Company Name:	SISKIYOU TELEPHONE	U#: 1017-C	Report Year:	2021
Daniello a Hali Tona		Demonstrate Healt Manage	OOMBANN TOTAL	
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/XXX)		Date filed (XX/XX/XXXX)		
	moded of the compiler me	namy, mo quartorry,		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	
		Tatal # of books and days	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interva	1	Total # of business days	60.00	39.00	37.00								<del> </del>	<b></b>
Min. standard = 5 bu	us. days	Total # of service orders	48	28	28								<del> </del>	<b></b>
		Avg. # of business days Total # of installation commitments	1.25 48	1.39	1.32								<b></b>	
					_								<del> </del>	<del></del>
Installation Commi		Total # of installation commitment met	48	30	31									
Min. standard = 95%	6 commitment met	Total # of installation commitment missed	0	0	0									
		% of commitment met	100%	100%	100%									<u> </u>
Customers		Acct # for voice or bundle, res+bus	3723	3733	3743									
Customer Trouble	Report												<b></b>	
	6% (6 per 100 working lines for	Total # of working lines	4,732	4,735	4,744								<u> </u>	
	units w/ ≥ 3,000 lines)	Total # of trouble reports	8	4	4								<b>Ļ</b>	
2	unito W/ 2 0,000 iii100)	% of trouble reports	0.17%	0.08%	0.08%								<u> </u>	
Standard	00/ (0 400	Total # of working lines												
tan	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
o.	units w/ 1,001 - 2,999 lines)	% 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													
	1	Total # of outage report tickets	8	4	4									
		Total # of repair tickets restored in ≤ 24hrs	8	4	4								1	
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
Out of Service Rep		Sum of the duration of all outages (hh:mm)	25:55	64:47	08:11								1	
Min. standard = 90%	6 within 24 hrs	Avg. outage duration (hh:mm)	03:14	16:11	02:02								1	
		Indicate if catastrophic event is in a month	No	No	No								1	
		maisate ii satasti spriis sverit is iii a menti.	110	110	110									
		Total # of outage report tickets												
Unadjusted		· .	8	4	4									
Out of Service Rep	ort	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									
Refunds	·	Number of customers who received refunds	4	0	0									
		Monthly amount of refunds	\$287.23	\$0.00	\$0.00									
	le Reports, Billing & Non-Billing)							_						
Min. standard = 80%	6 of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a menu	u option to reach live agent).	Total # of call seconds to reach live agent												
 I	- ,	%<_60 seconds												
													1	

Primary Utility Contact Information

Name: Mark Apland Phone: 530-467-6149 Email: m\_apland@siskiyoutelephone.com

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 mo	nthly, file quarterly)		Date filed (04/xx/2021) 1st Quarter		Date filed (XX/XX/XXXX) 2nd Quarter			Date filed   (XX/XX/XXXX)   3rd Quarter			Date filed (XX/XX/XXXX) 4th Quarter		
I	Total # of business days			Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval		Total # of business days	1.00	1.00	0.00									
Installation Interval Min. standard = 5 bus. days		Total # of service orders	1	1	0									
		Avg. # of business days	1.00	1.00	0.00									
		Total # of installation commitments	1	1	0								1	
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitment met	1	1	0									
		Total # of installation commitment missed	0	0	0								1	
ł		% of commitment met	100%	100%	0%								1	
Customers		Acct # for voice or bundle, res+bus	117	117	115								†	1
Customer Trouble	le Report												1	
		Total # of working lines					1						<b>†</b>	<b>—</b>
i	6% (6 per 100 working lines for	Total # of trouble reports					1						<b>†</b>	<b> </b>
units w/ ≥ 3,000 lines)		% of trouble reports											1	
da da		Total # of working lines											1	
8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)		Total # of trouble reports											+	
inits w/ 1,001 - 2,999 lines)  10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	% of trouble reports										_	+	<b>-</b>	
	· ·								-		_	+	<del></del>	
	Total # of working lines	164	165	164								↓		
	Total # of trouble reports	0	0	0								↓		
<b></b>		% of trouble reports	0.00%	0.00%	0.00%								<u> </u>	
ł		Total # of outage report tickets	0	0	0								<b>_</b>	
Adjusted		Total # of repair tickets restored in < 24hrs	0	0	0									<u> </u>
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	0%	0%	0%									<u> </u>
Min. standard = 90	0% within 24 hrs	Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00									<u> </u>
i		Avg. outage duration (hh:mm) Indicate if catastrophic event is in a month	00:00 No	00:00 No				-		+		_	┼	
<del></del>		indicate ir catastrophic event is in a month	NO	INO	No					-		_	+	<del></del>
Unadjusted		Total # of outage report tickets	0	0	0									
Out of Service Re	eport	Total # of repair tickets restored in ≤ 24hrs	0	0	0									
İ	•	% of repair tickets restored ≤ 24 Hours	0%	0%	0%									
İ		Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00									
<u></u>		Avg. outage duration (hh:mm)	00:00	00:00	00:00									
Refunds		Number of customers who received refunds	0	0	0									
<u> </u>		Monthly amount of refunds	\$0.00	\$0.00	\$0.00									
	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												
l		%<_60 seconds												
ł		į												

