| Company Name:        | SISKIYOU T                 | ELEPHONE      | 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<br>(04/10/2020)<br>1st Quarter |          |        | Date filed<br>(07/21/2020)<br>2nd Quarter |        |          | 0<br>er |        | Date filed | 1)       |         |           |
|--|--|--|---|----------|--------|---|--------|----------|---------|--------|------------|----------|---------|-----------|
|  |  |  | Jan                                       | Feb      | Mar    | Apr                                       | May    | Jun      | Jul     | Aug    | Sep        | Oct      | Nov     | Dec       |
|  |  | Total # of business days                       | 65.00                                     | 44.00    | 75.00  | 65.00                                     | 71.00  | 63.00    | 86.00   | 70.00  | 67.00      | 109.00   | 102.00  | 63.00     |
| Installation Interval                                |  | Total # of service orders                      | 36  | 36       | 66     | 49  | 60     | 53       | 61      | 51     | 57         | 85       | 78      | 48        |
| Min. standard = 5                                    | bus. days  | Avg. # of business days                        | 1.81                                      | 1.22     | 1.14   | 1.33                                      | 1.18   | 1.19     | 1.41    | 1.37   | 1.18       | 1.28     | 1.31    | 1.31      |
|  |  | Total # of installation commitments            | 36  | 37       | 69     | 56  | 65     | 55       | 66      | 52     | 77         | 87       | 81      | 50        |
| Installation Com                                     | mitment  | Total # of installation commitment met         | 36  | 37       | 69     | 56  | 65     | 55       | 66      | 52     | 77         | 87       | 81      | 50        |
| Min. standard = 95                                   | 5% commitment met  | 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            | 3592                                      | 3599     | 3639   | 3698                                      | 3740   | 3748     | 3766    | 3768   | 3629       | 3669     | 3684    | 3700      |
| Customer Troubl                                      | e Report   |  |   |          |        |   |        |          |         |        |            |          |         |           |
|  | T.,,,,   | Total # of working lines                       | 4,837                                     | 4,840    | 4,851  | 4,865                                     | 4,881  | 4,896    | 4,905   | 4,906  | 4,707      | 4,724    | 4,716   | 4,724     |
|  | 6% (6 per 100 working lines for                                  | Total # of trouble reports                     | 13  | 8        | 1      | 8   | 11     | 19       | 12      | 11     | 8          | 5        | 16      | 6         |
| 2  | units w/ ≥ 3,000 lines)  | % of trouble reports                           | 0.27%                                     | 0.17%    | 0.02%  | 0.16%                                     | 0.23%  | 0.39%    | 0.24%   | 0.22%  | 0.17%      | 0.11%    | 0.34%   | 0.13%     |
| da   | 00/ /0 100 1: 1: 1   | Total # of working lines                       |   |          |        |   |        |          |         |        |            |          |         |           |
| tan  | 8% (8 per 100 working lines for<br>units w/ 1,001 - 2,999 lines) | Total # of trouble reports                     |   |          |        |   |        |          |         |        |            |          |         | 1         |
| δ.   | units w/ 1,001 - 2,999 inles)                                    | % of trouble reports                           |   |          |        |   |        |          |         |        |            |          |         | 1         |
| Ξ  |  | Total # of working lines                       |   |          |        |   |        |          |         |        |            |          |         | 1         |
| 10% (10 per 100 working lines                        |  | Total # of trouble reports                     |   |          |        |   |        |          |         |        |            |          |         | 1         |
|  | for units w/ ≤ 1,000 lines)                                      | % of trouble reports                           |   |          |        |   |        |          |         |        |            |          |         | 1         |
|  |  | Total # of outage report tickets               | 10  | 2        | 0      | 7   | 7      | 14       | 9       | 9      | 5          | 4        | 9       | 4         |
| Adjusted   |  | Total # of repair tickets restored in < 24hrs  | 9   | 2        | 0      | 7   | 7      | 14       | 9       | 9      | 5          | 4        | 9       | 4         |
| Out of Service Re                                    | eport  | % of repair tickets restored ≤ 24 Hours        | 90%                                       | 100%     | 0%     | 100%                                      | 100%   | 100%     | 95%     | 100%   | 100%       | 100%     | 100%    | 100%      |
| Min. standard = 90                                   |  | Sum of the duration of all outages (hh:mm)     | 94:49                                     | 07:06    | 00:00  | 21:05                                     | 19:29  | 42:51    | 57:25   | 26:01  | 19:20      | 14:56    | 36:33   | 50:36     |
|  |  | Avg. outage duration (hh:mm)                   | 09:28                                     | 03:33    | 00:00  | 03:00                                     | 02:47  | 03:03    | 06:22   | 02:53  | 03:52      | 03:44    | 04:03   | 12:39     |
| Unadjusted   |  | Total # of outage report tickets               | 10  | 2        | 0      | 7   | 7      | 14       | 10      | 9      | 5          | 4        | 9       | 4         |
| Out of Service Re                                    | eport  | Total # of repair tickets restored in ≤ 24hrs  | 9   | 2        | 0      | 7   | 7      | 13       | 10      | 7      | 5          | 4        | 9       | 4         |
|  |  | % of repair tickets restored ≤ 24 Hours        | 90%                                       | 100%     | 0%     | 100%                                      | 100%   | 93%      | 100%    | 78%    | 100%       | 100%     | 100%    | 100%      |
|  |  | Sum of the duration of all outages (hh:mm)     | 97:49                                     | 07:06    | 0:00   | 56:41                                     | 39:56  | 15:58    | 57:25   | 109:24 | 19:20      | 14:56    | 36:33   | 50:36     |
| Avg. outage duration (hh:m                           |  | Avg. outage duration (hh:mm)                   | 09:46                                     | 03:33    | 0:00   | 08:05                                     | 05:42  | 06:17    | 05:44   | 12:09  | 03:52      | 03:44    | 04:03   | 12:39     |
| Refunds  |  | Number of customers who received refunds       | 2   | 1        | 0      | 0   | 1      | 5        | 1       | 4      | 9          | 7        | 6       | 623       |
|  |  | Monthly amount of refunds                      | \$25.10                                   | \$418.95 | \$0.00 | \$0.00                                    | \$3.05 | \$903.13 | \$70.88 | \$7.45 | \$94.50    | \$256.67 | \$79.71 | \$1,297.3 |
| Answer Time (Trouble Reports, Billing & Non-Billing) |  |  |   |          |        |   |        |          |         |        |            |          |         |           |
| Min. standard = 80% of calls < 60 seconds to reach   |  | Total # of calls for TR, Billing & Non-Billing |   |          |        |   |        |          |         |        |            |          |         |           |
| live agent (w/a me                                   | enu option to reach live agent).                                 | Total # of call seconds to reach live agent    |   |          |        |   |        |          |         |        |            |          |         |           |
|  |  | %≤60 seconds                                   |   |          |        |   |        |          |         |        |            |          |         |           |
|  |  |  |   |          |        |   |        |          |         |        |            |          | 1       |           |

