Company Name:	SISKIYOU TELEPHONE	U#: <u>1017-C</u>	Report Year: 2021
Reporting Unit Type:	☑ Total Company ☐ Exchange ☐ Wire Center	Reporting Unit Name:	COMPANY TOTAL

Measurement (Compile monthly, file quarterly)			5/7/2021 1st Quarter			7/21/2021 2nd Quarter			10/29/2021 3rd Quarter			Date filed (XX/XX/XXXX) 4th Quarter		
			Jan	Feb	Mar	Apr	Mav	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	_	Total # of business days	60.00	39.00	37.00	66.00	53.00	88.00	64.00	35.00	38.00	001	1404	- 500
Installation Interval		Total # of service orders	48	28	28	51	40	55	40	25	30			
Min. standard = 5	bus. days	Avg. # of business days	1.25	1.39	1.32	1.29	1.33	1.60	1.60	1.40	1.27			
		Total # of installation commitments	48	30	31	51	40	55	41	26	31			
Installation Com	mitment	Total # of installation commitment met	48	30	31	51	40	55	41	26	31			†
	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Customers		Acct # for voice or bundle, res+bus	3723	3733	3743	3768	3776	3785	3800	3823	3822			
Customer Troub	le Report	Proof # 101 Voice of Buildie, lest bus	3123	3133	5/45	3700	5//0	5765	5300	5025	3022			
		Total # of working lines	4.732	4.735	4.744	4.756	4.763	4.768	4.778	4.804	4.800			
6% (6 per 100 working lines for	Total # of trouble reports	8	4,755	4,744	3	4,703	2	2	6	9			1	
2	units w/ ≥ 3,000 lines)	% of trouble reports	0.17%	0.08%	0.08%	0.06%	0.08%	0.04%	0.04%	0.12%	0.19%			
ndar			0.1770	0.0070	0.0070	0.0070	0.0070	0.0470	0.0470	0.1270	0.1370			-
ž.	8% (8 per 100 working lines for	Total # of working lines												└
Sts	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
Ė		% of trouble reports												<u> </u>
Min	10% (10 per 100 working lines	Total # of working lines												
	for units w/ ≤ 1,000 lines)	Total # of trouble reports												
101 tillitis W/ 2 1,000 lillics)		% of trouble reports												
		Total # of outage report tickets	8	4	4	3	4	2	1	5	6			
Adjusted		Total # of repair tickets restored in ≤ 24hrs	8	4	4	3	4	2	1	5	6			
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Out of Service R Min. standard = 9		Sum of the duration of all outages (hh:mm)	25:55	64:47	08:11	11:11	18:39	07:27	03:46	42:14	38:25			
Min. standard = 9	U% Within 24 nrs	Avg. outage duration (hh:mm)	03:14	16:11	02:02	03:43	04:39	03:43	03:46	08:26	06:24			
		Indicate if catastrophic event is in a month	No	No	No	NO	NO	NO	NO	NO	NO			
Unadjusted Out of Service Report		Total # of outage report tickets	8	4	4	3	4	2	1	5	6			
		Total # of repair tickets restored in ≤ 24hrs	8	4	4	3	4	2	1	5	6			
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%			
		Sum of the duration of all outages (hh:mm)	25:55	64:47	8:11	11:11	18:39	7:27	03:46	42:14	38:25			
Avg. outage duration (hh:mm)		03:14	16:11	02:02	03:43	04:39	03:43	03:46	08:26	06:24				
		Number of customers who received refunds	4	0	0	2	0	0	87	16	0			
		Monthly amount of refunds	\$287.23	\$0.00	\$0.00	\$9,878.24	\$0.00	\$0.00	\$37.74	\$9.42	\$0.00			
Answer Time (Tro	puble Reports, Billing & Non-Billing)													
Min. standard = 8	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

Nove - Mark Asland	Discuss 500 407 0440	For the control of California Indiana.
Name: Mark Apland	Phone: 530-467-6149	Email: m.apland@siskiyoutelephone.com

Company Name:	SISKIYOU TELEPHONE	U#: <u>1017-C</u>	Report Year: 2021
eporting Unit Type:	☐ Total Company ☑ Exchange ☐ Wire Center	Reporting Unit Name:	SAWYERS BAR EXCHANGE