**Primary Utility Contact Information** 

Name: Mark Apland Phone: 530-467-6149	Email: m.apland@siskivoutelephone.com
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Company Name:	SISKIYOU	ELEPHONE	U#: <u>1</u>	1017-C	Report Year:	2021
Reporting Unit Type:	☐ Total Company ☑ Exchange	☐ Wire Center	Reporting Unit Nam		OAK KNOLL EXCHANGE	

	Measurement (Compile mo	nthly, file quarterly)		Date filed (04/xx/2021) 1st Quarter			Date filed (XX/XX/XXXX) 2nd Quarter			Date filed (XX/XX/XXXX 3rd Quarter			Date filed (XX/XX/XXX) 4th Quarter	X)
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min_standard = 5 bus_days		Total # of business days	4.00	0.00	2.00	, i								
		Total # of service orders	3	0	2								1	
Min. standard = 5 i	bus. days	Avg. # of business days	1.33	0.00	1.00									
Avg. # of business days  Total # of installation commitments		3	0	4								1		
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitment met	3	0	4									
		Total # of installation commitment missed	0	0	0									
		% of commitment met	100%	0%	100%									
Customers		Acct # for voice or bundle, res+bus	169	169	173									
Customer Trouble	e Report												<b>†</b>	t
		Total # of working lines												1
	6% (6 per 100 working lines for	Total # of trouble reports												1
units w/ ≥ 3,000 lines)		% of trouble reports												<del>†                                    </del>
da da		Total # of working lines												
8% (8 per 100 working lines fo		Total # of trouble reports								_			<del></del>	-
ហ units w/ 1,001 - 2,999 lines)	% of trouble reports								_			<del></del>		
	· · · · · · · · · · · · · · · · · · ·	220	220	2.12		+			_				+	
10% (10 per 100 working lines		Total # of working lines	239	239	242								ļ	<b></b>
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	0	0	0								<u> </u>	
		% of trouble reports	0.00%	0.00%	0.00%								<u> </u>	<b></b>
		Total # of outage report tickets	0	0	0								<b></b>	<u> </u>
Adjusted		Total # of repair tickets restored in ≤ 24hrs % of repair tickets restored ≤ 24 Hours	0 0%	0	0 0%								<b></b>	
Out of Service Re	eport	Sum of the duration of all outages (hh:mm)	0%	0%	00:00								<b>├</b> ──	
Min. standard = 9	00% within 24 hrs	Avg. outage duration (hh:mm)	00:00	00:00	00:00								<b>├</b> ──	
		Indicate if catastrophic event is in a month	No	No	No					_			<del></del>	-
Unadjusted		Total # of outage report tickets	0	0	0									
Out of Service Re	eport	Total # of repair tickets restored in ≤ 24hrs	0	0	0								1	
	•	% of repair tickets restored ≤ 24 Hours	0%	0%	0%								1	
		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									
Refunds	·	Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	\$0.00	\$0.00	\$0.00									
	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** 

