

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

Company Name: SISKIYOU TELEPHONE

U#: 1017-C

Report Year: 2021

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: COMPANY TOTAL

Measurement (Compile monthly, file quarterly)		5/7/2021			Date filed (XX/XX/XXXX)			Date filed (XX/XX/XXXX)			Date filed (XX/XX/XXXX)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	60.00	39.00	37.00									
	Total # of service orders	48	28	28									
	Avg. # of business days	1.25	1.39	1.32									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	48	30	31									
	Total # of installation commitment met	48	30	31									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	3723	3733	3743									
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	4,732	4,735	4,744								
		Total # of trouble reports	8	4	4								
		% of trouble reports	0.17%	0.08%	0.08%								
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	8	4	4									
	Total # of repair tickets restored in ≤ 24hrs	8	4	4									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	25:55	64:47	08:11									
	Avg. outage duration (hh:mm)	03:14	16:11	02:02									
	Indicate if catastrophic event is in a month	No	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	8	4	4									
	Total # of repair tickets restored in ≤ 24hrs	8	4	4									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	25:55	64:47	8:11									
	Avg. outage duration (hh:mm)	03:14	16:11	02:02									
	Indicate if catastrophic event is in a month	No	No	No									
<b>Refunds</b>	Number of customers who received refunds	4	0	0									
	Monthly amount of refunds	\$287.23	\$0.00	\$0.00									
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/a menu option to reach live agent).	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

**Primary Utility Contact Information**

Name: Mark Apland

Phone: 530-467-6149

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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: 2021

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: SAWYERS BAR EXCHANGE

Measurement (Compile monthly, file quarterly)		Date filed (04/xx/2021)			Date filed (XX/XX/XXXX)			Date filed (XX/XX/XXXX)			Date filed (XX/XX/XXXX)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	1.00	1.00	0.00									
	Total # of service orders	1	1	0									
	Avg. # of business days	1.00	1.00	0.00									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	1	1	0									
	Total # of installation commitment met	1	1	0									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	0%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	117	117	115									
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	164	165	164								
		Total # of trouble reports	0	0	0								
		% of trouble reports	0.00%	0.00%	0.00%								
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0									
	Total # of repair tickets restored in < 24hrs	0	0	0									
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%									
	Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00									
	Avg. outage duration (hh:mm)	00:00	00:00	00:00									
	Indicate if catastrophic event is in a month	No	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	0	0	0									
	Total # of repair tickets restored in ≤ 24hrs	0	0	0									
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%									
	Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00									
	Avg. outage duration (hh:mm)	00:00	00:00	00:00									
<b>Refunds</b>	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	\$0.00	\$0.00	\$0.00									
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/a menu option to reach live agent).	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

**Primary Utility Contact Information**

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Phone: 530-467-6149

Email: [m.apland@siskiyoutelephone.com](mailto: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: 2021

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: OAK KNOLL EXCHANGE

Measurement (Compile monthly, file quarterly)		Date filed (04/xx/2021)			Date filed (XX/XX/XXXX)			Date filed (XX/XX/XXXX)			Date filed (XX/XX/XXXX)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	4.00	0.00	2.00									
	Total # of service orders	3	0	2									
	Avg. # of business days	1.33	0.00	1.00									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	3	0	4									
	Total # of installation commitment met	3	0	4									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	0%	100%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	169	169	173									
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	239	239	242								
		Total # of trouble reports	0	0	0								
		% of trouble reports	0.00%	0.00%	0.00%								
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0									
	Total # of repair tickets restored in ≤ 24hrs	0	0	0									
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%									
	Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00									
	Avg. outage duration (hh:mm)	00:00	00:00	00:00									
	Indicate if catastrophic event is in a month	No	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	0	0	0									
	Total # of repair tickets restored in ≤ 24hrs	0	0	0									
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%									
	Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00									
	Avg. outage duration (hh:mm)	00:00	00:00	00:00									
<b>Refunds</b>	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	\$0.00	\$0.00	\$0.00									
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/a menu option to reach live agent).	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

**Primary Utility Contact Information**

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

Company Name: SISKIYOU TELEPHONE

U#: 1017-C

Report Year: 2021

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: ETNA EXCHANGE

Measurement (Compile monthly, file quarterly)		Date filed (04/xx/2021)			Date filed (XX/XX/XXXX)			Date filed (XX/XX/XXXX)			Date filed (XX/XX/XXXX)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	10,00	7,00	10,00									
	Total # of service orders	7	6	6									
	Avg. # of business days	1.43	1.17	1.67									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	7	7	6									
	Total # of installation commitment met	7	7	6									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	1,118	1,120	1,121									
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	1,358	1,356	1,355								
		Total # of trouble reports	2	1	1								
		% of trouble reports	0.15%	0.07%	0.07%								
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	1	1									
	Total # of repair tickets restored in ≤ 24hrs	2	1	1									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	03:46	22:23	01:08									
	Avg. outage duration (hh:mm)	01:53	22:23	01:08									
	Indicate if catastrophic event is in a month	No	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	2	1	1									
	Total # of repair tickets restored in ≤ 24hrs	2	1	1									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	03:46	22:23	01:08									
	Avg. outage duration (hh:mm)	01:53	22:23	01:08									
<b>Refunds</b>	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	\$0.00	\$0.00	\$0.00									
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/a menu option to reach live agent).	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

