Company Name:	:	SISKIYOU TELEPHONE		-			U#:	1017-C	-		Report Year:		2021	-
Reporting Unit T	Туре:	✓ Total Company _ Exchange _ Wire Cente	r				Reporting Unit N	ame:		COMPANY TO	DTAL			•
	Measurement (Compile mo	nthly, file quarterly)		5/7/2021			07/218/2021			Date filed (XX/XX/XXX	X)		Date filed	
			Jan	1st Quarter Feb	Mar	Apr	2nd Quarter May	Jun	Jul	3rd Quarte Aug	Sep	Oct	4th Quarter Nov	Dec
		Total # of business days	60.00	39.00	37.00	66.00	53.00	88.00	0.00	0.00	0.00	0.00	0.00	0.00
Installation Interva		Total # of service orders	48	28	28	51	40	55	0	0.00	0	0.00	0.00	0
/lin. standard = 5 b	ous. days	Avg. # of business days	1.25	1.39	1.32	1.29	1.33	1.60	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of installation commitments	48	30	31	51	40	55	0	0	0	0	0	0
nstallation Comm	nitment	Total # of installation commitment met	48	30	31	51	40	55	0	0	0	0	0	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%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	3723	3733	3743	3768	3776	3785	0	0	0	0	0	0
Customer Trouble	stomer Trouble Report													
		Total # of working lines	4,732	4,735	4,744	4,756	4,763	4,768	0	0	0	0	0	0
	6% (6 per 100 working lines for	Total # of trouble reports	8	4	4	3	4	2	0	0	0	0	0	0
Ţ	units w/ ≥ 3,000 lines)	% of trouble reports	0.17%	0.08%	0.08%	0.06%	0.08%	0.04%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
daı		Total # of working lines												
an	8% (8 per 100 working lines for	Total # of trouble reports												
ŵ.	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Ain 1		Total # of working lines												
-	10% (10 per 100 working lines	Total # of trouble reports										-		
	for units w/ \leq 1,000 lines)	% of trouble reports										-		
		Total # of outage report tickets	8	4	4	3	4	2	0	0	0	0	0	0
		Total # of repair tickets restored in \leq 24hrs	8	4	4	3	4	2	0	0	0	0	0	0
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	4 100%	4 100%	100%	4 100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Out of Service Rep		Sum of the duration of all outages (hh:mm)	25:55	64:47	08:11	11:11	18:39	07:27	#D1V/0: 00:00	#D1V/0: 00:00	00:00	#D1v/0:	#D1V/0:	#DIV/0:
Min. standard = 90%	% within 24 hrs	Avg. outage duration (hh:mm)	03:14	16:11	02:02	03:43	04:39	03:43	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Indicate if catastrophic event is in a month	No	No	02.02 No	03.43 NO	04.39 NO	NO	#D17/0!	#D17/0!	#DIV/0:	#D1 1/0:	//DI V/01	#D1 ¥/0!
Jnadjusted		Total # of outage report tickets	8	4	4	3	4	2	0	0	0	0	0	0
Out of Service Rep	nort	Total # of repair tickets restored in < 24hrs	8	4	4	3	4	2	0	0	0	0	0	0
Jui of Service Rep	port	% of repair tickets restored < 24 Hours	100%	100%	100%	100%	100%	100%	#DIV/0!	#DIV/01	#DIV/0!	#DIV/0!	#DIV/01	

100%

8:11

02:02

0

\$0.00

Primary Utility Contact Information

100%

11:11

03:43

2

\$9,878.24

100%

18:39

04:39

0

\$0.00

100%

7:27

03:43

0

\$0.00

Email: m.apland@siskiyoutelephone.com

#DIV/0!

00:00

#DIV/0!

0

\$0.00

#DIV/0!

00:00

#DIV/0!

0

\$0.00

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\$0.00

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\$0.00

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0

\$0.00

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

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).

