

**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)			10/13/2020			Date filed (01/21/2021)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Interval Min. standard = 5 bus. days	Total # of business days	65.00	44.00	75.00	65.00	71.00	63.00	86.00	70.00	67.00	109.00	102.00	63.00	
	Total # of service orders	36	36	66	49	60	53	61	51	57	85	78	48	
	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	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	36	37	69	56	65	55	66	52	77	87	81	50	
	Total # of installation commitment met	36	37	69	56	65	55	66	52	77	87	81	50	
	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 Trouble Report														
Min. Standard	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	4,905	4,906	4,707	4,724	4,716	4,724
		Total # of trouble reports	13	8	1	8	11	19	12	11	8	5	16	6
		% 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%
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	10	2	0	7	7	14	9	9	5	4	9	4	
	Total # of repair tickets restored in ≤ 24hrs	9	2	0	7	7	14	9	9	5	4	9	4	
	% of repair tickets restored ≤ 24 Hours	90%	100%	0%	100%	100%	100%	95%	100%	100%	100%	100%	100%	
	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 Out of Service Report	Total # of outage report tickets	10	2	0	7	7	14	10	9	5	4	9	4	
	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: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	\$1,297.34	
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/a menu option to reach live agent).	Total # of calls for TR, Billing & Non-Billing													
	Total # of call seconds to reach live agent													
	% ≤ 60 seconds													

Primary Utility Contact Information

Name: Mark Apland

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Date Adopted: 7/28/09
Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

**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	
		Installation Interval Min. standard = 5 bus. days		Total # of business days	0.00	2.00	4.00	2.00	7.00	5.00	5.00	3.00	1.00	3.00
		Total # of service orders	0	2	4	2	7	4	5	2	1	3	3	0
		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 Commitment Min. standard = 95% commitment met		Total # of installation commitment met	0	2	4	2	8	4	5	2	1	3	3	4
		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 Trouble Report		Total # of working lines												
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports												
		% of trouble reports												
		Total # of working lines												
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 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	179	180	176	173	171	164
Total # of trouble reports		3	0	0	2	0	0	1	0	0	0	0	1	
% 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%	
Adjusted Out of Service Report Min. standard = 90% within 24 hrs		Total # of outage report tickets	3	0	0	2	0	0	1	0	0	0	0	1
		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)	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 Out of Service Report		Total # of outage report tickets	3	0	0	2	0	0	1	0	0	0	0	1
		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
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls < 60 seconds to reach live agent (w/a menu option to reach live agent).		Total # of calls for TR, Billing & Non-Billing												
		Total # of call seconds to reach live agent												
		% < 60 seconds												

Primary Utility Contact Information

Name: Mark Apland

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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	
Installation Interval Min. standard = 5 bus. days	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	
	Total # of service orders	3	4	1	3	2	4	1	6	1	2	3	4	
	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	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	3	4	2	3	2	4	1	6	1	2	3	0	
	Total # of installation commitment met	3	4	2	3	2	4	1	6	1	2	3	0	
	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%	0%	
Customers	Acct # for voice or bundle, res+bus	163	165	167	169	170	173	166	169	168	170	169	170	
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	229	230	232	233	234	237	234	236	236	238	237	239
		Total # of trouble reports	1	2	0	2	2	4	2	1	0	0	4	1
		% 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%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	0	0	2	2	2	1	1	0	0	3	0	
	Total # of repair tickets restored in ≤ 24hrs	1	0	0	2	2	2	1	1	0	0	3	0	
	% of repair tickets restored ≤ 24 Hours	100%	0%	0%	100%	100%	100%	100%	100%	0%	0%	100%	0%	
	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	
	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	
Unadjusted Out of Service Report	Total # of outage report tickets	1	0	0	2	2	2	1	1	0	0	3	0	
	Total # of repair tickets restored in ≤ 24hrs	1	0	0	2	2	2	1	0	0	0	3	0	
	% of repair tickets restored ≤ 24 Hours	100%	0%	0%	100%	100%	100%	100%	0%	0%	0%	100%	0%	
	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	
	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	
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/a menu option to reach live agent).	Total # of calls for TR, Billing & Non-Billing													
	Total # of call seconds to reach live agent													
	% ≤ 60 seconds													

Primary Utility Contact Information

Name: Mark Apland

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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: 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	
Installation Interval Min. standard = 5 bus. days	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	
	Total # of service orders	8	6	15	13	16	13	20	11	13	10	16	11	
	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	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	8	6	16	14	18	13	21	11	13	10	16	13	
	Total # of installation commitment met	8	6	16	14	18	13	21	11	13	10	16	13	
	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	1,062	1,059	1,072	1,082	1,092	1,091	1,103	1,098	1,100	1,102	1,107	1,115	
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	1,353	1,354	1,354	1,354	1,358	1,361	1,366	1,365	1,358	1,357	1,358	1,357
		Total # of trouble reports	2	0	0	1	4	5	2	1	3	2	3	3
		% 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%
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0	1	4	3	2	1	1	1	2	3	
	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	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 Out of Service Report	Total # of outage report tickets	0	0	0	1	4	3	2	1	1	1	2	3	
	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	
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/a menu option to reach live agent).	Total # of calls for TR, Billing & Non-Billing													
	Total # of call seconds to reach live agent													
	% ≤ 60 seconds													