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

Company Name: SISKIYOU TELEPHONE

U#: 1017-C

Report Year: 2021

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: FT. JONES EXCHANGE

Measurement (Compile monthly, file quarterly)		Date filed (04/xx/2021)			Date filed (XX/XX/XXXX)			Date filed (XX/XX/XXXX)			Date filed (XX/XX/XXXX)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	22,00	16,00	13,00									
	Total # of service orders	16	13	9									
	Avg. # of business days	1.38	1.23	1.44									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	16	14	9									
	Total # of installation commitment met	16	14	9									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	1,299	1,308	1,312									
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	1,638	1,640	1,642								
		Total # of trouble reports	4	2	2								
		% of trouble reports	0.24%	0.12%	0.12%								
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	4	2	2									
	Total # of repair tickets restored in ≤ 24hrs	4	2	2									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	21:38	37:04	05:54									
	Avg. outage duration (hh:mm)	05:24	18:32	02:57									
	Indicate if catastrophic event is in a month	No	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	4	2	2									
	Total # of repair tickets restored in ≤ 24hrs	4	2	2									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	21:38	37:04	05:54									
	Avg. outage duration (hh:mm)	05:24	18:32	02:57									
<b>Refunds</b>	Number of customers who received refunds	1	0	0									
	Monthly amount of refunds	\$233.99	\$0.00	\$0.00									
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/a menu option to reach live agent).	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

**Primary Utility Contact Information**

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

Company Name: SISKIYOU TELEPHONE

U#: 1017-C

Report Year: 2021

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: SOMES BAR EXCHANGE

Measurement (Compile monthly, file quarterly)		Date filed (04/xx/2021)			Date filed (XX/XX/XXXX)			Date filed (XX/XX/XXXX)			Date filed (XX/XX/XXXX)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	1.00	1.00	2.00									
	Total # of service orders	1	1	2									
	Avg. # of business days	1.00	1.00	1.00									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	1	1	2									
	Total # of installation commitment met	1	1	2									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	136	134	133									
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	181	181	182								
		Total # of trouble reports	0	0	0								
		% of trouble reports	0.00%	0.00%	0.00%								
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0									
	Total # of repair tickets restored in ≤ 24hrs	0	0	0									
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%									
	Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00									
	Avg. outage duration (hh:mm)	00:00	00:00	00:00									
	Indicate if catastrophic event is in a month	No	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	0	0	0									
	Total # of repair tickets restored in ≤ 24hrs	0	0	0									
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%									
	Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00									
	Avg. outage duration (hh:mm)	00:00	00:00	00:00									
<b>Refunds</b>	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	\$0.00	\$0.00	\$0.00									
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/a menu option to reach live agent).	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

**Primary Utility Contact Information**

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

Company Name: SISKIYOU TELEPHONE

U#: 1017-C

Report Year: 2021

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: HAPPY CAMP EXCHANGE

Measurement (Compile monthly, file quarterly)		Date filed (04/xx/2021)			Date filed (XX/XX/XXXX)			Date filed (XX/XX/XXXX)			Date filed (XX/XX/XXXX)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	14.00	10.00	4.00									
	Total # of service orders	12	4	4									
	Avg. # of business days	1.17	2.50	1.00									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	12	4	4									
	Total # of installation commitment met	12	4	4									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	497	496	497									
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	668	670	670								
		Total # of trouble reports	2	1	0								
		% of trouble reports	0.30%	0.15%	0.00%								
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	1	0									
	Total # of repair tickets restored in ≤ 24hrs	2	1	0									
	% of repair tickets restored ≤ 24 Hours	100%	100%	0%									
	Sum of the duration of all outages (hh:mm)	00:31	05:20	00:00									
	Avg. outage duration (hh:mm)	00:15	05:20	00:00									
	Indicate if catastrophic event is in a month	No	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	2	1	0									
	Total # of repair tickets restored in ≤ 24hrs	2	1	0									
	% of repair tickets restored ≤ 24 Hours	100%	100%	0%									
	Sum of the duration of all outages (hh:mm)	00:31	05:20	00:00									
	Avg. outage duration (hh:mm)	00:15	05:20	00:00									
<b>Refunds</b>	Number of customers who received refunds	2	0	0									
	Monthly amount of refunds	\$45.20	\$0.00	\$0.00									
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/a menu option to reach live agent).	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

**Primary Utility Contact Information**

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

Company Name: SISKIYOU TELEPHONE

U#: 1017-C

Report Year: 2021

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: HAMBURG EXCHANGE

Measurement (Compile monthly, file quarterly)		Date filed (04/xx/2021)			Date filed (XX/XX/XXXX)			Date filed (XX/XX/XXXX)			Date filed (XX/XX/XXXX)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	8.00	4.00	6.00									
	Total # of service orders	8	3	5									
	Avg. # of business days	1.00	1.33	1.20									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	8	3	6									
	Total # of installation commitment met	8	3	6									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	387	389	392									
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	484	484	489								
		Total # of trouble reports	0	0	1								
		% of trouble reports	0.00%	0.00%	0.20%								
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	1									
	Total # of repair tickets restored in ≤ 24hrs	0	0	1									
	% of repair tickets restored ≤ 24 Hours	0%	0%	100%									
	Sum of the duration of all outages (hh:mm)	00:00	00:00	01:09									
	Avg. outage duration (hh:mm)	00:00	00:00	01:09									
	Indicate if catastrophic event is in a month	No	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	0	0	1									
	Total # of repair tickets restored in ≤ 24hrs	0	0	1									
	% of repair tickets restored ≤ 24 Hours	0%	0%	100%									
	Sum of the duration of all outages (hh:mm)	00:00	00:00	01:09									
	Avg. outage duration (hh:mm)	00:00	00:00	01:09									
<b>Refunds</b>	Number of customers who received refunds	1	0	0									
	Monthly amount of refunds	\$8.04	\$0.00	\$0.00									
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/a menu option to reach live agent).	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

**Primary Utility Contact Information**

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Date 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)