Refunds

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)

100%

25:55

03:14

4

\$287.23

100%

64:47

16:11

0

\$0.00

% of repair tickets restored ≤ 24 Hours

Avg. outage duration (hh:mm)

Monthly amount of refunds

60 seconds

Name: Mark Apland

Sum of the duration of all outages (hh:mn

Number of customers who received refunds

Total # of calls for TR, Billing & Non-Billing

Total # of call seconds to reach live agent

Phone: 530-467-6149

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)			(05/07/2021)			7/21/2021			Date filed (XX/XX/XXX	X)	(Date filed XX/XX/XXX	
	Measurement (complet no	nuny, nie quarteriy)		1st Quarter			2nd Quarter			3rd Quarte			4th Quarter	
		Total # of business days	Jan 1.00	Feb 1.00	Mar 0.00	Apr 9.00	May 1.00	Jun 6.00	Jul 0.00	Aug 0.00	Sep 0.00	0.00	Nov 0.00	Dec 0.00
Installation Interva	1		1.00	1.00	0.00	9.00	1.00	6.00	0.00	0.00	0.00	0.00	0.00	0.00
Min. standard = 5 bi	us. days	Total # of service orders	1.00	1.00	0.00	1.80	1.00	1.20	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0 #DIV/0!	0 #DIV/0!
		Avg. # of business days Total # of installation commitments	1.00	1.00	0.00	1.80	1.00	1.20	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of installation commitment met	1	1	0	5	1	-	0	0	0	÷	-	0
Installation Commi Min. standard = 95%		Total # of installation commitment met	1	1	0	J	1	5	0	\$	0	0	0	0
win. standard = 95%	% commitment met		0	0	0	0	0	0	0	0	0	0	0	0
_		% of commitment met	100%	100%	0%	100%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	117	117	115	122	121	126	0	0	0	0	0	0
Customer Trouble	Report													
	6% (6 per 100 working lines for	Total # of working lines												
	units w/ \ge 3,000 lines)	Total # of trouble reports												
p		% of trouble reports												
pu	00/ (0 and 100 working lines for	Total # of working lines												
Stal	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
Min	units w/ 1,001 - 2,999 lines)	% of trouble reports												
	10% (10 per 100 working lines	Total # of working lines	164	165	164	170	170	175	0	0	0	0	0	0
	for units $w \le 1,000$ lines	Total # of trouble reports	0	0	0	0	0	0	0	0	0	0	0	0
	for units w/ \leq 1,000 lines)	% of trouble reports	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of outage report tickets	0	0	0	0	0	0	0	0	0	0	0	0
Adjusted		Total # of repair tickets restored in < 24hrs	0	0	0	0	0	0	0	0	0	0	0	0
Out of Service Rep	ort	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Min. standard = 90%		Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00
win. standard = 307	0 within 24 m3	Avg. outage duration (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Indicate if catastrophic event is in a month	No	No	No	NO	NO	NO						
Unadjusted		Total # of outage report tickets	0	0	0	0	0	0	0	0	0	0	0	0
Out of Service Rep	oort	Total # of repair tickets restored in < 24hrs	0	0	0	0	0	0	0	0	0	0	0	0
		% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00
		Avg. outage duration (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
		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	\$0.00
	ole 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 men	u 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#: <u>1017-C</u>	Report Year: 2021
Reporting Unit Type:	□ Total Company 2 Exchange □ Wire Center	Reporting Unit Name:	OAK KNOLL EXCHANGE
			Date filed Date filed

				5/7/2021			7/21/2021			Date filed (XX/XX/XXX			Date filed	
	Measurement (Compile mo	onthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarte			4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	4.00	0.00	2.00	2.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Installation Inter		Total # of service orders	3	0	2	2	1	0	0	0	0	0	0	0
Min. standard = 5	bus. days	Avg. # of business days	1.33	0.00	1.00	1.00	1.00	0.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0
		Total # of installation commitments	3	0	4	2	1	0	0	0	0	0	0	0
Installation Com	nmitment	Total # of installation commitment met	3	0	4	2	1	0	0	0	0	0	0	0
Min. standard = 9	95% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
		% of commitment met	100%	0%	100%	100%	100%	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0
Customers		Acct # for voice or bundle, res+bus	169	169	173	173	173	173	0	0	0	0	0	0
Customer Troub	ble Report													
	ſ	Total # of working lines					1							1
	6% (6 per 100 working lines for	Total # of trouble reports												
P	units w/ ≥ 3,000 lines)	% of trouble reports												1
tandard	00/ (0	Total # of working lines												1
Star	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	units w/ 1,001 - 2,999 lines)	% of trouble reports												1
Min	10% (10 per 100 working lines	Total # of working lines	239	239	242	240	239	239	0	0	0	0	0	0
	for units w/ \leq 1.000 lines)	Total # of trouble reports	0	0	0	0	0	0	0	0	0	0	0	0
	Tor units w/ 2 1,000 intes/	% of trouble reports	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0
	•	Total # of outage report tickets	0	0	0	0	0	0	0	0	0	0	0	0
Adjusted		Total # of repair tickets restored in < 24hrs	0	0	0	0	0	0	0	0	0	0	0	0
Out of Service R	Report	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0
	90% within 24 hrs	Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00
inni. Standard –	50 // Within 24 m3	Avg. outage duration (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0
		Indicate if catastrophic event is in a month	No	No	No	NO	NO	NO				_	L	
Unadjusted		Total # of outage report tickets	0	0	0	0	0	0	0	0	0	0	0	0
Out of Service R	Report	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	0	0	0	0	0
		% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0
		Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00
		Avg. outage duration (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/C
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
		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	\$0.00
	ouble Reports, Billing & Non-Billing)													
	30% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a m	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

