

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

Company Name: Siskiyou Telephone

U#: 1017-C

Report Year: 2019

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed (04/08/19)											
		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	37.00	37.00	49.00									
	Total # of service orders	31	32	37									
	Avg. # of business days	1.19	1.16	1.32									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	31	34	39									
	Total # of installation commitment met	31	34	39									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	3569	3570	3569									
<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	4899	4895	4897								
		Total # of trouble reports	12	12	12								
		% of trouble reports	0.24%	0.25%	0.25%								
	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	Indicate if catastrophic event is in month	7	7	7									
	Total # of repair tickets restored in ≤ 24hrs	7	7	7									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	36:57	21:52	25:52									
	Avg. outage duration (hh:mm)	05:16	03:07	03:41									
	Indicate if catastrophic event is in month	NO	NO	NO									
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	7	7	7									
	Total # of all repair tickets restored in ≤ 24hrs	7	7	6									
	% of all repair tickets restored ≤ 24 Hours	100%	100%	86%									
	Sum of the duration of all outages (hh:mm)	36:57	21:52	80:22									
	Avg. unadjusted outage duration (hh:mm)	05:16	03:07	11:28									
<b>Refunds</b>	Number of customers who received refunds	2	4	14									
	Monthly amount of refunds	\$2.07	\$93.09	\$100.81									
<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: Dan Rimmer

Phone: 530-467-6145

Email: [d.rimmer@siskiyoutelephone.com](mailto: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: 2019

Total Company     Exchange     Wire Center

Reporting Unit Type:

Reporting Unit Name: Sawyers Bar Exchange

Measurement (Compile monthly, file quarterly)		Date filed (04/08/19)											
		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	0.00	0.00	1.00									
	Total # of service orders	0	0	1									
	Avg. # of business days	0.00	0.00	1.00									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	0	0	1									
	Total # of installation commitment met	0	0	1									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	0%	0%	100%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	121	121	120									
<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	173	173	171								
		Total # of trouble reports	0	0	0								
		% of trouble reports	0.00%	0.00%	0.00%								
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0									
	Total # of repair tickets restored in ≤ 24hrs	0	0	0									
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%									
	Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00									
	Avg. outage duration (hh:mm)	00:00	00:00	00:00									
	Indicate if catastrophic event is in month	NO	NO	NO									
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	0	0	0									
	Total # of all repair tickets restored in ≤ 24hrs	0	0	0									
	% of all repair tickets restored ≤ 24 Hours	0%	0%	0%									
	Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00									
	Avg. unadjusted outage duration (hh:mm)	00:00	00:00	00:00									
<b>Refunds</b>	Number of customers who received refunds	2	0	1									
	Monthly amount of refunds	\$2.07	\$0.00	\$5.51									
<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: 2019

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Oak Knoll Exchange

Measurement (Compile monthly, file quarterly)		Date filed (04/08/19)											
		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	3.00	0.00	2.00									
	Total # of service orders	3	0	2									
	Avg. # of business days	1.00	0.00	1.00									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	3	0	3									
	Total # of installation commitment met	3	0	3									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	0%	100%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	162	159	160									
<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	242	241	244								
		Total # of trouble reports	0	0	0								
		% of trouble reports	0.00%	0.00%	0.00%								
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0									
	Total # of repair tickets restored in ≤24hrs	0	0	0									
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%									
	Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00									
	Avg. outage duration (hh:mm)	00:00	00:00	00:00									
	Indicate if catastrophic event is in month	NO	NO	NO									
	Total # of unadjusted outage report tickets	0	0	0									
<b>Unadjusted Out of Service Report</b>	Total # of all repair tickets restored in ≤24hrs	0	0	0									
	% of all repair tickets restored ≤ 24 Hours	0%	0%	0%									
	Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00									
	Avg. unadjusted outage duration (hh:mm)	00:00	00:00	00:00									
	Total # of unadjusted outage report tickets	0	0	0									
<b>Refunds</b>	Number of customers who received refunds	0	1	1									
	Monthly amount of refunds	\$0.00	\$52.87	\$1.63									
<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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(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: 2019

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Etna Exchange

Measurement (Compile monthly, file quarterly)		Date filed (04/08/19)												
		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	14.00	7.00	14.00										
	Total # of service orders	12	7	11										
	Avg. # of business days	1.17	1.00	1.27										
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	12	9	11										
	Total # of installation commitment met	12	9	11										
	Total # of installation commitment missed	0	0	0										
	% of commitment met	100%	100%	100%										
<b>Customers</b>	Acct # for voice or bundle, res+bus	1064	1066	1070										
<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	1367	1366	1369									
		Total # of trouble reports	1	2	6									
		% of trouble reports	0.07%	0.15%	0.44%									
	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	0	0	2										
	Total # of repair tickets restored in ≤ 24hrs	0	0	2										
	% of repair tickets restored ≤ 24 Hours	0%	0%	100%										
	Sum of the duration of all outages (hh:mm)	00:00	00:00	03:02										
	Avg. outage duration (hh:mm)	00:00	00:00	01:31										
	Indicate if catastrophic event is in month	NO	NO	NO										
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	0	0	2										
	Total # of all repair tickets restored in ≤ 24hrs	0	0	2										
	% of all repair tickets restored ≤ 24 Hours	0%	0%	100%										
	Sum of the duration of all outages (hh:mm)	00:00	00:00	03:02										
	Avg. unadjusted outage duration (hh:mm)	00:00	00:00	01:31										
<b>Refunds</b>	Number of customers who received refunds	0	1	1										
	Monthly amount of refunds	\$0.00	\$0.73	\$2.25										
<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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(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: 2019