Primary Utility Contact Information

| Name: Mark Apland | Phone: 530-467-6149 | Email: m.apland@siskiyoutelephone.com |
|-------------------|---------------------|---------------------------------------|
|                   |                     |                                       |

| Reporting Unit Type: | 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<br>(04/10/2020)<br>1st Quarter      |        |        | Date filed<br>(07/21/2020)<br>2nd Quarter |        |        | Date filed<br>(XX/XX/202)<br>3rd Quarte | 0)     |        | Date filed<br>XX/XX/2021<br>4th Quarter |        |         |             |
|---|---------------------------------------|--|--------|--------|---|--------|--------|---|--------|--------|---|--------|---------|-------------|
|   |                                       |  | Jan    | Feb    | Mar                                       | Apr    | May    | Jun                                     | Jul    | Aug    | Sep                                     | Oct    | Nov     | Dec         |
|   |                                       | Total # of business days                       | 0.00   | 2.00   | 4.00                                      | 2.00   | 7.00   | 5.00                                    | 5.00   | 3.00   | 1.00                                    | 3.00   | 4.00    | 0.00        |
| Installation Interval Min. standard = 5 bus. days |                                       | Total # of service orders                      | 0      | 2      | 4   | 2      | 7      | 4                                       | 5      | 2      | 1                                       | 3      | 3       | 0           |
| Min. standard = 5                                 | bus. days                             | Avg. # of business days                        | 0.00   | 1.00   | 1.00                                      | 1.00   | 1.00   | 1.25                                    | 1.00   | 1.50   | 1.00                                    | 1.00   | 1.33    | 0.00        |
|   |                                       | Total # of installation commitments            | 0      | 2      | 4   | 2      | 8      | 4                                       | 5      | 2      | 1                                       | 3      | 3       | 4           |
| Installation Comr                                 | mitment                               | Total # of installation commitment met         | 0      | 2      | 4   | 2      | 8      | 4                                       | 5      | 2      | 1                                       | 3      | 3       | 4           |
|   | 5% commitment met                     | Total # of installation commitment missed      | 0      | 0      | 0   | 0      | 0      | 0                                       | 0      | 0      | 0                                       | 0      | 0       | 0           |
|   |                                       | % of commitment met                            | 0%     | 100%   | 100%                                      | 100%   | 100%   | 100%                                    | 100%   | 100%   | 100%                                    | 100%   | 100%    | 100%        |
| Customers   |                                       | Acct # for voice or bundle, res+bus            | 117    | 118    | 121                                       | 122    | 127    | 130                                     | 133    | 133    | 130                                     | 126    | 124     | 117         |
| Customer Troubl                                   | le Report                             | 7 teet # 101 voice of bullaic, les 1 bus       | 117    | 110    | 121                                       | 122    | 127    | 130                                     | 133    | 133    | 150                                     | 120    | 124     | 117         |
| - LUCIONICI TIOUDI                                | 1                                     | Total # of working lines                       |        |        |   |        |        |   |        |        |   |        |         | <b>—</b>    |
|   | 6% (6 per 100 working lines for       | Total # of trouble reports                     |        |        |   |        |        |   |        |        |   |        |         |             |
| _   | units w/ ≥ 3,000 lines)               |  |        |        |   |        |        |   |        |        |   |        |         | <del></del> |
| Standard  |                                       | % of trouble reports                           |        |        |   |        |        |   |        |        |   |        |         | <b></b>     |
| 2   | 8% (8 per 100 working lines for       | Total # of working lines                       |        |        |   |        |        |   |        |        |   |        |         | l           |
| Sta   | units w/ 1,001 - 2,999 lines)         | Total # of trouble reports                     |        |        |   |        |        |   |        |        |   |        |         |             |
| Min.  | units w/ 1,001 - 2,939 lines/         | % of trouble reports                           |        |        |   |        |        |   |        |        |   |        |         |             |
| Ξ   | 10% (10 per 100 working lines         | Total # of working lines                       | 163    | 163    | 165                                       | 167    | 174    | 176                                     | 179    | 180    | 176                                     | 173    | 171     | 164         |
|   | for units w/ ≤ 1,000 lines)           | Total # of trouble reports                     | 3      | 0      | 0   | 2      | 0      | 0                                       | 1      | 0      | 0                                       | 0      | 0       | 1           |
|   | 101 units w/ 2 1,000 iii103/          | % of trouble reports                           | 1.84%  | 0.00%  | 0.00%                                     | 1.20%  | 0.00%  | 0.00%                                   | 0.56%  | 0.00%  | 0.00%                                   | 0.00%  | 0.00%   | 0.61%       |
|   | <u> </u>                              | Total # of outage report tickets               | 3      | 0      | 0   | 2      | 0      | 0                                       | 1      | 0      | 0                                       | 0      | 0       | 1           |
| Adjusted  |                                       | Total # of repair tickets restored in ≤ 24hrs  | 2      | 0      | 0   | 2      | 0      | 0                                       | 1      | 0      | 0                                       | 0      | 0       | 1           |
| Out of Service Re                                 |                                       | % of repair tickets restored ≤ 24 Hours        | 67%    | 0%     | 0%  | 100%   | 0%     | 0%                                      | 100%   | 0%     | 0%                                      | 0%     | 0%      | 100%        |
| Min. standard = 90                                | 0% within 24 hrs                      | Sum of the duration of all outages (hh:mm)     | 56:01  | 00:00  | 00:00                                     | 03:58  | 00:00  | 00:00                                   | 02:20  | 00:00  | 00:00                                   | 00:00  | 00:00   | 06:26       |
|   |                                       | Avg. outage duration (hh:mm)                   | 18:40  | 00:00  | 00:00                                     | 01:59  | 00:00  | 00:00                                   | 02:20  | 00:00  | 00:00                                   | 00:00  | 00:00   | 06:26       |
| Unadjusted  |                                       | Total # of outage report tickets               | 3      | 0      | 0   | 2      | 0      | 0                                       | 1      | 0      | 0                                       | 0      | 0       | 1           |
| Out of Service Re                                 | eport                                 | Total # of repair tickets restored in ≤ 24hrs  | 2      | 0      | 0   | 2      | 0      | 0                                       | 1      | 0      | 0                                       | 0      | 0       | 1           |
|   | •                                     | % of repair tickets restored ≤ 24 Hours        | 67%    | 0%     | 0%  | 100%   | 0%     | 0%                                      | 100%   | 0%     | 0%                                      | 0%     | 0%      | 100%        |
|   |                                       | Sum of the duration of all outages (hh:mm)     | 59:01  | 00:00  | 00:00                                     | 22:52  | 00:00  | 00:00                                   | 02:20  | 00:00  | 00:00                                   | 00:00  | 00:00   | 06:26       |
|   |                                       | Avg. outage duration (hh:mm)                   | 19:40  | 00:00  | 00:00                                     | 11:26  | 00:00  | 00:00                                   | 02:20  | 00:00  | 00:00                                   | 00:00  | 00:00   | 06:26       |
| Refunds   |                                       | Number of customers who received refunds       | 0      | 0      | 0   | 0      | 0      | 0                                       | 0      | 0      | 0                                       | 0      | 2       | 23          |
|   |                                       | Monthly amount of refunds                      | \$0.00 | \$0.00 | \$0.00                                    | \$0.00 | \$0.00 | \$0.00                                  | \$0.00 | \$0.00 | \$0.00                                  | \$0.00 | \$30.73 | \$42.03     |
|   | ouble Reports, Billing & Non-Billing) |  |        |        |   |        |        |   |        |        |   |        |         |             |
| Min. standard = 80                                | 0% of calls < 60 seconds to reach     | Total # of calls for TR, Billing & Non-Billing |        |        |   |        |        |   |        |        |   |        |         |             |
| live agent (w/a me                                | enu option to reach live agent).      | Total # of call seconds to reach live agent    |        |        |   |        |        |   |        |        |   |        |         |             |
| •   |                                       | %< 60 seconds                                  |        |        |   |        |        |   |        |        |   |        |         |             |
|   |                                       |  |        |        |   |        |        |   |        |        |   |        | l       |             |