Company Name	:	SISKIYOU TELEPHONE		U#:	1017-C	-		Report Year:		2021				
Reporting Unit 1	Туре:	Total Company Exchange Wire Cent	ter				Reporting Unit Na	ame:		ETNA EXCHA	NGE			i.
	Measurement (Compile mo	nthly, file quarterly)		5/7/2021 1st Quarter			7/21/2021 2nd Quarter			Date filed (XX/XX/XXX 3rd Quarte	X)		Date filed XX/XX/XXXX 4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	10.00	7.00	10.00	15.00	14.00	21.00	0.00	0.00	0.00	0.00	0.00	0.00
	allation Interval Total # of service orders standard = 5 bus. days Avg. # of business days	Total # of service orders	7	6	6	11	11	14	0	0	0	0	0	0
Min. standard = 5 b		1.43	1.17	1.67	1.36	1.27	1.50	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Total # of installation commitments		7	7	6	11	11	14	0	0	0	0	0	0
Installation Comm	nitment	Total # of installation commitment met	7	7	6	11	11	14	0	0	0	0	0	0
Min. standard = 95	i% 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%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	1,118	1,120	1,121	1,125	1,128	1,129	0	0	0	0	0	0
Customer Trouble	e Report												1	
		Total # of working lines												(
	6% (6 per 100 working lines for	Total # of trouble reports					1							
dard	units w/ ≥ 3,000 lines)	% of trouble reports												
	8% (8 per 100 working lines for	Total # of working lines	1,358	1,356	1,355	1,359	1,361	1,364	0	0	0	0	0	0
Sta	units w/ 1 001 - 2 999 lines)	Total # of trouble reports	2	1	1	2	1	0	0	0	0	0	0	0

_	8% (8 per 100 working lines for	Total # OF WORKING INTES	1,000	1,000	1,000	1,557	1,501	1,504	0	v	0	0	0	0
Sta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	2	1	1	2	1	0	0	0	0	0	0	0
ć		% of trouble reports	0.15%	0.07%	0.07%	0.15%	0.07%	0.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
ž	10% (10 per 100 working lines	Total # of working lines												1
	for units w/ \leq 1,000 lines)	Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	2	1	1	2	1	0	0	0	0	0	0	0
Adjusted		Total # of repair tickets restored in < 24hrs	2	1	1	2	1	0	0	0	0	0	0	0
Out of Service Repo	o.rt	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Min. standard = 90%		Sum of the duration of all outages (hh:mm)	03:46	22:23	01:08	06:20	07:24	00:00	00:00	00:00	00:00	00:00	00:00	00:00
with standard = 90%	wiuliii 24 fiis	Avg. outage duration (hh:mm)	01:53	22:23	01:08	03:10	07:24	00:00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Indicate if catastrophic event is in a month	No	No	No	NO	NO	NO						
Unadjusted		Total # of outage report tickets	2	1	1	2	1	0	0	0	0	0	0	0
Out of Service Repo	ort	Total # of repair tickets restored in < 24hrs	2	1	1	2	1	0	0	0	0	0	0	0
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	03:46	22:23	01:08	06:20	07:24	00:00	00:00	00:00	00:00	00:00	00:00	00:00
		Avg. outage duration (hh:mm)	01:53	22:23	01:08	03:10	07:24	00:00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
		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	\$0.00
Answer Time (Troubl	le 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 menu option to reach live agent).	Total # of call seconds to reach live agent													
		%<60 seconds												
													1 '	i