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Ft. Jones Exchange

Measurement (Compile monthly, file quarterly)		Date filed (04/08/19)											
		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	14.00	14.00	15.00									
	Total # of service orders	10	12	11									
	Avg. # of business days	1.40	1.17	1.36									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	10	12	12									
	Total # of installation commitment met	10	12	12									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	1179	1181	1179									
<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	1629	1626	1625								
		Total # of trouble reports	8	4	2								
		% of trouble reports	0.49%	0.25%	0.12%								
	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	4	1	1									
	Total # of repair tickets restored in ≤24hrs	4	1	1									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	29:52	03:14	01:13									
	Avg. outage duration (hh:mm)	07:28	03:14	01:13									
	Indicate if catastrophic event is in month	NO	NO	NO									
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	4	1	1									
	Total # of all repair tickets restored in ≤24hrs	4	1	1									
	% of all repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	29:52	03:14	01:13									
	Avg. unadjusted outage duration (hh:mm)	07:28	03:14	01:13									
<b>Refunds</b>	Number of customers who received refunds	0	1	5									
	Monthly amount of refunds	\$0.00	\$1.60	\$15.84									
<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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(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: 2019

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Somes Bar Exchange

Measurement (Compile monthly, file quarterly)		Date filed (04/08/19)											
		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	2.00	0.00	2.00									
	Total # of service orders	2	0	2									
	Avg. # of business days	1.00	0.00	1.00									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	2	0	2									
	Total # of installation commitment met	2	0	2									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	0%	100%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	125	124	122									
<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	179	180	179								
		Total # of trouble reports	1	0	0								
		% of trouble reports	0.56%	0.00%	0.00%								
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	0	0									
	Total # of repair tickets restored in ≤24hrs	1	0	0									
	% of repair tickets restored ≤ 24 Hours	100%	0%	0%									
	Sum of the duration of all outages (hh:mm)	02:53	00:00	00:00									
	Avg. outage duration (hh:mm)	02:53	00:00	00:00									
	Indicate if catastrophic event is in month	NO	NO	NO									
	<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	1	0	0								
Total # of all repair tickets restored in ≤24hrs		1	0	0									
% of all repair tickets restored ≤ 24 Hours		100%	0%	0%									
Sum of the duration of all outages (hh:mm)		02:53	00:00	00:00									
Avg. unadjusted outage duration (hh:mm)		02:53	00:00	00:00									
<b>Refunds</b>	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	\$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												

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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: 2019

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Happy Camp Exchange

Measurement (Compile monthly, file quarterly)		Date filed (04/08/19)											
		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	3.00	12.00	8.00									
	Total # of service orders	3	9	6									
	Avg. # of business days	1.00	1.33	1.33									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	3	9	6									
	Total # of installation commitment met	3	9	6									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	547	548	546									
<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	819	820	818								
		Total # of trouble reports	0	5	3								
		% of trouble reports	0.00%	0.61%	0.37%								
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	5	3									
	Total # of repair tickets restored in ≤24hrs	0	5	3									
	% of repair tickets restored ≤ 24 Hours	0%	100%	100%									
	Sum of the duration of all outages (hh:mm)	00:00	12:33	14:54									
	Avg. outage duration (hh:mm)	00:00	02:30	04:58									
	Indicate if catastrophic event is in month	NO	NO	NO									
	<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	0	5	3								
Total # of all repair tickets restored in ≤24hrs		0	5	2									
% of all repair tickets restored ≤ 24 Hours		0%	100%	67%									
Sum of the duration of all outages (hh:mm)		00:00	12:33	69:24									
Avg. unadjusted outage duration (hh:mm)		00:00	02:30	23:08									
<b>Refunds</b>	Number of customers who received refunds	0	1	5									
	Monthly amount of refunds	\$0.00	\$37.89	\$18.66									
<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: 2019

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Hamburg Exchange

Measurement (Compile monthly, file quarterly)		Date filed (04/08/19)											
		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	1.00	4.00	7.00									
	Total # of service orders	1	4	4									
	Avg. # of business days	1.00	1.00	1.75									
<b>Installation Commitment</b> 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%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	371	371	372									
<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	490	489	491								
		Total # of trouble reports	2	1	1								
		% of trouble reports	0.41%	0.20%	0.20%								
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	1	1									
	Total # of repair tickets restored in ≤ 24hrs	2	1	1									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	04:12	06:05	06:43									
	Avg. outage duration (hh:mm)	02:06	06:05	06:43									
	Indicate if catastrophic event is in month	NO	NO	NO									
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	2	1	1									
	Total # of all repair tickets restored in ≤ 24hrs	2	1	1									
	% of all repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	04:12	06:05	06:43									
	Avg. unadjusted outage duration (hh:mm)	02:06	06:05	06:43									
<b>Refunds</b>	Number of customers who received refunds	0	0	1									
	Monthly amount of refunds	\$0.00	\$0.00	\$56.92									
<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: Dan Rimmer

Phone: 530-467-6145

Email: [d.rimmer@siskiyoutelephone.com](mailto: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)