**Primary Utility Contact Information** 

| Name: Mark Apiano Pnone: 530-467-6149 Email: <u>m.apiano@siskiyoutelepnone.</u> | Name: Mark Apland | Phone: 530-467-6149 | Email: m.apland@siskiyoutelephone.com |
|---|-------------------|---------------------|---------------------------------------|
|---|-------------------|---------------------|---------------------------------------|

| Company Name:        | SISKIYOU                   | ELEPHONE      | U#:              | 1017-C | Report Year:       | 2020 |
|----------------------|----------------------------|---------------|------------------|--------|--------------------|------|
| Reporting Unit Type: | ☐ Total Company ☑ Exchange | ☐ Wire Center | Reporting Unit N | lame:  | OAK KNOLL EXCHANGE |      |

| Measurement (Compile monthly, file quarterly) |                                     | Date filed<br>(04/10/2020)<br>1st Quarter      |                         | Date filed<br>(07/21/2020)<br>2nd Quarter |        |        |                         | Date filed<br>(XX/XX/2021)<br>4th Quarter        |        |        |        |        |        |          |
|---|-------------------------------------|--|-------------------------|---|--------|--------|-------------------------|--|--------|--------|--------|--------|--------|----------|
| i   |                                     |  | Jan Feb Mar Apr May Jun |   |        |        | 3rd Quarter Jul Aug Sep |  |        |        |        | Dec    |        |          |
|   |                                     | Total # of business days                       | 3.00                    | 4.00                                      | 1.00   | 3.00   | 2.00                    | 4.00   | 1.00   | 6.00   | 3.00   | 3.00   | 6.00   | 7.00     |
| nstallation Interval                          |                                     | Total # of service orders                      | 3                       | 4   | 1      | 3      | 2.                      | 4  | 1      | 6      | 1      | 2      | 3      | 4        |
| Min. standard = 5 b                           | ous. days                           | Avg. # of business days                        | 1.00                    | 1.00                                      | 1.00   | 1.00   | 1.00                    | 1.00   | 1.00   | 1.00   | 3.00   | 1.50   | 2.00   | 1.75     |
|   |                                     | Total # of installation commitments            | 3                       | 4   | 2      | 3      | 2                       | 4  | 1      | 6      | 1      | 2      | 3      | 0        |
| Installation Comm                             | nitment                             | Total # of installation commitment met         | 3                       | 4   | 2      | 3      | 2                       | 4  | 1      | 6      | 1      | 2      | 3      | 0        |
| Min. standard = 959                           |                                     | Total # of installation commitment missed      | 0                       | 0   | 0      | 0      | 0                       | 0  | 0      | 0      | 0      | 0      | 0      | 0        |
| 1   |                                     | % of commitment met                            | 100%                    | 100%                                      | 100%   | 100%   | 100%                    | 100%   | 100%   | 100%   | 100%   | 100%   | 100%   | 0%       |
| Customers                                     |                                     | Acct # for voice or bundle, res+bus            | 163                     | 165                                       | 167    | 169    | 170                     | 173  | 166    | 169    | 168    | 170    | 169    | 170      |
| Customer Trouble                              | Report                              | Field # 101 Voice of Buriale, 1e31bus          | 103                     | 103                                       | 107    | 107    | 170                     | 175  | 100    | 10)    | 100    | 170    | 107    | 170      |
| Cacamici I Touble                             | 1                                   | Total # of working lines                       |                         |   |        |        |                         | <del>                                     </del> |        |        |        |        |        | $\vdash$ |
| i   | 6% (6 per 100 working lines for     | Total # of trouble reports                     |                         |   |        |        |                         |  |        |        |        |        |        | +        |
| •   | units w/ ≥ 3,000 lines)             | % of trouble reports                           |                         |   |        |        |                         |  |        |        |        |        |        |          |
| a i   |                                     | Total # of working lines                       |                         |   |        |        |                         |  |        |        |        |        |        | +        |
| ä   | 8% (8 per 100 working lines for     | Total # of trouble reports                     |                         |   |        |        |                         |  |        |        |        | _      |        | <b></b>  |
| , š   | units w/ 1,001 - 2,999 lines)       |  |                         |   |        |        |                         |  |        |        |        |        |        |          |
| ı ≟   |                                     | % of trouble reports                           |                         |   |        |        |                         |  |        |        |        |        |        | <b></b>  |
| ≥   | 10% (10 per 100 working lines       | Total # of working lines                       | 229                     | 230                                       | 232    | 233    | 234                     | 237  | 234    | 236    | 236    | 238    | 237    | 239      |
| i   | for units w/ ≤ 1,000 lines)         | Total # of trouble reports                     | 1                       | 2   | 0      | 2      | 2                       | 4  | 2      | 1      | 0      | 0      | 4      | 1        |
| L   |                                     | % of trouble reports                           | 0.44%                   | 0.87%                                     | 0.00%  | 0.86%  | 0.85%                   | 1.69%  | 0.85%  | 0.42%  | 0.00%  | 0.00%  | 1.69%  | 0.42%    |
| l   |                                     | Total # of outage report tickets               | 1                       | 0   | 0      | 2      | 2                       | 2  | 1      | 1      | 0      | 0      | 3      | 0        |
| Adjusted                                      |                                     | Total # of repair tickets restored in ≤ 24hrs  | 1                       | 0   | 0      | 2      | 2                       | 2  | 1      | 1      | 0      | 0      | 3      | 0        |
| Out of Service Rep                            |                                     | % of repair tickets restored ≤ 24 Hours        | 100%                    | 0%  | 0%     | 100%   | 100%                    | 100%   | 100%   | 100%   | 0%     | 0%     | 100%   | 0%       |
| Min. standard = 90                            | 0% within 24 hrs                    | Sum of the duration of all outages (hh:mm)     | 01:10                   | 00:00                                     | 00:00  | 10:23  | 09:01                   | 04:05  | 23:31  | 00:45  | 00:00  | 00:00  | 09:13  | 00:00    |
| <b></b>                                       |                                     | Avg. outage duration (hh:mm)                   | 01:10                   | 00:00                                     | 00:00  | 05:11  | 04:30                   | 02:02  | 23:31  | 00:45  | 00:00  | 00:00  | 03:04  | 00:00    |
| Unadiusted                                    |                                     | Total # of outage report tickets               | 1                       | 0   | 0      | 2      | 2                       | 2  | 1      | 1      | 0      | 0      | 3      | 0        |
| Out of Service Rep                            | port                                | Total # of repair tickets restored in ≤ 24hrs  | 1                       | 0   | 0      | 2      | 2                       | 2  | 1      | 0      | 0      | 0      | 3      | 0        |
| i   | •                                   | % of repair tickets restored ≤ 24 Hours        | 100%                    | 0%  | 0%     | 100%   | 100%                    | 100%   | 100%   | 0%     | 0%     | 0%     | 100%   | 0%       |
| i   |                                     | Sum of the duration of all outages (hh:mm)     | 01:10                   | 00:00                                     | 00:00  | 10:23  | 09:01                   | 04:05  | 23:31  | 43:58  | 00:00  | 00:00  | 09:13  | 00:00    |
| <u> </u>                                      |                                     | Avg. outage duration (hh:mm)                   | 01:10                   | 00:00                                     | 00:00  | 05:11  | 04:30                   | 02:02  | 23:31  | 43:58  | 00:00  | 00:00  | 03:04  | 00:00    |
| Refunds                                       |                                     | Number of customers who received refunds       | 0                       | 0   | 0      | 0      | 0                       | 0  | 0      | 0      | 0      | 0      | 1      | 32       |
|   |                                     | Monthly amount of refunds                      | \$0.00                  | \$0.00                                    | \$0.00 | \$0.00 | \$0.00                  | \$0.00   | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$2.84 | \$78.47  |
|   | ble Reports, Billing & Non-Billing) |  |                         |   |        |        |                         |  |        |        |        |        |        |          |
| Min. standard = 80°                           | % of calls < 60 seconds to reach    | Total # of calls for TR, Billing & Non-Billing |                         |   |        |        |                         |  |        |        |        |        |        |          |
| live agent (w/a mer                           | nu option to reach live agent).     | Total # of call seconds to reach live agent    |                         |   |        |        |                         |  |        |        |        |        |        |          |
| 1   |                                     | %<_60 seconds                                  |                         |   |        |        |                         |  |        |        |        |        |        |          |
| ł   |                                     | l l  |                         |   |        |        |                         | İ  |        |        |        |        |        | 1        |