Primary Utility Contact Information

Name: Mark Apland

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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: 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		
Installation Interval Min. standard = 5 bus. days	Total # of business days	15.00	22.00	36.00	27	18	22	21.00	29.00	24.00	21	28	12	
	Total # of service orders	10	16	31	19	17	20	15	19	20	16	21	8	
	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	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	10	17	31	24	18	21	17	19	20	17	22	8	
	Total # of installation commitment met	10	17	31	24	18	21	17	19	20	17	22	8	
	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%	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 Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	1,615	1,623	1,627	1,635	1,635	1,638	1,641	1,638	1,639	1,640	1,631	1,634
		Total # of trouble reports	6	5	0	2	2	8	2	5	1	2	4	1
		% 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%
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	5	1	0	2	0	8	2	4	1	2	2	0	
	Total # of repair tickets restored in ≤ 24hrs	5	1	0	2	0	8	2	4	1	2	2	0	
	% of repair tickets restored ≤ 24 Hours	100%	100%	0%	100%	0%	100%	100%	100%	100%	100%	100%	0%	
	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 Out of Service Report	Total # of outage report tickets	5	1	0	2	0	8	2	4	1	2	2	0	
	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	
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/a menu option to reach live agent).	Total # of calls for TR, Billing & Non-Billing													
	Total # of call seconds to reach live agent													
	% ≤ 60 seconds													

Primary Utility Contact Information

Name: 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: 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	
Installation Interval Min. standard = 5 bus. days	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	
	Total # of service orders	6	1	1	4	2	3	1	3	0	4	3	3	
	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	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	6	1	1	4	3	4	2	3	0	4	3	3	
	Total # of installation commitment met	6	1	1	4	3	4	2	3	0	4	3	3	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	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 Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	178	178	178	179	179	181	180	181	180	180	181	181
		Total # of trouble reports	0	0	0	0	0	0	1	2	1	0	2	0
		% 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%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0	0	0	0	1	2	0	0	1	0	
	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	
Unadjusted Out of Service Report	Total # of outage report tickets	0	0	0	0	0	0	1	2	0	0	1	0	
	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	
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/a menu option to reach live agent).	Total # of calls for TR, Billing & Non-Billing													
	Total # of call seconds to reach live agent													
	% ≤ 60 seconds													

Primary Utility Contact Information

Name: 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: 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		
Installation Interval Min. standard = 5 bus. days	Total # of business days	8.00	8.00	10.00	7.00	14.00	10.00	14.00	16.00	55.00	28.00	25.00		
	Total # of service orders	7	6	7	6	13	7	9	16	41	23	20		
	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	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	7	6	8	6	13	7	9	8	36	42	24	20	
	Total # of installation commitment met	7	6	8	6	13	7	9	8	36	42	24	20	
	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%		
Customers	Acct # for voice or bundle, res+bus	554	553	554	566	576	571	576	575	432	469	478	490	
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	819	812	813	814	817	818	819	819	631	652	656	667
		Total # of trouble reports	1	1	0	1	0	0	2	2	3	0	3	0
		% 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%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	1	0	0	0	0	1	1	3	0	1	0	
	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	
Unadjusted Out of Service Report	Total # of outage report tickets	1	1	0	0	0	0	1	1	3	0	1	0	
	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	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	
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/a menu option to reach live agent).	Total # of calls for TR, Billing & Non-Billing													
	Total # of call seconds to reach live agent													
	% ≤ 60 seconds													

Primary Utility Contact Information

Name: 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	
Installation Interval Min. standard = 5 bus. days	Total # of business days	5.00	1.00	8.00	2.00	3.00	2.00	16.00	3.00	6.00	9.00	2.00	
	Total # of service orders	2	1	7	2	3	2	10	3	6	9	2	
	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	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2	1	7	3	3	2	11	3	6	9	2	
	Total # of installation commitment met	2	1	7	3	3	2	11	3	6	9	2	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	
Customers	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Acct # for voice or bundle, res+bus	372	372	376	376	379	380	385	385	384	385	384	
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	480	480	482	483	484	485	486	487	487	484	482
		Total # of trouble reports	0	0	1	0	3	2	2	0	0	1	0
		% of trouble reports	0.00%	0.00%	0.21%	0.00%	0.62%	0.41%	0.41%	0.00%	0.00%	0.21%	0.00%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0	0	1	1	100%	0	0	1	0	
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	1	1	12:26	0	0	1	0	
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	100%	100%	06:13	0%	0%	100%	0%	
	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	
	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	
Unadjusted Out of Service Report	Total # of outage report tickets	0	0	0	0	1	1	2	0	0	1	0	
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	1	0	2	0	0	1	0	
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	100%	0%	100%	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	12:26	00:00	00:00	01:42	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	
Refunds	Number of customers who received refunds	0	0	0	0	0	1	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	\$176.31	
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/a menu option to reach live agent).	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

Primary Utility Contact Information

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