

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

Company Name: SISKIYOU TELEPHONE

U#: 1017-C

Report Year: 2020

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: COMPANY TOTAL

Measurement (Compile monthly, file quarterly)		Date filed (04/10/2020)			Date filed (07/21/2020)			Date filed (XX/XX/2020)			Date filed (XX/XX/2021)		
		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	65.00	44.00	75.00	65.00	71.00	63.00						
	Total # of service orders	36	36	66	49	60	53						
	Avg. # of business days	1.81	1.22	1.14	1.33	1.18	1.19						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	36	37	69	56	65	55						
	Total # of installation commitment met	36	37	69	56	65	55						
	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	3592	3599	3639	3698	3740	3748						
<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	4,837	4,840	4,851	4,865	4,881	4,896					
		Total # of trouble reports	13	8	1	8	11	19					
		% of trouble reports	0.27%	0.17%	0.02%	0.16%	0.23%	0.39%					
	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	10	2	0	7	7	14						
	Total # of repair tickets restored in ≤ 24hrs	9	2	0	7	7	14						
	% of repair tickets restored ≤ 24 Hours	90%	100%	0%	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)	94:49	07:06	00:00	21:05	19:29	42:51						
	Avg. outage duration (hh:mm)	09:28	03:33	00:00	03:00	02:47	03:03						
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	10	2	0	7	7	14						
	Total # of repair tickets restored in ≤ 24hrs	9	2	0	7	7	13						
	% of repair tickets restored ≤ 24 Hours	90%	100%	0%	100%	100%	0%						
	Sum of the duration of all outages (hh:mm)	97:49	07:06	0:00	56:41	39:56	15:58						
	Avg. outage duration (hh:mm)	09:46	03:33	0:00	08:05	05:42	0:00						
<b>Refunds</b>	Number of customers who received refunds	2	1	0	0	1	5						
	Monthly amount of refunds	\$25.10	\$418.95	\$0.00	\$0.00	\$3.05	\$903.13						
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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: Mark Apland

Phone: 530-467-6149

Email: m.apland@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)

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

Company Name: SISKIYOU TELEPHONE

U#: 1017-C

Report Year: 2020

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: SAWYERS BAR EXCHANGE

Measurement (Compile monthly, file quarterly)		Date filed (04/10/2020) 1st Quarter			Date filed (07/21/2020) 2nd Quarter			Date filed (XX/XX/2020) 3rd Quarter			Date filed (XX/XX/2021) 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	2.00	4.00	2.00	7.00	5.00				
		Total # of service orders	0	2	4	2	7	4						
		Avg. # of business days	0.00	1.00	1.00	1.00	1.00	1.25						
		Total # of installation commitments	0	2	4	2	8	4						
<b>Installation Commitment</b> Min. standard = 95% commitment met		Total # of installation commitment met	0	2	4	2	8	4						
		Total # of installation commitment missed	0	0	0	0	0	0						
		% of commitment met	0%	100%	100%	100%	100%	100%						
<b>Customers</b>		Acct # for voice or bundle, res+bus	117	118	121	122	127	130						
<b>Customer Trouble Report</b>														
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	163	163	165	167	174	176						
		Total # of trouble reports	3	0	0	2	0	0						
		% of trouble reports	1.84%	0.00%	0.00%	1.20%	0.00%	0.00%						
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs		Total # of outage report tickets	3	0	0	2	0	0						
		Total # of repair tickets restored in ≤ 24hrs	2	0	0	2	0	0						
		% of repair tickets restored ≤ 24 Hours	67%	0%	0%	100%	0%	0%						
		Sum of the duration of all outages (hh:mm)	56:01	00:00	00:00	03:58	00:00	00:00						
		Avg. outage duration (hh:mm)	18:40	00:00	00:00	01:59	00:00	00:00						
<b>Unadjusted Out of Service Report</b>		Total # of outage report tickets	3	0	0	2	0	0						
		Total # of repair tickets restored in ≤ 24hrs	2	0	0	2	0	0						
		% of repair tickets restored ≤ 24 Hours	67%	0%	0%	100%	0%	0%						
		Sum of the duration of all outages (hh:mm)	59:01	00:00	00:00	22:52	00:00	00:00						
		Avg. outage duration (hh:mm)	19:40	00:00	00:00	11:26	00:00	00:00						
<b>Refunds</b>		Number of customers who received refunds	0	0	0	0	0	0						
		Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00						
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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: Mark Apland

Phone: 530-467-6149

Email: m.apland@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)