**Primary Utility Contact Information** 

| Name: Mark Apland | Phone: 530-467-6149 | Email: m.apland@siskiyoutelephone.com |
|-------------------|---------------------|---------------------------------------|
|                   |                     |                                       |

| Company Name:        | SISKIYOUT                  | ELEPHONE      | U#: <u>1017-C</u>    | Report Year:  | 2020 |
|----------------------|----------------------------|---------------|----------------------|---------------|------|
| Reporting Unit Type: | ☐ Total Company ☑ Exchange | ☐ Wire Center | Reporting Unit Name: | ETNA EXCHANGE |      |

|                     | Measurement (Compile mo                 | onthly, file quarterly)                        |        | Date filed<br>(04/10/2020) |        |        | Date filed<br>(07/21/2020)<br>2nd Quarter |         |        | Date filed<br>(XX/XX/202 | 20)         |        | Date filed<br>(XX/XX/2021<br>4th Quarter |             |
|---------------------|---|--|--------|----------------------------|--------|--------|---|---------|--------|--------------------------|-------------|--------|--|-------------|
|                     |   |  | lon    | Jan Feb Mar Apr May Jun    |        |        |   | Jul     | Aug    | Sep Sep                  | Oct Nov Dec |        |  |             |
|                     |   | Total # of business days                       | 17.00  | 6.00                       | 15.00  | 20.00  | 25.00                                     | 16.00   | 28.00  | 15.00                    | 17.00       | 10.00  | 22.00                                    | 14.00       |
| Installation Interv |   | Total # of service orders                      | 8      | 6                          | 15.00  | 13     | 16  | 13      | 20     | 11                       | 13          | 10.00  | 16                                       | 11          |
| Min. standard = 5   | bus. days                               | Avg. # of business days                        | 2.13   | 1.00                       | 1.00   | 1.54   | 1.56                                      | 1.23    | 1.40   | 1.36                     | 1.31        | 1.00   | 1.38                                     | 1.27        |
|                     |   | Total # of installation commitments            | 8      | 6                          | 16     | 14     | 18  | 13      | 21     | 11                       | 13          | 10     | 16                                       | 13          |
| Installation Comr   | mitment                                 | Total # of installation commitment met         | 8      | 6                          | 16     | 14     | 18  | 13      | 21     | 11                       | 13          | 10     | 16                                       | 13          |
|                     | 5% commitment met                       | Total # of installation commitment missed      | 0      | 0                          | 0      | 0      | 0   | 0       | 0      | 0                        | 0           | 0      | 0  | 0           |
| mini otanaara – oo  | 570 COMMISSION MOD                      | % of commitment met                            | 100%   | 100%                       | 100%   | 100%   | 100%                                      | 100%    | 100%   | 100%                     | 100%        | 100%   | 100%                                     | 100%        |
| Customers           |   | Acct # for voice or bundle, res+bus            | 1.062  | 1.059                      | 1.072  | 1.082  | 1.092                                     | 1.091   | 1.103  | 1.098                    | 1.100       | 1.102  | 1.107                                    | 1.115       |
| Customer Troubl     | le Penert                               | Acct # for voice of buridle, fest-bus          | 1,002  | 1,039                      | 1,072  | 1,002  | 1,092                                     | 1,091   | 1,103  | 1,098                    | 1,100       | 1,102  | 1,107                                    | 1,113       |
| oustonier Troubi    | ic report                               | Total # of working lines                       |        |                            |        |        |   |         |        |                          |             |        |  | <del></del> |
|                     | 6% (6 per 100 working lines for         | Total # of trouble reports                     |        |                            |        |        |   |         |        |                          |             |        |  | <del></del> |
| 70                  | units w/ ≥ 3,000 lines)                 | % of trouble reports                           |        |                            |        |        |   |         |        |                          |             |        | $\vdash \vdash$                          |             |
| Standard            |   |  | 1,353  | 1.354                      | 1.354  | 1.354  | 1,358                                     | 1,361   | 1,366  | 1,365                    | 1,358       | 1,357  | 1,358                                    | 1,357       |
| ä                   | 8% (8 per 100 working lines for         | Total # of working lines                       | ****   | , , , ,                    |        | 1,554  |   |         |        | 1,303                    |             |        |  |             |
|                     | units w/ 1,001 - 2,999 lines)           | Total # of trouble reports                     | 2      | 0                          | 0      | 1      | 4   | 5       | 2      | 1                        | 3           | 2      | 3  | 3           |
| Ξ                   |   | % of trouble reports                           | 0.15%  | 0.00%                      | 0.00%  | 0.07%  | 0.29%                                     | 0.37%   | 0.15%  | 0.07%                    | 0.22%       | 0.15%  | 0.22%                                    | 0.22%       |
| 2                   | 10% (10 per 100 working lines           | Total # of working lines                       |        |                            |        |        |   |         |        |                          |             |        |  | <u> </u>    |
|                     | for units w/ ≤ 1.000 lines)             | Total # of trouble reports                     |        |                            |        |        |   |         |        |                          |             |        | <u> </u>                                 | <u> </u>    |
|                     | ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,, | % of trouble reports                           |        |                            |        |        |   |         |        |                          |             |        | <u> </u>                                 | <u> </u>    |
|                     |   | Total # of outage report tickets               | 0      | 0                          | 0      | 1      | 4   | 3       | 2      | 1                        | 1           | 1      | 2  | 3           |
| Adjusted            |   | Total # of repair tickets restored in ≤ 24hrs  | 0      | 0                          | 0      | 1      | 4   | 3       | 2      | 1                        | 1           | 1      | 2  | 3           |
| Out of Service Re   |   | % of repair tickets restored ≤ 24 Hours        | 0%     | 0%                         | 0%     | 100%   | 100%                                      | 100%    | 100%   | 100%                     | 100%        | 100%   | 100%                                     | 100%        |
| Min. standard = 90  | 0% within 24 hrs                        | Sum of the duration of all outages (hh:mm)     | 00:00  | 00:00                      | 00:00  | 03:37  | 06:37                                     | 06:32   | 10:38  | 05:17                    | 02:06       | 03:12  | 03:32                                    | 44:10       |
|                     |   | Avg. outage duration (hh:mm)                   | 00:00  | 00:00                      | 00:00  | 03:37  | 01:39                                     | 02:10   | 05:19  | 05:17                    | 02:06       | 03:12  | 01:46                                    | 14:43       |
| Unadjusted          |   | Total # of outage report tickets               | 0      | 0                          | 0      | 1      | 4   | 3       | 2      | 1                        | 1           | 1      | 2  | 3           |
| Out of Service Re   | eport                                   | Total # of repair tickets restored in ≤ 24hrs  | 0      | 0                          | 0      | 1      | 4   | 3       | 2      | 1                        | 1           | 1      | 2  | 3           |
|                     |   | % of repair tickets restored ≤ 24 Hours        | 0%     | 0%                         | 0%     | 100%   | 100%                                      | 100%    | 100%   | 100%                     | 100%        | 100%   | 100%                                     | 100%        |
|                     |   | Sum of the duration of all outages (hh:mm)     | 00:00  | 00:00                      | 00:00  | 03:37  | 27:04                                     | 06:32   | 10:38  | 05:17                    | 02:06       | 03:12  | 03:32                                    | 44:10       |
|                     |   | Avg. outage duration (hh:mm)                   | 00:00  | 00:00                      | 00:00  | 03:37  | 06:46                                     | 02:10   | 05:19  | 05:17                    | 02:06       | 03:12  | 01:46                                    | 14:43       |
| Refunds             |   | Number of customers who received refunds       | 1      | 0                          | 0      | 0      | 1   | 1       | 0      | 1                        | 0           | 0      | 0  | 151         |
|                     |   | Monthly amount of refunds                      | \$5.58 | \$0.00                     | \$0.00 | \$0.00 | \$3.05                                    | \$20.42 | \$0.00 | \$2.40                   | \$0.00      | \$0.00 | \$0.00                                   | \$295.38    |
|                     | uble Reports, Billing & Non-Billing)    |  |        |                            |        |        |   |         |        |                          |             |        |  | <u> </u>    |
|                     | 0% of calls < 60 seconds to reach       | Total # of calls for TR, Billing & Non-Billing |        |                            |        |        |   |         |        |                          |             |        |  | <u> </u>    |
| live agent (w/a me  | enu option to reach live agent).        | Total # of call seconds to reach live agent    |        |                            |        |        |   |         |        |                          |             |        |  | <u> </u>    |
|                     |   | %<60 seconds                                   |        |                            |        |        |   |         |        |                          |             |        |  | 1           |
|                     |   |  |        |                            |        | ,      |   |         |        |                          |             |        |  |             |

