

**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/xx/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
Installation Interval Min. standard = 5 bus. days	Total # of business days	43.00	45.00	68.00									
	Total # of service orders	33	45	60									
	Avg. # of business days	1.30	1.00	1.13									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	33	46	62									
	Total # of installation commitment met	33	46	62									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	3567	3547	3568									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	4924	4911	4904								
		Total # of trouble reports	37	20	32								
		% of trouble reports	0.75%	0.41%	0.65%								
	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	19	9	11									
	Total # of repair tickets restored in ≤ 24hrs	19	9	11									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	120:46	58:22	78:11									
	Avg. outage duration (hh:mm)	06:21	06:29	07:06									
	Indicate if catastrophic event is in month	NO	NO	NO									
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	19	9	11									
	Total # of all repair tickets restored in ≤ 24hrs	14	6	9									
	% of all repair tickets restored ≤ 24 Hours	74%	67%	82%									
	Sum of the duration of all outages (hh:mm)	274:14	100:27	416:04									
	Avg. unadjusted outage duration (hh:mm)	14:26	11:09	37:49									
Refunds	Number of customers who received refunds	8	2	5									
	Monthly amount of refunds	\$9.73	\$6.14	\$15.09									
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: 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/xx/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
Installation Interval Min. standard = 5 bus. days	Total # of business days	1.00	2.00	0.00									
	Total # of service orders	1	2	0									
	Avg. # of business days	1.00	1.00	0.00									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	2	1									
	Total # of installation commitment met	1	2	1									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	122	118	118									
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								
		Total # of trouble reports	3	1	1								
		% of trouble reports	1.72%	0.58%	0.57%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	0	0									
	Total # of repair tickets restored in ≤ 24hrs	2	0	0									
	% of repair tickets restored ≤ 24 Hours	100%	0%	0%									
	Sum of the duration of all outages (hh:mm)	11:21	00:00	00:00									
	Avg. outage duration (hh:mm)	05:40	00:00	00:00									
	Indicate if catastrophic event is in month	NO	NO	NO									
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	2	0	0									
	Total # of all repair tickets restored in ≤ 24hrs	2	0	0									
	% of all repair tickets restored ≤ 24 Hours	100%	0%	0%									
	Sum of the duration of all outages (hh:mm)	11:21	00:00	00:00									
	Avg. unadjusted outage duration (hh:mm)	05:40	00:00	00:00									
Refunds	Number of customers who received refunds	1	0	0									
	Monthly amount of refunds	\$0.94	\$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

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: 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/xx/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
Installation Interval Min. standard = 5 bus. days	Total # of business days	1.00	4.00	4.00									
	Total # of service orders	1	4	4									
	Avg. # of business days	1.00	1.00	1.00									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	4	4									
	Total # of installation commitment met	1	4	4									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	170	169	169									
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								
		Total # of trouble reports	2	1	2								
		% of trouble reports	0.82%	0.41%	0.82%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	0	2									
	Total # of repair tickets restored in ≤ 24hrs	1	0	2									
	% of repair tickets restored ≤ 24 Hours	100%	0%	100%									
	Sum of the duration of all outages (hh:mm)	10:50	00:00	11:47									
	Avg. outage duration (hh:mm)	10:50	00:00	05:53									
	Indicate if catastrophic event is in month	NO	NO	NO									
	Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	1	0	2								
Total # of all repair tickets restored in ≤ 24hrs		0	0	1									
% of all repair tickets restored ≤ 24 Hours		0%	0%	50%									
Sum of the duration of all outages (hh:mm)		42:25	00:00	313:03									
Avg. unadjusted outage duration (hh:mm)		42:25	00:00	156:31									
Refunds	Number of customers who received refunds	0	1	0									
	Monthly amount of refunds	\$0.00	\$0.83	\$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 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/xx/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
Installation Interval Min. standard = 5 bus. days	Total # of business days	10.00	7.00	14.00									
	Total # of service orders	8	7	12									
	Avg. # of business days	1.25	1.00	1.17									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	8	7	13									
	Total # of installation commitment met	8	7	13									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	1062	1059	1062									
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								
		Total # of trouble reports	7	8	9								
		% of trouble reports	0.51%	0.58%	0.66%								
	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									
	Total # of repair tickets restored in ≤ 24hrs	4	4	0									
	% of repair tickets restored ≤ 24 Hours	100%	100%	0%									
	Sum of the duration of all outages (hh:mm)	35:52	33:26	00:00									
	Avg. outage duration (hh:mm)	08:58	08:21	00:00									
	Indicate if catastrophic event is in month	NO	NO	NO									
	Total # of unadjusted outage report tickets	4	4	0									
Unadjusted Out of Service Report	Total # of all repair tickets restored in ≤ 24hrs	4	2	0									
	% of all repair tickets restored ≤ 24 Hours	100%	50%	0%									
	Sum of the duration of all outages (hh:mm)	35:52	60:52	00:00									
	Avg. unadjusted outage duration (hh:mm)	08:58	15:13	00:00									
	Refunds	Number of customers who received refunds	5	0	1								
	Monthly amount of refunds	\$4.20	\$0.00	\$7.53									
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: 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/xx/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
Installation Interval Min. standard = 5 bus. days	Total # of business days	18.00	18.00	28.00									
	Total # of service orders	13	18	24									
	Avg. # of business days	1.38	1.00	1.17									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	13	19	24									
	Total # of installation commitment met	13	19	24									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	1166	1161	1172									
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								
		Total # of trouble reports	10	2	6								
		% of trouble reports	0.62%	0.12%	0.37%								
	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									
	Total # of repair tickets restored in ≤ 24hrs	3	1	1									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	05:29	00:47	10:45									
	Avg. outage duration (hh:mm)	01:49	00:47	10:45									
	Indicate if catastrophic event is in month	NO	NO	NO									
	Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	3	1	1								
Total # of all repair tickets restored in ≤ 24hrs		3	1	0									
% of all repair tickets restored ≤ 24 Hours		100%	100%	0%									
Sum of the duration of all outages (hh:mm)		05:29	00:47	24:10									
Avg. unadjusted outage duration (hh:mm)		01:49	00:47	24:10									
Refunds	Number of customers who received refunds	2	0	1									
	Monthly amount of refunds	\$4.59	\$0.00	\$0.83									
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