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

Company Name: SISKIYOU TELEPHONE

U#: 1017-C

Report Year: 2020

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: OAK KNOLL EXCHANGE

Measurement (Compile monthly, file quarterly)		Date filed (04/10/2020)			Date filed (07/21/2020)			Date filed (XX/XX/2020)			Date filed (XX/XX/2021)			
		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	4.00	1.00	3.00	2.00	4.00							
	Total # of service orders	3	4	1	3	2	4							
	Avg. # of business days	1.00	1.00	1.00	1.00	1.00	1.00							
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	3	4	2	3	2	4							
	Total # of installation commitment met	3	4	2	3	2	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	163	165	167	169	170	173							
<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	229	230	232	233	234	237						
		Total # of trouble reports	1	2	0	2	2	4						
		% of trouble reports	0.44%	0.87%	0.00%	0.86%	0.85%	1.69%						
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	0	0	2	2	2							
	Total # of repair tickets restored in ≤ 24hrs	1	0	0	2	2	2							
	% of repair tickets restored ≤ 24 Hours	100%	0%	0%	100%	100%	100%							
	Sum of the duration of all outages (hh:mm)	01:10	00:00	00:00	10:23	09:01	04:05							
	Avg. outage duration (hh:mm)	01:10	00:00	00:00	05:11	04:30	02:02							
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	1	0	0	2	2	2							
	Total # of repair tickets restored in ≤ 24hrs	1	0	0	2	2	2							
	% of repair tickets restored ≤ 24 Hours	100%	0%	0%	100%	100%	100%							
	Sum of the duration of all outages (hh:mm)	01:10	00:00	00:00	10:23	09:01	04:05							
	Avg. outage duration (hh:mm)	01:10	00:00	00:00	05:11	04:30	02:02							
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0							
	Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00							
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

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

Company Name: SISKIYOU TELEPHONE

U#: 1017-C

Report Year: 2020

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: ETNA EXCHANGE

Measurement (Compile monthly, file quarterly)		Date filed (04/10/2020)			Date filed (07/21/2020)			Date filed (XX/XX/2020)			Date filed (XX/XX/2021)		
		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	17.00	6.00	15.00	20.00	25.00	16.00						
	Total # of service orders	8	6	15	13	16	13						
	Avg. # of business days	2.13	1.00	1.00	1.54	1.56	1.23						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	8	6	16	14	18	13						
	Total # of installation commitment met	8	6	16	14	18	13						
	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	1,062	1,059	1,072	1,082	1,092	1,091						
<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	1,353	1,354	1,354	1,354	1,358	1,361					
		Total # of trouble reports	2	0	0	1	4	5					
		% of trouble reports	0.15%	0.00%	0.00%	0.07%	0.29%	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											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0	1	4	3						
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	1	4	3						
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00	03:37	06:37	06:32						
	Avg. outage duration (hh:mm)	00:00	00:00	00:00	03:37	01:39	02:10						
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	0	0	0	1	4	3						
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	1	4	3						
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00	03:37	27:04	06:32						
	Avg. outage duration (hh:mm)	00:00	00:00	00:00	03:37	06:46	02:10						
<b>Refunds</b>	Number of customers who received refunds	1	0	0	0	1	1						
	Monthly amount of refunds	\$5.58	\$0.00	\$0.00	\$0.00	\$3.05	\$20.42						
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

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

Company Name: SISKIYOU TELEPHONE

U#: 1017-C

Report Year: 2020

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: FT. JONES EXCHANGE

Measurement (Compile monthly, file quarterly)		Date filed (04/10/2020)			Date filed (07/21/2020)			Date filed (XX/XX/2020)			Date filed (XX/XX/2021)		
		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	15.00	22.00	36.00	27	18	22						
	Total # of service orders	10	16	31	19	17	20						
	Avg. # of business days	1.50	1.38	1.16	1.42	1.06	1.10						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	10	17	31	24	18	21						
	Total # of installation commitment met	10	17	31	24	18	21						
	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	1,197	1,205	1,223	1,253	1,266	1,270						
<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	1,615	1,623	1,627	1,635	1,635	1,638					
		Total # of trouble reports	6	5	0	2	2	8					
		% of trouble reports	0.37%	0.31%	0.00%	0.12%	0.12%	0.49%					
	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	0	2	0	8						
	Total # of repair tickets restored in ≤ 24hrs	5	1	0	2	0	8						
	% of repair tickets restored ≤ 24 Hours	100%	100%	0%	100%	0%	100%						
	Sum of the duration of all outages (hh:mm)	19:31	06:06	00:00	03:07	00:00	31:26						
	Avg. outage duration (hh:mm)	03:54	06:06	00:00	01:33	00:00	03:55						
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	5	1	0	2	0	8						
	Total # of repair tickets restored in ≤ 24hrs	5	1	0	2	0	8						
	% of repair tickets restored ≤ 24 Hours	100%	100%	0%	100%	0%	100%						
	Sum of the duration of all outages (hh:mm)	19:31	06:06	00:00	19:49	00:00	31:26						
	Avg. outage duration (hh:mm)	03:54	06:06	00:00	09:54	00:00	03:55						
<b>Refunds</b>	Number of customers who received refunds	1	0	0	0	0	2						
	Monthly amount of refunds	\$19.52	\$0.00	\$0.00	\$0.00	\$0.00	\$2.69						
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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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**California Public Utilities Commission  
Service Quality Standards Reporting  
General Order No. 133-D**