**Primary Utility Contact Information** 

| Name: Mark Apland | Phone: 530-467-6149 | Email: m.apland@siskiyoutelephone.com |
|-------------------|---------------------|---------------------------------------|
|                   |                     |                                       |

| Company Name:        | SISKIYOU T                 | ELEPHONE      | U#: <u>101</u>       | 7-C Report Year:   | 2020 |
|----------------------|----------------------------|---------------|----------------------|--------------------|------|
| Reporting Unit Type: | ☐ Total Company ☑ Exchange | ☐ Wire Center | Reporting Unit Name: | FT. JONES EXCHANGE |      |

|   | Measurement (Compile mo              | onthly, file quarterly)                        |         | Date filed<br>(04/10/2020)<br>1st Quarter |        | Date filed<br>(07/21/2020)<br>2nd Quarter |        |        | Date filed<br>(XX/XX/2020)<br>3rd Quarter |        |        |        | Date filed<br>(XX/XX/202<br>4th Quarte | 1)   |
|---|--------------------------------------|--|---------|---|--------|---|--------|--------|---|--------|--------|--------|--|--|
|   |                                      |  | Jan     | Feb                                       | Mar    | Apr                                       | May    | Jun    | Jul                                       | Aug    | Sep    | Oct    | Nov                                    | Dec  |
| luntallation lutam.   | al                                   | Total # of business days                       | 15.00   | 22.00                                     | 36.00  | 27  | 18     | 22     | 21.00                                     | 29.00  | 24.00  | 21     | 28                                     | 12   |
| Installation Interv.<br>Min. standard = 5 b                   |                                      | Total # of service orders                      | 10      | 16  | 31     | 19  | 17     | 20     | 15  | 19     | 20     | 16     | 21                                     | 8  |
| IVIIII. Stariuaru = 3 L                                       | ous. days                            | Avg. # of business days                        | 1.50    | 1.38                                      | 1.16   | 1.42                                      | 1.06   | 1.10   | 1.40                                      | 1.53   | 1.20   | 1.31   | 1.33                                   | 1.50   |
|   |                                      | Total # of installation commitments            | 10      | 17  | 31     | 24  | 18     | 21     | 17  | 19     | 20     | 17     | 22                                     | 8  |
| Installation Comn   | nitment                              | Total # of installation commitment met         | 10      | 17  | 31     | 24  | 18     | 21     | 17  | 19     | 20     | 17     | 22                                     | 8  |
| Min. standard = 95  | % commitment met                     | 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            | 1.197   | 1.205                                     | 1,223  | 1,253                                     | 1,266  | 1,270  | 1,271                                     | 1,276  | 1,284  | 1,284  | 1.287                                  | 1.289  |
| Customer Trouble  | e Report                             |  | -,-,-   | -,  | -,     | -,  | -,     | -,-,-  | -,-,-                                     | 1,2,0  | -,,    | -,     | -,                                     | -,,-   |
|   | 1                                    | Total # of working lines                       |         |   |        |   |        |        |   |        |        |        |  | <del>                                     </del> |
|   | 6% (6 per 100 working lines for      | Total # of trouble reports                     |         |   |        |   |        |        |   |        |        |        |  | <del>                                     </del> |
| P   | units w/ ≥ 3,000 lines)              | % of trouble reports                           |         |   |        |   |        |        |   |        |        |        |  |  |
| nda   | 8% (8 per 100 working lines for      | Total # of working lines                       | 1,615   | 1,623                                     | 1,627  | 1,635                                     | 1,635  | 1,638  | 1,641                                     | 1,638  | 1,639  | 1,640  | 1,631                                  | 1,634  |
| 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) |                                      | Total # of trouble reports                     | 6       | 5   | 0      | 2   | 2      | 8      | 2   | 5      | 1      | 2      | 4                                      | 1  |
| units w/ 1,001 - 2,999 lines)                                 | units w/ 1,001 - 2,999 lines)        | % of trouble reports                           | 0.37%   | 0.31%                                     | 0.00%  | 0.12%                                     | 0.12%  | 0.49%  | 0.12%                                     | 0.31%  | 0.06%  | 0.12%  | 0.25%                                  | 0.06%  |
| Σ   | 10% (10 per 100 working lines        | Total # of working lines                       |         |   |        |   |        |        |   |        |        |        |  |  |
|   | for units w/ ≤ 1.000 lines)          | Total # of trouble reports                     |         |   |        |   |        |        |   |        |        |        |  |  |
|   | Tor units w/ 2 1,000 inles/          | % of trouble reports                           |         |   |        |   |        |        |   |        |        |        |  |  |
|   |                                      | Total # of outage report tickets               | 5       | 1   | 0      | 2   | 0      | 8      | 2   | 4      | 1      | 2      | 2                                      | 0  |
| Adjusted  |                                      | Total # of repair tickets restored in ≤ 24hrs  | 5       | 1   | 0      | 2   | 0      | 8      | 2   | 4      | 1      | 2      | 2                                      | 0  |
| Out of Service Re   | port                                 | % of repair tickets restored ≤ 24 Hours        | 100%    | 100%                                      | 0%     | 100%                                      | 0%     | 100%   | 100%                                      | 100%   | 100%   | 100%   | 100%                                   | 0%   |
| Min. standard = 90  | % within 24 hrs                      | Sum of the duration of all outages (hh:mm)     | 19:31   | 06:06                                     | 00:00  | 03:07                                     | 00:00  | 31:26  | 02:04                                     | 09:16  | 02:11  | 10:02  | 14:13                                  | 00:00  |
|   |                                      | Avg. outage duration (hh:mm)                   | 03:54   | 06:06                                     | 00:00  | 01:33                                     | 00:00  | 03:55  | 01:02                                     | 02:19  | 02:11  | 05:01  | 07:06                                  | 00:00  |
| Unadjusted  |                                      | Total # of outage report tickets               | 5       | 1   | 0      | 2   | 0      | 8      | 2   | 4      | 1      | 2      | 2                                      | 0  |
| Out of Service Re   | port                                 | Total # of repair tickets restored in ≤ 24hrs  | 5       | 1   | 0      | 2   | 0      | 8      | 2   | 3      | 1      | 2      | 2                                      | 0  |
|   | •                                    | % of repair tickets restored ≤ 24 Hours        | 100%    | 100%                                      | 0%     | 100%                                      | 0%     | 100%   | 100%                                      | 75%    | 100%   | 100%   | 100%                                   | 0%   |
|   |                                      | Sum of the duration of all outages (hh:mm)     | 19:31   | 06:06                                     | 00:00  | 19:49                                     | 00:00  | 31:26  | 02:04                                     | 49:26  | 02:11  | 10:02  | 14:13                                  | 00:00  |
|   |                                      | Avg. outage duration (hh:mm)                   | 03:54   | 06:06                                     | 00:00  | 09:54                                     | 00:00  | 03:55  | 01:02                                     | 12:21  | 02:11  | 05:01  | 07:06                                  | 00:00  |
| Refunds   |                                      | Number of customers who received refunds       | 1       | 0   | 0      | 0   | 0      | 2      | 0   | 2      | 0      | 1      | 0                                      | 220  |
|   |                                      | Monthly amount of refunds                      | \$19.52 | \$0.00                                    | \$0.00 | \$0.00                                    | \$0.00 | \$2.69 | \$0.00                                    | \$2.65 | \$0.00 | \$5.20 | \$0.00                                 | \$433.58   |
|   | uble Reports, Billing & Non-Billing) |  |         |   |        |   |        |        |   |        |        |        |  |  |
| Min. standard = 80  | % of calls < 60 seconds to reach     | Total # of calls for TR, Billing & Non-Billing |         |   |        |   |        |        |   |        |        |        |  |  |
| live agent (w/a mei   | nu option to reach live agent).      | Total # of call seconds to reach live agent    |         |   |        |   |        |        |   |        |        |        |  |  |
|   | = /                                  | %≤_60 seconds                                  |         |   |        |   |        |        |   |        |        |        |  |  |
|   |                                      |  |         |   |        |   | 1      | l      |   |        |        |        |  | 1  |