Primary Utility Contact Information

Name: Mark Apland

Phone: 530-467-6149

Email: m.apland@siskiyoutelephone.com

Company Name:	ompany Name: SISKIYOU TELEPHON					U#:	1017-C			Report Year:		2021	
Reporting Unit Type:	🗆 Total Company 🛛 Exchange 🔷 Wire Co	enter				Reporting Unit Na	ime:		FT. JONES E	XCHANGE			
	Measurement (Compile monthly, file quarterly)					7/21/2021			Date filed (XX/XX/XXX			Date filed XX/XX/XXX	0
Measurement (Compil	le monthly, file quarterly)		5/7/2021 1st Quarter			2nd Quarter			3rd Quarte			4th Quarter	
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
In stallation Interval	Total # of business days	22.00	16.00	13.00	24.00	18.00	21.00	0.00	0.00	0.00	0.00	0.00	0.00
Installation Interval Min. standard = 5 bus. days	Total # of service orders	16	13	9	18	14	13	0	0	0	0	0	0
Will. Standard = 5 bus. days	Avg. # of business days	1.38	1.23	1.44	1.33	1.29	1.62	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

Min. standard = 5 b	Jus. days	Avg. # of business days	1.38	1.23	1.44	1.33	1.29	1.62	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of installation commitments	16	14	9	18	14	13	0	0	0	0	0	0
Installation Comm	nitment	Total # of installation commitment met	16	14	9	18	14	13	0	0	0	0	0	0
Min. standard = 959	% 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%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0
Customers		Acct # for voice or bundle, res+bus	1,299	1,308	1,312	1,318	1,319	1,314	0	0	0	0	0	0
Customer Trouble	e Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
Þ	units w/ ≥ 3,000 lines)	% of trouble reports												
nda	8% (8 per 100 working lines for	Total # of working lines	1,638	1,640	1,642	1,644	1,646	1,642	0	0	0	0	0	0
Sta	units w/ 1.001 - 2.999 lines)	Total # of trouble reports	4	2	2	1	3	2	0	0	0	0	0	0
e,	units w/ 1,001 2,000 intes/	% of trouble reports	0.24%	0.12%	0.12%	0.06%	0.18%	0.12%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Ξ	10% (10 per 100 working lines	Total # of working lines												
	for units w/ \leq 1,000 lines)	Total # of trouble reports												
	tor units w/ 2 1,000 intes/	% of trouble reports												
		Total # of outage report tickets	4	2	2	1	3	2	0	0	0	0	0	0
Adjusted		Total # of repair tickets restored in < 24hrs	4	2	2	1	3	2	0	0	0	0	0	0
Out of Service Rep	nort	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Min. standard = 909		Sum of the duration of all outages (hh:mm)	21:38	37:04	05:54	04:51	11:15	07:27	00:00	00:00	00:00	00:00	00:00	00:00
101111. Standard = 90	% within 24 ms	Avg. outage duration (hh:mm)	05:24	18:32	02:57	04:51	03:45	03:43	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Indicate if catastrophic event is in a month	No	No	No	NO	NO	NO				_		
Unadjusted		Total # of outage report tickets	4	2	2	1	3	2	0	0	0	0	0	0
Out of Service Rep	port	Total # of repair tickets restored in < 24hrs	4	2	2	1	3	2	0	0	0	0	0	0
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	21:38	37:04	05:54	04:51	11:15	07:27	00:00	00:00	00:00	00:00	00:00	00:00
		Avg. outage duration (hh:mm)	05:24	18:32	02:57	04:51	03:45	03:43	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Refunds		Number of customers who received refunds	1	0	0	2	0	0	0	0	0	0	0	0
		Monthly amount of refunds	\$233.99	\$0.00	\$0.00	\$9,878.24	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	ble Reports, Billing & Non-Billing)													
Min. standard = 809	% 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												
		%<60 seconds												

Primary Utility Contact Information

Name: Mark Apland

Phone: 530-467-6149

Email: m.apland@siskiyoutelephone.com

Company Name:	SISKIYOU TELEPHONE	<u> </u>	U#: <u>1017-C</u>	Report Year:	2021
Reporting Unit Type:	🗆 Total Company 🛛 Exchange 🗌 Wire Cen	ter	Reporting Unit Name:	SOMES BAR EXCHANGE	
				Date filed	Date filed
Measurement (Compile me	onthly file quarterly)	5/7/2021	7/21/2021	(XX/XX/XXXX)	(XX/XX/XXXX)
Measurement (Complie in	onuny, me quarteriy)	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter

