hh:mm)		06:55	03:29	51:49	00:00	00:00	00:00	27:21	00:00	05:03	02:21	01:58	03:22	
Avg. unadjusted outage duration (hh:mm)		01:43	03:29	10:21	00:00	00:00	00:00	13:40	00:00	05:03	02:21	01:58	01:41	
Refunds	Number of customers who received refunds	0	0	3	0	0	2	0	0	0	0	0	0	
	Monthly amount of refunds	\$0.00	\$0.00	\$6.73	\$0.00	\$0.00	\$2.66	\$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: Dan Rimmer

Phone: 530-467-6145

Email: d.rimmer@siskiyoutelephone.com

Date Adopted: 7/28/09

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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: 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 (10/08/18)			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	
Installation Interval Min. standard = 5 bus. days	Total # of business days	5.00	5.00	5.00	8.00	13.00	4.00	1.00	4.00	5.00	4.00	2.00	2.00	
	Total # of service orders	3	5	4	7	9	4	1	4	5	2	2	2	
	Avg. # of business days	1.67	1.00	1.25	1.14	1.44	1.00	1.00	1.00	1.00	2.00	1.00	1.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	3	5	4	7	10	4	2	4	5	2	2	2	
	Total # of installation commitment met	3	5	4	7	10	4	2	4	5	2	2	2	
	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%	
Customers	Acct # for voice or bundle, res+bus	369	368	369	374	380	382	381	385	386	383	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	486	487	487	488	490	492	493	494	493	492	490	491
		Total # of trouble reports	4	3	3	3	2	6	0	3	0	2	5	0
		% of trouble reports	0.82%	0.62%	0.62%	0.61%	0.41%	1.22%	0.00%	0.61%	0.00%	0.41%	1.02%	0.00%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	1	2	3	1	6	0	3	0	1	3	0	
	Total # of repair tickets restored in ≤24hrs	2	1	2	3	1	6	0	3	0	1	3	0	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	0%	100%	0%	100%	100%	0%	
	Sum of the duration of all outages (hh:mm)	15:51	03:07	06:34	09:12	04:31	33:54	00:00	04:52	00:00	05:13	05:28	00:00	
	Avg. outage duration (hh:mm)	07:55	03:07	03:17	03:04	04:31	05:39	00:00	01:37	00:00	05:13	01:49	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	1	2	3	1	6	0	3	0	1	3	0	
Unadjusted Out of Service Report	Total # of all repair tickets restored in ≤24hrs	1	1	2	3	1	6	0	3	0	1	3	0	
	% of all repair tickets restored ≤ 24 Hours	50%	100%	100%	100%	100%	100%	0%	100%	0%	100%	100%	0%	
	Sum of the duration of all outages (hh:mm)	46:34	03:07	06:34	09:12	04:31	33:54	00:00	04:52	00:00	05:13	05:28	00:00	
	Avg. unadjusted outage duration (hh:mm)	23:17	03:07	03:17	03:04	04:31	05:39	00:00	01:37	00:00	05:13	01:49	00:00	
Refunds	Number of customers who received refunds	0	1	0	1	1	0	0	0	0	0	0	0	
	Monthly amount of refunds	\$0.00	\$5.31	\$0.00	\$4.14	\$28.71	\$0.00	\$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													
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Primary Utility Contact Information

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