**Primary Utility Contact Information** 

| Name: Mark Apland | Phone: 530-467-6149 | Email: m.apland@siskiyoutelephone.com |
|-------------------|---------------------|---------------------------------------|
|                   |                     |                                       |

| Company Name:        | SISKIYOU TELEPHONE                       | U#: <u>1017-C</u>    | Report Year: 2020  |
|----------------------|--|----------------------|--------------------|
| Reporting Unit Type: | ☐ Total Company ☐ Exchange ☐ Wire Center | Reporting Unit Name: | SOMES BAR EXCHANGE |

|  | Measurement (Compile mo              | nthly, file quarterly)                         | Date filed<br>(04/10/2020)<br>1st Quarter |        |        | Date filed<br>(07/21/2020)<br>2nd Quarter |        |        | Date filed<br>(XX/XX/202<br>3rd Quarte |        |        | Date filed<br>(XX/XX/202:<br>4th Quarte |        |  |
|--|--------------------------------------|--|---|--------|--------|---|--------|--------|--|--------|--------|---|--------|--|
|  |                                      |  | Jan                                       | Feb    | Mar    | Apr                                       | May    | Jun    | Jul                                    | Aug    | Sep    | Oct                                     | Nov    | Dec  |
|  |                                      | Total # of business days                       | 17.00                                     | 1.00   | 1.00   | 4.00                                      | 2.00   | 4.00   | 1.00                                   | 3.00   | 0.00   | 8.00                                    | 5.00   | 3.00   |
| Installation Interv<br>Min. standard = 5                       |                                      | Total # of service orders                      | 6   | 1      | 1      | 4   | 2      | 3      | 1                                      | 3      | 0      | 4                                       | 3      | 3  |
| IVIIn. standard = 5  | bus. days                            | Avg. # of business days                        | 2.83                                      | 1.00   | 1.00   | 1.00                                      | 1.00   | 1.33   | 1.00                                   | 1.00   | 0.00   | 2.00                                    | 1.67   | 1.00   |
|  |                                      | Total # of installation commitments            | 6   | 1      | 1      | 4   | 3      | 4      | 2                                      | 3      | 0      | 4                                       | 3      | 3  |
| Installation Comr  | mitment                              | Total # of installation commitment met         | 6   | 1      | 1      | 4   | 3      | 4      | 2                                      | 3      | 0      | 4                                       | 3      | 3  |
| Min. standard = 95   | 5% commitment met                    | 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            | 127                                       | 127    | 126    | 130                                       | 130    | 133    | 132                                    | 132    | 131    | 133                                     | 134    | 135  |
| Customer Troubl  | le Report                            |  |   |        |        |   |        |        |  |        |        |   |        |  |
|  |                                      | Total # of working lines                       |   |        |        |   | 1      |        |  |        |        |   |        | <del>                                     </del> |
|  | 6% (6 per 100 working lines for      | Total # of trouble reports                     |   |        |        |   |        |        |  |        |        |   |        |  |
| -  | units w/ ≥ 3,000 lines)              |  |   |        |        |   |        |        |  |        |        |   |        | <del>                                     </del> |
| arc  |                                      | % of trouble reports                           |   |        |        |   |        |        |  |        |        |   |        |  |
| 핕  | 8% (8 per 100 working lines for      | Total # of working lines                       |   |        |        |   |        |        |  |        |        |   |        |  |
| ชื่ (8 per 100 working lines for units w/ 1.001 - 2.999 lines) |                                      | Total # of trouble reports                     |   |        |        |   |        |        |  |        |        |   |        |  |
| ċ  |                                      | % of trouble reports                           |   |        |        |   |        |        |  |        |        |   |        |  |
| Ξ  | 10% (10 per 100 working lines        | Total # of working lines                       | 178                                       | 178    | 178    | 179                                       | 179    | 181    | 180                                    | 181    | 180    | 180                                     | 181    | 181  |
|  | for units w/ ≤ 1,000 lines)          | Total # of trouble reports                     | 0   | 0      | 0      | 0   | 0      | 0      | 1                                      | 2      | 1      | 0                                       | 2      | 0  |
|  | 101 di ilio 11, 2 1,000 ilii00,      | % of trouble reports                           | 0.00%                                     | 0.00%  | 0.00%  | 0.00%                                     | 0.00%  | 0.00%  | 0.56%                                  | 1.10%  | 0.56%  | 0.00%                                   | 1.10%  | 0.00%  |
|  |                                      | Total # of outage report tickets               | 0   | 0      | 0      | 0   | 0      | 0      | 1                                      | 2      | 0      | 0                                       | 1      | 0  |
| Adjusted   |                                      | Total # of repair tickets restored in ≤ 24hrs  | 0   | 0      | 0      | 0   | 0      | 0      | 1                                      | 2      | 0      | 0                                       | 1      | 0  |
| Out of Service Re  |                                      | % of repair tickets restored ≤ 24 Hours        | 0%  | 0%     | 0%     | 0%  | 0%     | 0%     | 100%                                   | 100%   | 0%     | 0%                                      | 0%     | 0%   |
| Min. standard = 90   | 0% within 24 hrs                     | Sum of the duration of all outages (hh:mm)     | 00:00                                     | 00:00  | 00:00  | 00:00                                     | 00:00  | 00:00  | 03:17                                  | 09:10  | 00:00  | 00:00                                   | 03:56  | 00:00  |
|  |                                      | Avg. outage duration (hh:mm)                   | 00:00                                     | 00:00  | 00:00  | 00:00                                     | 00:00  | 00:00  | 03:17                                  | 04:35  | 00:00  | 00:00                                   | 03:56  | 00:00  |
| Unadjusted   |                                      | Total # of outage report tickets               | 0   | 0      | 0      | 0   | 0      | 0      | 1                                      | 2      | 0      | 0                                       | 1      | 0  |
| Out of Service Re  | eport                                | Total # of repair tickets restored in ≤ 24hrs  | 0   | 0      | 0      | 0   | 0      | 0      | 1                                      | 2      | 0      | 0                                       | 1      | 0  |
|  | •                                    | % of repair tickets restored ≤ 24 Hours        | 0%  | 0%     | 0%     | 0%  | 0%     | 0%     | 100%                                   | 100%   | 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  | 03:17                                  | 09:10  | 00:00  | 00:00                                   | 03:56  | 00:00  |
|  |                                      | Avg. outage duration (hh:mm)                   | 00:00                                     | 00:00  | 00:00  | 00:00                                     | 00:00  | 00:00  | 03:17                                  | 04:35  | 00:00  | 00:00                                   | 03:56  | 00:00  |
| Refunds  | ·                                    | Number of customers who received refunds       | 0   | 0      | 0      | 0   | 0      | 0      | 0                                      | 0      | 0      | 0                                       | 0      | 20   |
|  |                                      | 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 | \$46.35  |
|  | uble Reports, Billing & Non-Billing) |  |   |        |        |   |        |        |  |        |        |   |        |  |
| Min. standard = 80   | 0% of calls < 60 seconds to reach    | Total # of calls for TR, Billing & Non-Billing |   |        |        |   |        |        |  |        |        |   |        |  |
| live agent (w/a me   | enu option to reach live agent).     | Total # of call seconds to reach live agent    |   |        |        |   |        |        |  |        |        |   |        |  |
|  | - /                                  | %<_60 seconds                                  |   |        |        |   |        |        |  |        |        |   |        |  |
|  |                                      |  |   |        |        |   | Ì      |        |  |        |        |   |        | <b>T</b>   |