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

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 mo	nthly, file quarterly)		Date filed (04/xx/2021) 1st Quarter			Date filed (XX/XX/XXXX) 2nd Quarter			Date filed (XX/XX/XXXX 3rd Quarter			Date filed (XX/XX/XXX) 4th Quarte	X)
			Jan	Feb	Mar	Apr	Mav	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days		Total # of business days	10.00	7.00	10.00		1							
		Total # of service orders	7	6	6								1	
Min. standard = 5 i	bus. days	Avg. # of business days	1.43	1.17	1.67									
Avg. # of business days  Total # of installation commitments		7	7	6								1		
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitment met	7	7	6									
		Total # of installation commitment missed	0	0	0									1
		% of commitment met	100%	100%	100%									
Customers		Acct # for voice or bundle, res+bus	1.118	1.120	1,121								<b>†</b>	t
Customer Trouble	e Report		-,,	-,	-,,								<b>†</b>	t
		Total # of working lines					1	<u> </u>						<del></del>
	6% (6 per 100 working lines for	Total # of trouble reports					1	<u> </u>						<del></del>
units w/ ≥ 3,000 lines)		% of trouble reports						<u> </u>						<del>                                     </del>
dar		Total # of working lines	1,358	1,356	1,355								<u> </u>	<b>†</b>
8% (8 per 100 working lines for		Total # of trouble reports	2	1	1								1	
units w/ 1,001 - 2,999 lines)	% of trouble reports	0.15%	0.07%	0.07%					1			<del></del>	+	
	Total # of working lines	0.1070	0.0170	0.0770								1		
10% (10 per 100 working lines		Total # of trouble reports											<del> </del>	<del> </del>
	for units w/ ≤ 1,000 lines)									-			<b>├</b> ──	
		% of trouble reports Total # of outage report tickets	2	4	4					-			<b>├</b> ──	
		Total # of outage report tickets  Total # of repair tickets restored in < 24hrs	2	1	1		-			-				+
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%								<del></del>	
Out of Service Re		Sum of the duration of all outages (hh:mm)	03:46	22:23	01:08					1			<del></del>	
Min. standard = 90	0% within 24 hrs	Avg. outage duration (hh:mm)	01:53	22:23	01:08								<del> </del>	+
		Indicate if catastrophic event is in a month	No	No.	No									
Unadjusted		Total # of outage report tickets	2	1	1									
Out of Service Re	eport	Total # of repair tickets restored in ≤ 24hrs	2	1	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								1	
		Avg. outage duration (hh:mm)	01:53	22:23	01:08									
Refunds	·	Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	\$0.00	\$0.00	\$0.00									
	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** 

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

Company Name:		SISKIYOU T	ELEPHONE	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) 1st Quarter				Date filed (XX/XX/XXXX) 2nd Quarter			Date filed (XX/XX/XXX) 3rd Quarte			Date filed XX/XX/XXX 4th Quarte	X)
		The state of the s	Jan	Feb	Mar	Apr	Mav	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	22.00	16.00	13.00									
Installation Interv		Total # of service orders	16	13	9									
Min. standard = 5 I	bus. days	Avg. # of business days	1.38	1.23	1.44									
		Total # of installation commitments	16	14	9									
Installation Comm	mitment	Total # of installation commitment met	16	14	9									
	5% commitment met	Total # of installation commitment missed	0	0	0									1
		% of commitment met	100%	100%	100%									1
Customers		Acct # for voice or bundle, res+bus	1.299	1,308	1.312									
Customer Trouble	e Report	Total Control of Burland, 1001 Bud	-,-//	1,500	1,5.2									<del>                                     </del>
		Total # of working lines					1	<u> </u>						<del></del>
	6% (6 per 100 working lines for	Total # of trouble reports					1	<u> </u>						<del>                                     </del>
-	units w/ ≥ 3,000 lines)						+							+
arc		% of trouble reports												
E E	8% (8 per 100 working lines for	Total # of working lines	1,638	1,640	1,642									
	units w/ 1.001 - 2.999 lines)	Total # of trouble reports	4	2	2									
	, , , , , , , , , , , , , , , , , , , ,	% of trouble reports	0.24%	0.12%	0.12%									
Ξ	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
	Tor drifts w/ 2 1,000 lines/	% of trouble reports												
	•	Total # of outage report tickets	4	2	2									
Adjusted		Total # of repair tickets restored in ≤ 24hrs	4	2	2									
Out of Service Re	nort	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
Min. standard = 90		Sum of the duration of all outages (hh:mm)	21:38	37:04	05:54									
IVIIII. Staridard = 30	7/6 WILLIII 24 III S	Avg. outage duration (hh:mm)	05:24	18:32	02:57									
		Indicate if catastrophic event is in a month	No	No	No									
Unadjusted		Total # of outage report tickets	4	2	2									
Out of Service Re	eport	Total # of repair tickets restored in ≤ 24hrs	4	2	2									
	•	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
Refunds		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									
		Number of customers who received refunds	1	0	0									
		Monthly amount of refunds	\$233.99	\$0.00	\$0.00									
Answer Time (Trouble 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	nu option to reach live agent).	Total # of call seconds to reach live agent												
- '		%<_60 seconds												
		1												1