	weasurement (complie inc	intiny, me quarterly)		1st Quarter			2nd Quarter		3rd Quarter		er		4th Quarte	r
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interva		Total # of business days	1.00	1.00	2.00	2.00	5.00	2.00	0.00	0.00	0.00	0.00	0.00	0.00
Min. standard = 5 bu		Total # of service orders	1	1	2	2	3	2	0	0	0	0	0	0
win. standard = 5 bt	us. days	Avg. # of business days	1.00	1.00	1.00	1.00	1.67	1.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of installation commitments	1	1	2	2	3	2	0	0	0	0	0	0
Installation Commi	itment	Total # of installation commitment met	1	1	2	2	3	2	0	0	0	0	0	0
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%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	136	134	133	133	135	136	0	0	0	0	0	0
Customer Trouble	Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
σ	units w/ ≥ 3,000 lines)	% of trouble reports									-			
lar														
and	8% (8 per 100 working lines for	Total # of working lines												
St	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
Min.		% of trouble reports												
Σ	10% (10 per 100 working lines	Total # of working lines	181	181	182	181	182	182	0	0	0	0	0	0
	for units w/ \leq 1,000 lines)	Total # of trouble reports	0	0	0	0	0	0	0	0	0	0	0	0
TC		% of trouble reports	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of outage report tickets	0	0	0	0	0	0	0	0	0	0	0	0
Adjusted		Total # of repair tickets restored in < 24hrs	0	0	0	0	0	0	0	0	0	0	0	0
Out of Service Rep	ort	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Min. standard = 90%		Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00
Willin. Standard = 50 /	// within 24 ms	Avg. outage duration (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Indicate if catastrophic event is in a month	No	No	No	NO	NO	NO						
Unadjusted		Total # of outage report tickets	0	0	0	0	0	0	0	0	0	0	0	0
Out of Service Rep	port	Total # of repair tickets restored in < 24hrs	0	0	0	0	0	0	0	0	0	0	0	0
		% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00
		Avg. outage duration (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
		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	\$0.00
	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 men	u option to reach live agent).	Total # of call seconds to reach live agent												
- `	. ,	%<_60 seconds						1						
								1						1

Primary Utility Contact Information

Name: Mark Apland

Phone: 530-467-6149

Email: m.apland@siskiyoutelephone.com

ompany Name: SISKIYOU TELEPH			ELEPHONE			U#:	1017-C	Report Year:	_	2021
Reporting Unit Type:	🗆 Total Company 🛛 Exchange 🗌 Wire C			r		Reporting Unit N	lame:	HAPPY CAMP EXCHANGE		
Massurament (Compile mentally file quarterly)					5/7/2021	7/21/2021		Date filed (XX/XX/XXXX)		ate filed /XX/XXXX)

Measurement (Compile monthly, file quarterly)		5/7/2021 1st Quarter		7/21/2021 2nd Quarter			(XX/XX/XXXX) 3rd Quarter			(XX/XX/XXXX)				
											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	14.00	10.00	4.00	10.00	6.00	29.00	0.00	0.00	0.00	0.00	0.00	0.00
		Total # of service orders	12	4	4	10	4	18	0	0	0	0	0	0
		Avg. # of business days	1.17	2.50	1.00	1.00	1.50	1.61	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0
Installation Commitment Total # of installati Min. standard = 95% commitment met Total # of installati % of commitment % of commitment		Total # of installation commitments	12	4	4	10	4	18	0	0	0	0	0	0
		Total # of installation commitment met	12	4	4	10	4	18	0	0	0	0	0	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%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0
		Acct # for voice or bundle, res+bus	497	496	497	505	502	508	0	0	0	0	0	0
Customer Troubl	le Report												1	
		Total # of working lines												-
	6% (6 per 100 working lines for	Total # of trouble reports												1
σ	units w/ ≥ 3,000 lines)	% of trouble reports												1
andard		Total # of working lines												-
	8% (8 per 100 working lines for	Total # of trouble reports		1									╂────	-
Х	units w/ 1,001 - 2,999 lines)	% of trouble reports												
мі,									-	-	-			
2	for units w/ 2 1,000 intes/	Total # of working lines	668	670	670	675	677	677	0	0	0	0	0	0
		Total # of trouble reports	2	1	0	0	0	0	0	0	0	0	0	0
		% of trouble reports	0.30%	0.15%	0.00%	0.00%	0.00%	0.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0
		Total # of outage report tickets	2	1	0	0	0	0	0	0	0	0	0	0
Adjusted		Total # of repair tickets restored in < 24hrs	2	1	0	0	0	0	0	0	0	0	0	0
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	100%	100%	0%	0%	0%	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0
Min. standard = 90		Sum of the duration of all outages (hh:mm)	00:31	05:20	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00
		Avg. outage duration (hh:mm) Indicate if catastrophic event is in a month	00:15 No	05:20 No	00:00 No	00:00 NO	00:00 NO	00:00 NO	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0
		Indicate if catastrophic event is in a month	NO	NO	NO	NU	NU	NU						
Unadjusted Out of Service Report		Total # of outage report tickets	2	1	0	0	0	0	0	0	0	0	0	0
		Total # of repair tickets restored in < 24hrs	2	1	0	0	0	0	0	0	0	0	0	0
		% of repair tickets restored ≤ 24 Hours	100%	100%	0%	0%	0%	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0
		Sum of the duration of all outages (hh:mm)	00:31	05:20	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00
		Avg. outage duration (hh:mm)	00:15	05:20	00:00	00:00	00:00	00:00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0
		Number of customers who received refunds	2	0	0	0	0	0	0	0	0	0	0	0
		Monthly amount of refunds	\$45.20	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	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 me	enu option to reach live agent).	Total # of call seconds to reach live agent												
5 (%<_60 seconds											1	1
										1			1	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:	HAMBURG EXCHANGE
			Date filed Date filed