**Primary Utility Contact Information** 

| Name: Mark Apland | Phone: 530-467-6149 | Email: m.apland@siskiyoutelephone.com |
|-------------------|---------------------|---------------------------------------|
|                   |                     |                                       |

| Company Name:        | SISKIYOU T                 | ELEPHONE      | U#: <u>1</u>       | 017-C Report Y       | Year: 2020 |
|----------------------|----------------------------|---------------|--------------------|----------------------|------------|
| Reporting Unit Type: | ☐ Total Company ☑ Exchange | ☐ Wire Center | Reporting Unit Nam | ne: HAPPY CAMP EXCHA | NGE        |

|                               | Measurement (Compile mo             | nthly, file quarterly)                         | Date filed<br>(04/10/2020)<br>1st Quarter |          |        | Date filed<br>(07/21/2020)<br>2nd Quarter |        |          | Date filed<br>(XX/XX/202)<br>3rd Quarte | 0)     |         | Date filed<br>XX/XX/202 | 1)      |          |
|-------------------------------|-------------------------------------|--|---|----------|--------|---|--------|----------|---|--------|---------|-------------------------|---------|----------|
|                               |                                     |  | Jan                                       | Feb      | Mar    | Apr                                       | May    | Jun      | Jul                                     | Aug    | Sep     | Oct                     | Nov     | Dec      |
| Installation Interv           | ol.                                 | Total # of business days                       | 8.00                                      | 8.00     | 10.00  | 7.00                                      | 14.00  | 10.00    | 14.00                                   | 11.00  | 16.00   | 55.00                   | 28.00   | 25.00    |
| Min. standard = 5 b           |                                     | Total # of service orders                      | 7   | 6        | 7      | 6   | 13     | 7        | 9                                       | 7      | 16      | 41                      | 23      | 20       |
| IVIIII. Standard = 5 t        | ous. days                           | Avg. # of business days                        | 1.14                                      | 1.33     | 1.43   | 1.17                                      | 1.08   | 1.43     | 1.56                                    | 1.57   | 1.00    | 1.34                    | 1.22    | 1.25     |
|                               |                                     | Total # of installation commitments            | 7   | 6        | 8      | 6   | 13     | 7        | 9                                       | 8      | 36      | 42                      | 24      | 20       |
| Installation Comn             | nitment                             | Total # of installation commitment met         | 7   | 6        | 8      | 6   | 13     | 7        | 9                                       | 8      | 36      | 42                      | 24      | 20       |
| Min. standard = 95            | % commitment met                    | 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            | 554                                       | 553      | 554    | 566                                       | 576    | 571      | 576                                     | 575    | 432     | 469                     | 478     | 490      |
| Customer Trouble              | Report                              |  |   |          |        |   |        | -        |   |        |         |                         |         |          |
|                               |                                     | Total # of working lines                       |   |          |        |   |        |          |   |        |         |                         |         | <b>—</b> |
|                               | 6% (6 per 100 working lines for     | Total # of trouble reports                     |   |          |        |   |        |          |   |        |         |                         |         |          |
| 2                             | units w/ ≥ 3,000 lines)             | % of trouble reports                           |   |          |        |   |        |          |   |        |         |                         |         |          |
| g                             |                                     | Total # of working lines                       |   |          |        |   |        |          |   |        |         |                         |         |          |
| <u> </u>                      | 8% (8 per 100 working lines for     | Total # of trouble reports                     |   |          |        |   |        |          |   |        |         |                         |         |          |
| units w/ 1,001 - 2,999 lines) |                                     | % of trouble reports                           |   |          |        |   |        |          |   |        |         |                         |         |          |
| Ē                             | 10% (10 per 100 working lines       | Total # of working lines                       | 819                                       | 812      | 813    | 814                                       | 817    | 818      | 819                                     | 819    | 631     | 652                     | 656     | 667      |
|                               | for units w/ ≤ 1.000 lines)         | Total # of trouble reports                     | 1   | 1        | 0      | 1   | 0      | 0        | 2.                                      | 2.     | 3       | 0                       | 3       | 0        |
|                               | ioi units w/ = 1,000 inles)         | % of trouble reports                           | 0.12%                                     | 0.12%    | 0.00%  | 0.12%                                     | 0.00%  | 0.00%    | 0.24%                                   | 0.24%  | 0.48%   | 0.00%                   | 0.46%   | 0.00%    |
|                               | •                                   | Total # of outage report tickets               | 1   | 1        | 0      | 0   | 0      | 0        | 1                                       | 1      | 3       | 0                       | 1       | 0        |
| Adjusted                      |                                     | Total # of repair tickets restored in ≤ 24hrs  | 1   | 1        | 0      | 0   | 0      | 0        | 1                                       | 1      | 3       | 0                       | 1       | 0        |
| Out of Service Re             | port                                | % of repair tickets restored ≤ 24 Hours        | 100%                                      | 100%     | 0%     | 0%  | 0%     | 0%       | 100%                                    | 100%   | 100%    | 0%                      | 0%      | 0%       |
| Min. standard = 90            | % within 24 hrs                     | Sum of the duration of all outages (hh:mm)     | 18:07                                     | 01:00    | 00:00  | 00:00                                     | 00:00  | 00:00    | 03:09                                   | 01:33  | 15:03   | 00:00                   | 05:39   | 00:00    |
|                               |                                     | Avg. outage duration (hh:mm)                   | 18:07                                     | 01:00    | 00:00  | 00:00                                     | 00:00  | 00:00    | 03:09                                   | 01:33  | 05:01   | 00:00                   | 05:39   | 00:00    |
| Unadjusted                    |                                     | Total # of outage report tickets               | 1   | 1        | 0      | 0   | 0      | 0        | 1                                       | 1      | 3       | 0                       | 1       | 0        |
| Out of Service Re             | port                                | Total # of repair tickets restored in ≤ 24hrs  | 1   | 1        | 0      | 0   | 0      | 0        | 1                                       | 1      | 3       | 0                       | 1       | 0        |
|                               | •                                   | % of repair tickets restored ≤ 24 Hours        | 100%                                      | 100%     | 0%     | 0%  | 0%     | 0%       | 100%                                    | 100%   | 100%    | 0%                      | 0%      | 0%       |
|                               |                                     | Sum of the duration of all outages (hh:mm)     | 18:07                                     | 01:00    | 00:00  | 00:00                                     | 00:00  | 00:00    | 03:09                                   | 01:33  | 15:03   | 00:00                   | 05:39   | 00:00    |
|                               |                                     | Avg. outage duration (hh:mm)                   | 18:07                                     | 01:00    | 00:00  | 00:00                                     | 00:00  | 00:00    | 03:09                                   | 01:33  | 05:01   | 00:00                   | 05:39   | 00:00    |
| Refunds                       |                                     | Number of customers who received refunds       | 0   | 1        | 0      | 0   | 0      | 1        | 1                                       | 1      | 9       | 6                       | 3       | 102      |
|                               |                                     | Monthly amount of refunds                      | \$0.00                                    | \$418.95 | \$0.00 | \$0.00                                    | \$0.00 | \$451.35 | \$70.88                                 | \$2.40 | \$94.50 | \$251.47                | \$46.14 | \$225.22 |
|                               | ble Reports, Billing & Non-Billing) |  |   |          |        |   |        |          |   |        |         |                         |         |          |
| Min. standard = 80            | % of calls < 60 seconds to reach    | Total # of calls for TR, Billing & Non-Billing |   |          |        |   |        |          |   |        |         |                         |         |          |
| live agent (w/a mei           | nu option to reach live agent).     | Total # of call seconds to reach live agent    | ·   |          |        |   |        |          |   |        |         |                         |         |          |
| - '                           | . ,                                 | %≤60 seconds                                   |   |          |        |   |        |          |   |        |         |                         |         |          |
|                               |                                     |  |   |          |        |   |        | <u> </u> |   |        |         |                         |         |          |