**Primary Utility Contact Information** 

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

Company Name:	SISKIYOU TI	ELEPHONE	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) 1st Quarter			Date filed (XX/XX/XXXX) 2nd Quarter				Date filed (XX/XX/XXX) 3rd Quarter			Date filed XX/XX/XXX 4th Quarte	(X)
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	1.00	1.00	2.00									
Installation Interv		Total # of service orders	1	1	2									
Min. standard = 5 b	bus. days	Avg. # of business days	1.00	1.00	1.00									
		Total # of installation commitments	1	1	2									
Installation Comn	mitment	Total # of installation commitment met	1	1	2									
	5% commitment met	Total # of installation commitment missed	0	0	0									1
		% of commitment met	100%	100%	100%									1
Customers		Acct # for voice or bundle, res+bus	136	134	133									<del>                                     </del>
Customer Trouble	e Report		-50	.51										<b>†</b>
		Total # of working lines					+							+
	6% (6 per 100 working lines for	Total # of trouble reports					+							<del>†                                      </del>
9	units w/ ≥ 3,000 lines)	% of trouble reports												<del>                                     </del>
g		Total # of working lines												+
g	8% (8 per 100 working lines for	Total # of trouble reports					+							+
ហ៊ី units w/	units w/ 1,001 - 2,999 lines)													+
Ę	10% (10 per 100 working lines	% of trouble reports												+
~		Total # of working lines	181	181	182									↓
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	0	0	0									
		% of trouble reports	0.00%	0.00%	0.00%									<u> </u>
		Total # of outage report tickets	0	0	0									<b>↓</b>
Adjusted		Total # of repair tickets restored in ≤ 24hrs	0	0	0									<del> </del>
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	0%	0%	0%									<del> </del>
Min. standard = 90	0% within 24 hrs	Sum of the duration of all outages (hh:mm)  Avg. outage duration (hh:mm)	00:00	00:00	00:00		+							<b>↓</b>
		Indicate if catastrophic event is in a month	No	No	No		+							+
Unadjusted		Total # of outage report tickets	0	0	0									
Out of Service Re	enort	Total # of repair tickets restored in ≤ 24hrs	0	0	0									1
041 01 001 1100 110	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	% of repair tickets restored ≤ 24 Hours	0%	0%	0%									1
Refunds		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									
		Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	\$0.00	\$0.00	\$0.00									
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	nu option to reach live agent).	Total # of call seconds to reach live agent												
·		%<_60 seconds												
		1												1

**Primary Utility Contact Information** 

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

Company Name:	SISKIYOU TELEPHONE		ELEPHONE	U#:	1017-C	Report Year:	2021
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Reporting U	Jnit Name:	HAPPY CAMP EXCHANGE	