Measurement (Compile monthly, file quarterly)			5/7/2021 1st Quarter			7/21/2021 2nd Quarter				(XX/XX/XXX	(XX/XX/XXXX)			
									3rd Quarter				4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
hand all and an and a second sec		Total # of business days	8.00	4.00	6.00	4.00	8.00	9.00	0.00	0.00	0.00	0.00	0.00	0.00
Installation Interval Min. standard = 5 bus. days		Total # of service orders	8	3	5	3	6	3	0	0	0	0	0	0
		Avg. # of business days	1.00	1.33	1.20	1.33	1.33	3.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitments	8	3	6	3	6	3	0	0	0	0	0	0
		Total # of installation commitment met	8	3	6	3	6	3	0	0	0	0	0	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%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	387	389	392	392	398	399	0	0	0	0	0	0
Customer Troubl	le Report									-				
		Total # of working lines												1
	6% (6 per 100 working lines for	Total # of trouble reports												-
ę	units w/ ≥ 3,000 lines)	% of trouble reports												1
ndard	00/ (0	Total # of working lines												
tar	8% (8 per 100 working lines for	Total # of trouble reports												
s.	units w/ 1,001 - 2,999 lines)	% of trouble reports												-
Mir	10% (10 per 100 working lines	Total # of working lines	484	484	489	487	488	489	0	0	0	0	0	0
	for units w/ \leq 1,000 lines)	Total # of trouble reports	0	0	1	0	0	0	0	0	0	0	0	0
		% of trouble reports	0.00%	0.00%	0.20%	0.00%	0.00%	0.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of outage report tickets	0	0	1	0	0	0	0	0	0	0	0	0
Adjusted		Total # of repair tickets restored in < 24hrs	0	0	1	0	0	0	0	0	0	0	0	0
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	0%	0%	100%	0%	0%	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Min. standard = 90		Sum of the duration of all outages (hh:mm)	00:00	00:00	01:09	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00
wini. standaru = 30% within 24 hrs		Avg. outage duration (hh:mm)	00:00	00:00	01:09	00:00	00:00	00:00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Indicate if catastrophic event is in a month	No	No	No	NO	NO	NO						
Unadjusted Out of Service Report		Total # of outage report tickets	0	0	1	0	0	0	0	0	0	0	0	0
		Total # of repair tickets restored in < 24hrs	0	0	1	0	0	0	0	0	0	0	0	0
		% of repair tickets restored ≤ 24 Hours	0%	0%	100%	0%	0%	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	00:00	00:00	01:09	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00
		Avg. outage duration (hh:mm)	00:00	00:00	01:09	00:00	00:00	00:00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Refunds		Number of customers who received refunds	1	0	0	0	0	0	0	0	0	0	0	0
		Monthly amount of refunds	\$8.04	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	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 menu option to reach live agent).		Total # of call seconds to reach live agent												1
		%< 60 seconds											1	1
					1								1	1
		1											لا	4

Primary Utility Contact Information

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