Company Name: SISKIYOU TELEPHONE

U#: 1017-C

Report Year: 2020

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: SOMES BAR EXCHANGE

Measurement (Compile monthly, file quarterly)		Date filed (04/10/2020)			Date filed (07/21/2020)			Date filed (XX/XX/2020)			Date filed (XX/XX/2021)		
		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	17.00	1.00	1.00	4.00	2.00	4.00						
	Total # of service orders	6	1	1	4	2	3						
	Avg. # of business days	2.83	1.00	1.00	1.00	1.00	1.33						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	6	1	1	4	3	4						
	Total # of installation commitment met	6	1	1	4	3	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	127	127	126	130	130	133						
<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	178	178	178	179	179	181					
		Total # of trouble reports	0	0	0	0	0	0					
		% of trouble reports	0.00%	0.00%	0.00%	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	0	0	0						
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0						
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%						
	Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00						
	Avg. outage duration (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00						
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	0	0	0	0	0	0						
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0						
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%						
	Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00						
	Avg. outage duration (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00						
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0						
	Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00						
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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: 2020

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: HAPPY CAMP EXCHANGE

Measurement (Compile monthly, file quarterly)	Date filed (04/10/2020)			Date filed (07/21/2020)			Date filed (XX/XX/2020)			Date filed (XX/XX/2021)			
	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	8.00	8.00	10.00	7.00	14.00	10.00						
	Total # of service orders	7	6	7	6	13	7						
	Avg. # of business days	1.14	1.33	1.43	1.17	1.08	1.43						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	7	6	8	6	13	7						
	Total # of installation commitment met	7	6	8	6	13	7						
	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	554	553	554	566	576	571						
<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	812	813	814	817	818					
		Total # of trouble reports	1	1	0	1	0	0					
		% of trouble reports	0.12%	0.12%	0.00%	0.12%	0.00%	0.00%					
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	1	0	0	0	0						
	Total # of repair tickets restored in ≤ 24hrs	1	1	0	0	0	0						
	% of repair tickets restored ≤ 24 Hours	100%	100%	0%	0%	0%	0%						
	Sum of the duration of all outages (hh:mm)	18:07	01:00	00:00	00:00	00:00	00:00						
	Avg. outage duration (hh:mm)	18:07	01:00	00:00	00:00	00:00	00:00						
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	1	1	0	0	0	0						
	Total # of repair tickets restored in ≤ 24hrs	1	1	0	0	0	0						
	% of repair tickets restored ≤ 24 Hours	100%	100%	0%	0%	0%	0%						
	Sum of the duration of all outages (hh:mm)	18:07	01:00	00:00	00:00	00:00	00:00						
	Avg. outage duration (hh:mm)	18:07	01:00	00:00	00:00	00:00	00:00						
<b>Refunds</b>	Number of customers who received refunds	0	1	0	0	0	1						
	Monthly amount of refunds	\$0.00	\$418.95	\$0.00	\$0.00	\$0.00	\$451.35						
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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: Mark Apland

Phone: 530-467-6149

Email: m.apland@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)

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

Company Name: SISKIYOU TELEPHONE

U#: 1017-C

Report Year: 2020

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: HAMBURG EXCHANGE

Measurement (Compile monthly, file quarterly)		Date filed (04/10/2020)			Date filed (07/21/2020)			Date filed (XX/XX/2020)			Date filed (XX/XX/2021)		
		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	1.00	8.00	2.00	3.00	2.00						
	Total # of service orders	2	1	7	2	3	2						
	Avg. # of business days	2.50	1.00	1.14	1.00	1.00	1.00						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	2	1	7	3	3	2						
	Total # of installation commitment met	2	1	7	3	3	2						
	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	372	372	376	376	379	380						
<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	480	480	482	483	484	485					
		Total # of trouble reports	0	0	1	0	3	2					
		% of trouble reports	0.00%	0.00%	0.21%	0.00%	0.62%	0.41%					
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0	0	1	1						
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	1	1						
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	100%	100%						
	Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00	00:00	03:51	00:48						
	Avg. outage duration (hh:mm)	00:00	00:00	00:00	00:00	03:51	00:48						
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	0	0	0	0	1	1						
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	1	0						
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	100%	0%						
	Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00	00:00	03:51	45:55						
	Avg. outage duration (hh:mm)	00:00	00:00	00:00	00:00	03:51	45:55						
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	1						
	Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$428.67						
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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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