Measurement (Compile monthly, file quarterly)				Date filed (04/xx/2021) 1st Quarter			Date filed (XX/XX/XXXX) 2nd Quarter			Date filed (XX/XX/XXXX 3rd Quarter			Date filed XX/XX/XXX 4th Quarte	X)
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	14.00	10.00	4.00									1
Installation Interv		Total # of service orders	12	4	4									
Min. standard = 5	bus. days	Avg. # of business days	1.17	2.50	1.00									
		Total # of installation commitments	12	4	4									1
Installation Comr	mitment	Total # of installation commitment met	12	4	4									
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0									
		% of commitment met	100%	100%	100%									
Customers		Acct # for voice or bundle, res+bus	497	496	497									
Customer Troubl	e Report		.,,	.,,,	.,,									<b>—</b>
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
ē	units w/ ≥ 3,000 lines)	% of trouble reports												
da		Total # of working lines												
ä	8% (8 per 100 working lines for	Total # of trouble reports								_				-
ហ៊ី units w	units w/ 1,001 - 2,999 lines)	% of trouble reports												<del></del>
Ę	10% (10 per 100 working lines	· ·												<del></del>
~		Total # of working lines	668	670	670									<u> </u>
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	2	1	0									
		% of trouble reports	0.30%	0.15%	0.00%									
		Total # of outage report tickets	2	1	0									
Adjusted		Total # of repair tickets restored in ≤ 24hrs	2	1	0									<u> </u>
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	100% 00:31	100% 05:20	0% 00:00									-
Min. standard = 90	0% within 24 hrs	Sum of the duration of all outages (hh:mm)  Avg. outage duration (hh:mm)	00:31	05:20 05:20	00:00									-
		Indicate if catastrophic event is in a month	00:15 No	05:20 No	00:00 No									<del> </del>
		indicate il catastrophic event is in a month	INU	INU	INU					_				
Unadjusted		Total # of outage report tickets	2	1	0									
Out of Service Re	eport	Total # of repair tickets restored in ≤ 24hrs	2	1	0									
	•	% of repair tickets restored ≤ 24 Hours	100%	100%	0%									
Refunds		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									
		Number of customers who received refunds	2	0	0									
		Monthly amount of refunds	\$45.20	\$0.00	\$0.00									
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												

**Primary Utility Contact Information** 

Name: Mark Apland Phone: 530-467-6149	Email: m.apland@siskiyoutelephone.com
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Company Name:	SISKIYOU TELEPHONE		ELEPHONE	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) 1st Quarter			Date filed (XX/XX/XXXX) 2nd Quarter			Date filed (XX/XX/XXXX 3rd Quarter			Date filed (XX/XX/XXX) 4th Quarter	X)
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	8.00	4.00	6.00								1	
Installation Interv		Total # of service orders	8	3	5									
Min. standard = 5	bus. days	Avg. # of business days	1.00	1.33	1.20								1	
		Total # of installation commitments	8	3	6								1	
Installation Comr	nitment	Total # of installation commitment met	8	3	6									
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0									
		% of commitment met	100%	100%	100%									
Customers		Acct # for voice or bundle, res+bus	387	389	392								<b>†</b>	t
Customer Troubl	e Report												<b>†</b>	t
		Total # of working lines												1
	6% (6 per 100 working lines for	Total # of trouble reports											1	
ē	units w/ ≥ 3,000 lines)	% of trouble reports												<del></del>
da		Total # of working lines											<b>-</b>	<b>—</b>
ä	8% (8 per 100 working lines for	Total # of trouble reports								_			<del></del>	+
v. u	units w/ 1,001 - 2,999 lines)	% of trouble reports											<del> </del>	
Ę		· ·											<del> </del>	
~	10% (10 per 100 working lines	Total # of working lines	484	484	489								ļ	
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	0	0	1								<u> </u>	
		% of trouble reports	0.00%	0.00%	0.20%								<u> </u>	
		Total # of outage report tickets	0	0	1								<b></b>	<u> </u>
Adjusted		Total # of repair tickets restored in ≤ 24hrs % of repair tickets restored ≤ 24 Hours	0 0%	0	100%								<b></b>	-
Out of Service Re	eport	Sum of the duration of all outages (hh:mm)	0%	0%	01:09								<b>├</b> ──	
Min. standard = 90	0% within 24 hrs	Avg. outage duration (hh:mm)	00:00	00:00	01:09								<b>├</b> ──	
		Indicate if catastrophic event is in a month	No.	No	No					_			<del></del>	
Unadjusted		Total # of outage report tickets	0	0	1									
Out of Service Re	eport	Total # of repair tickets restored in ≤ 24hrs	0	0	1								1	
	•	% of repair tickets restored ≤ 24 Hours	0%	0%	100%								1	
Refunds		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									
		Number of customers who received refunds	1	0	0									
		Monthly amount of refunds	\$8.04	\$0.00	\$0.00									
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	nu option to reach live agent).	Total # of call seconds to reach live agent												
•		%<_60 seconds												
		[												

Primary Utility Contact Information

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