**Primary Utility Contact Information** 

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|-------------------|---------------------|---------------------------------------|
|                   |                     |                                       |

| Company Name:        | SISKIYOU                   | ELEPHONE      | U#:           | 1017-C   | Report Year:     | 2020 |
|----------------------|----------------------------|---------------|---------------|----------|------------------|------|
| Reporting Unit Type: | ☐ Total Company ☑ Exchange | ☐ Wire Center | Reporting Uni | it Name: | HAMBURG EXCHANGE |      |

|                       | Measurement (Compile mo                 | nthly, file quarterly)                              |        | Date filed<br>(04/10/2020)<br>1st Quarter |                    |        | Date filed<br>(07/21/2020)<br>2nd Quarter |          |        | Date filed<br>(XX/XX/202 | 0)     |        | Date filed<br>(XX/XX/202 | 1)       |
|-----------------------|---|---|--------|---|--------------------|--------|---|----------|--------|--------------------------|--------|--------|--------------------------|----------|
|                       |   | -   | Jan    | Feb                                       | eb Mar Apr May Jun |        |   | Jul      | Aug    | Sep                      | Oct    | Nov    | Dec                      |          |
|                       |   | Total # of business days                            | 5.00   | 1.00                                      | 8.00               | 2.00   | 3.00                                      | 2.00     | 16.00  | 3.00                     | 6.00   | 9.00   | 9.00                     | 2.00     |
| Installation Interv   |   | Total # of service orders                           | 2      | 1   | 7                  | 2      | 3   | 2        | 10     | 3                        | 6      | 9      | 9                        | 2.00     |
| Min. standard = 5     | bus. days                               | Avg. # of business days                             | 2.50   | 1.00                                      | 1.14               | 1.00   | 1.00                                      | 1.00     | 1.60   | 1.00                     | 1.00   | 1.00   | 1.00                     | 1.00     |
|                       |   | Total # of installation commitments                 | 2.30   | 1.00                                      | 7                  | 3      | 3   | 2        | 11     | 3                        | 6      | 9      | 10                       | 2.       |
| Installation Comr     | mitment                                 | Total # of installation commitment met              | 2      | 1   | 7                  | 3      | 3   | 2        | 11     | 3                        | 6      | 9      | 10                       | 2        |
|                       | 5% commitment met                       | Total # of installation commitment missed           | 0      | 0   | 0                  | 0      | 0   | 0        | 0      | 0                        | 0      | 0      | 0                        | 0        |
| Willing Standard = 50 | 770 COMMINICAL MICE                     | % of commitment met                                 | 100%   | 100%                                      | 100%               | 100%   | 100%                                      | 100%     | 100%   | 100%                     | 100%   | 100%   | 100%                     | 100%     |
| Customers             |   | Acct # for voice or bundle, res+bus                 | 372    | 372                                       | 376                | 376    | 379                                       | 380      | 385    | 385                      | 384    | 385    | 385                      | 384      |
| Customer Troubl       | a Panort                                | Acct # for voice of buriale, les+bus                | 312    | 312                                       | 370                | 370    | 319                                       | 360      | 363    | 363                      | 364    | 363    | 303                      | 304      |
| Gustomer Troubi       | le Kepoit                               | Total # of working lines                            |        |   |                    |        | -   |          |        |                          |        |        |                          | +        |
|                       | 6% (6 per 100 working lines for         | Total # of working lines Total # of trouble reports |        |   |                    |        |   |          |        |                          |        | _      |                          | +        |
| _                     | units w/ ≥ 3,000 lines)                 |   |        |   |                    |        |   |          |        |                          |        |        |                          | +        |
| arc                   |   | % of trouble reports                                |        |   |                    |        |   |          |        |                          |        | _      |                          |          |
| <u> </u>              | 8% (8 per 100 working lines for         | Total # of working lines                            |        |   |                    |        |   |          |        |                          |        |        |                          |          |
| Sts                   | units w/ 1.001 - 2.999 lines)           | Total # of trouble reports                          |        |   |                    |        |   |          |        |                          |        |        |                          |          |
| غ                     | , | % of trouble reports                                |        |   |                    |        |   |          |        |                          |        |        |                          |          |
| Ξ                     | 10% (10 per 100 working lines           | Total # of working lines                            | 480    | 480                                       | 482                | 483    | 484                                       | 485      | 486    | 487                      | 487    | 484    | 482                      | 482      |
|                       | for units w/ ≤ 1,000 lines)             | Total # of trouble reports                          | 0      | 0   | 1                  | 0      | 3   | 2        | 2      | 0                        | 0      | 1      | 0                        | 0        |
|                       | ,,,,                                    | % of trouble reports                                | 0.00%  | 0.00%                                     | 0.21%              | 0.00%  | 0.62%                                     | 0.41%    | 2      | 0.00%                    | 0.00%  | 0.21%  | 0.00%                    | 0.00%    |
|                       |   | Total # of outage report tickets                    | 0      | 0   | 0                  | 0      | 1   | 1        | 100%   | 0                        | 0      | 1      | 0                        | 0        |
| Adjusted              |   | Total # of repair tickets restored in ≤ 24hrs       | 0      | 0   | 0                  | 0      | 1   | 1        | 12:26  | 0                        | 0      | 1      | 0                        | 0        |
| Out of Service Re     |   | % of repair tickets restored ≤ 24 Hours             | 0%     | 0%  | 0%                 | 0%     | 100%                                      | 100%     | 06:13  | 0%                       | 0%     | 100%   | 0%                       | 0%       |
| Min. standard = 90    | 0% within 24 hrs                        | Sum of the duration of all outages (hh:mm)          | 00:00  | 00:00                                     | 00:00              | 00:00  | 03:51                                     | 00:48    | 12:26  | 00:00                    | 00:00  | 01:42  | 00:00                    | 00:00    |
|                       |   | Avg. outage duration (hh:mm)                        | 00:00  | 00:00                                     | 00:00              | 00:00  | 03:51                                     | 00:48    | 12:26  | 00:00                    | 00:00  | 01:42  | 00:00                    | 00:00    |
| Unadjusted            |   | Total # of outage report tickets                    | 0      | 0   | 0                  | 0      | 1   | 1        | 2      | 0                        | 0      | 1      | 0                        | 0        |
| Out of Service Re     | eport                                   | Total # of repair tickets restored in ≤ 24hrs       | 0      | 0   | 0                  | 0      | 1   | 0        | 2      | 0                        | 0      | 1      | 0                        | 0        |
|                       | •                                       | % of repair tickets restored ≤ 24 Hours             | 0%     | 0%  | 0%                 | 0%     | 100%                                      | 0%       | 100%   | 0%                       | 0%     | 100%   | 0%                       | 0%       |
|                       |   | Sum of the duration of all outages (hh:mm)          | 00:00  | 00:00                                     | 00:00              | 00:00  | 03:51                                     | 45:55    | 12:26  | 00:00                    | 00:00  | 01:42  | 00:00                    | 00:00    |
|                       |   | Avg. outage duration (hh:mm)                        | 00:00  | 00:00                                     | 00:00              | 00:00  | 03:51                                     | 45:55    | 06:13  | 00:00                    | 00:00  | 01:42  | 00:00                    | 00:00    |
| Refunds               |   | Number of customers who received refunds            | 0      | 0   | 0                  | 0      | 0   | 1        | 0      | 0                        | 0      | 0      | 0                        | 75       |
|                       |   | Monthly amount of refunds                           | \$0.00 | \$0.00                                    | \$0.00             | \$0.00 | \$0.00                                    | \$428.67 | \$0.00 | \$0.00                   | \$0.00 | \$0.00 | \$0.00                   | \$176.31 |
|                       | uble Reports, Billing & Non-Billing)    |   |        |   |                    |        |   |          |        |                          |        |        |                          |          |
| Min. standard = 80    | 0% of calls < 60 seconds to reach       | Total # of calls for TR, Billing & Non-Billing      |        |   |                    |        |   |          |        |                          |        |        |                          |          |
| live agent (w/a me    | enu option to reach live agent).        | Total # of call seconds to reach live agent         |        |   |                    |        |   |          |        |                          |        |        |                          |          |
|                       |   | %<_60 seconds                                       | ·      |   |                    |        |   |          |        |                          |        |        |                          |          |
|                       |   |   |        |   |                    |        |   |          |        |                          |        |        |                          |          |

**Primary Utility Contact Information** 

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|-------------------|---------------------|---------------------------------------|
|                   |                     |                                       |