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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: Somes Bar Exchange

Measurement (Compile monthly, file quarterly)		Date filed (04/19/18)			Date filed (07/xx/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
Installation Interval Min. standard = 5 bus. days	Total # of business days	3.00	3.00	3.00									
	Total # of service orders	2	3	3									
	Avg. # of business days	1.50	1.00	1.00									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2	3	3									
	Total # of installation commitment met	2	3	3									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	129	127	125									
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								
		Total # of trouble reports	3	2	4								
		% of trouble reports	1.66%	1.12%	2.20%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	3	2	1									
	Total # of repair tickets restored in ≤ 24hrs	3	2	1									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	34:28	17:33	13:15									
	Avg. outage duration (hh:mm)	11:29	08:46	13:15									
	Indicate if catastrophic event is in month	NO	NO	NO									
	Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	3	2	1								
Total # of all repair tickets restored in ≤ 24hrs		0	1	1									
% of all repair tickets restored ≤ 24 Hours		0%	50%	100%									
Sum of the duration of all outages (hh:mm)		125:38	32:12	20:28									
Avg. unadjusted outage duration (hh:mm)		41:52	16:06	20:28									
Refunds	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	\$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)

**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/xx/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
Installation Interval Min. standard = 5 bus. days	Total # of business days	5.00	6.00	14.00									
	Total # of service orders	5	6	13									
	Avg. # of business days	1.00	1.00	1.08									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	5	6	13									
	Total # of installation commitment met	5	6	13									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	549	545	553									
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								
		Total # of trouble reports	8	3	7								
		% of trouble reports	0.96%	0.36%	0.84%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	4	1	5									
	Total # of repair tickets restored in ≤ 24hrs	4	1	5									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	06:55	03:29	35:50									
	Avg. outage duration (hh:mm)	01:43	03:29	07:10									
	Indicate if catastrophic event is in month	NO	NO	NO									
	Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	4	1	5								
Total # of all repair tickets restored in ≤ 24hrs		4	1	5									
% of all repair tickets restored ≤ 24 Hours		100%	100%	100%									
Sum of the duration of all outages (hh:mm)		06:55	03:29	51:49									
Avg. unadjusted outage duration (hh:mm)		01:43	03:29	10:21									
Refunds	Number of customers who received refunds	0	0	3									
	Monthly amount of refunds	\$0.00	\$0.00	\$6.73									
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: Tim Edwards

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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/xx/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
Installation Interval Min. standard = 5 bus. days	Total # of business days	5.00	5.00	5.00									
	Total # of service orders	3	5	4									
	Avg. # of business days	1.67	1.00	1.25									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	3	5	4									
	Total # of installation commitment met	3	5	4									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	369	368	369									
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								
		Total # of trouble reports	4	3	3								
		% of trouble reports	0.82%	0.62%	0.62%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	1	2									
	Total # of repair tickets restored in ≤ 24hrs	2	1	2									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	15:51	03:07	06:34									
	Avg. outage duration (hh:mm)	07:55	03:07	03:17									
	Indicate if catastrophic event is in month	NO	NO	NO									
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	2	1	2									
	Total # of all repair tickets restored in ≤ 24hrs	1	1	2									
	% of all repair tickets restored ≤ 24 Hours	50%	100%	100%									
	Sum of the duration of all outages (hh:mm)	46:34	03:07	06:34									
	Avg. unadjusted outage duration (hh:mm)	23:17	03:07	03:17									
Refunds	Number of customers who received refunds	0	1	0									
	Monthly amount of refunds	\$0.00	\$5.31	\$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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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)