Measurement (Compile monthly, file quarterly)			(05/07/2021) 1st Quarter			7/21/2021 2nd Quarter			10/29/2021 3rd Quarter			Date filed (XX/XX/XXXX) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	1.00	1.00	0.00	9.00	1.00	6.00	3.00	3,00	1.00			
Installation Interv		Total # of service orders	1	1	0	5	1	5	3	2	1			
Min. standard = 5 bus. days		Avg. # of business days	1.00	1.00	0.00	1.80	1.00	1.20	1.00	1.50	1.00			
		Total # of installation commitments	1	1	0	5	1	5	4	2	1			
Installation Comn	nitment	Total # of installation commitment met	1	1	0	5	1	5	4	2	1			
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	100%	100%	0%	100%	100%	100%	100%	100%	100%			
Customers		Acct # for voice or bundle, res+bus	117	117	115	122	121	126	129	128	125			
Customer Trouble		,												
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
5	units w/ ≥ 3,000 lines)	% of trouble reports												
<u>ā</u>		Total # of working lines												
ī.	8% (8 per 100 working lines for	Total # of trouble reports												
ø.	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Ę		Total # of working lines	164	165	164	170	170	175	176	176	173			
_	10% (10 per 100 working lines	Total # of trouble reports	0	0					0	0	0			
for units w/ ≤ 1,000 lines)	% of trouble reports	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				
		Total # of outage report tickets	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			
		Total # of outage report tickets Total # of repair tickets restored in < 24hrs	0	0	0	0	0	0	0	0	0			├
Adjusted		% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	0%	0%	0%			├
Out of Service Re		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			
Min. standard = 90		Avg. outage duration (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00			
		Indicate if catastrophic event is in a month	No	No	No	NO NO	NO	NO	NO	NO	NO			
Unadjusted Out of Service Report		Total # of outage report tickets	0	0	0	0	0	0	0	0	0			
		Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	0	0			
		% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	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	00:00	00:00	00:00			
		Avg. outage duration (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00			
		Number of customers who received refunds	0	0	0	0	0	0	1	0	0			
		Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.25	\$0.00	\$0.00			
	uble Reports, Billing & Non-Billing)													
		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												
		% <u><</u> 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 ☑ Exchange ☐ Wire Center	Reporting Unit Name:	OAK KNOLL EXCHANGE

Measurement (Compile monthly, file quarterly)			5/7/2021 1st Quarter			7/21/2021 2nd Quarter			10/29/2021 3rd Quarter			Date filed (XX/XX/XXXX) 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	2.00	5.00	1.00			
Installation Interv		Total # of service orders	3	0	2	2.	1	0	2.	3	1			
Min. standard = 5 bus. days		Avg. # of business days	1.33	0.00	1.00	1.00	1.00	0.00	1.00	1.67	1.00			
		Total # of installation commitments	3	0	4	2	1	0	2	3	1			
Installation Comm	nitment	Total # of installation commitment met	3	0	4	2.	1	0	2.	3	1			
Min. standard = 95	% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
The standard of the standard o		% of commitment met	100%	0%	100%	100%	100%	0%	100%	100%	100%			
Customers		Acct # for voice or bundle, res+bus	169	169	173	173	173	173	175	177	178			
Customer Trouble Report			,	,	1,7	.,,	1,7	175	- 1,0		.,,			
		Total # of working lines												—
6% (6 per 100 working lines for		Total # of trouble reports												—
ē	units w/ ≥ 3,000 lines)	% of trouble reports												
ıda		Total # of working lines												
ţ.	8% (8 per 100 working lines for	Total # of trouble reports											t	
o.	units w/ 1,001 - 2,999 lines)	% of trouble reports											t	
i i		Total # of working lines	239	239	242	240	239	239	240	241	242		 	
- 10% (1	10% (10 per 100 working lines	Total # of trouble reports	0	0	0	0	0		0	241	242		 	
for units w/ ≤ 1,000 lines)		% of trouble reports	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.41%	0.83%		 '	
		Total # of outage report tickets	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.41%	2		 	
		Total # of outage report tickets Total # of repair tickets restored in < 24hrs	0	0	0	0	0	0	0	1	2		 	
Adjusted		% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	0%	100%	100%		├ ──	-
Out of Service Re		Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00	00:00	5:42	06:26		├ ──	-
Min. standard = 90	0% within 24 hrs	Avg. outage duration (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00	00:00	5:42	03:13		├ ──	-
		Indicate if catastrophic event is in a month	No	No	No	NO	NO	NO	NO	NO	NO		-	
Unadjusted Out of Service Report		Total # of outage report tickets	0	0	0	0	0	0	0	1	2			
		Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	1	0			
		% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	0%	100%	0%			
		Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00	00:00	05:42	06:26			
		Avg. outage duration (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00	00:00	05:42	03:13			
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0		<u> </u>	
		Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		<u> </u>	
	ıble Reports, Billing & Non-Billing)												<u> </u>	
Min. standard = 80°	% of calls <_60 seconds to reach	Total # of calls for TR, Billing & Non-Billing											<u> </u>	
live agent (w/a mer	nu 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
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Company Name:	SISKIYOU TELEPHONE	U#: <u>1017-C</u>	Report Year: 2021
Reporting Unit Type:	☐ Total Company ☑ Exchange ☐ Wire Center	Reporting Unit Name:	ETNA EXCHANGE

Measurement (Compile monthly, file quarterly)			5/7/2021 1st Quarter			7/21/2021 2nd Quarter				10/29/2021 3rd Quarte	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	15.00	9.00	7.00			
Installation Interv		Total # of service orders	7	6	6	11	11	14	9	7	6			
Min. standard = 5 bus. days		Avg. # of business days	1.43	1.17	1.67	1.36	1.27	1.50	1.67	1.29	1.17			
		Total # of installation commitments	7	7	6	11	11	14	9	7	6			
Installation Comm	mitment	Total # of installation commitment met	7	7	6	11	11	14	9	7	6			
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Customers		Acct # for voice or bundle, res+bus	1.118	1,120	1.121	1,125	1.128	1.129	1.129	1,154	1.150			
Customer Trouble	le Report		-,,,,,	1,120	.,,,,,,	-,120	-,120	-,,,2/	-,,,2)	-,,,,,,	-,,,,,,,		İ	
		Total # of working lines					1						1	
6% (6 per 100 working lines for		Total # of trouble reports					1							
2	units w/ ≥ 3,000 lines)	% of trouble reports												
g		Total # of working lines	1,358	1,356	1,355	1,359	1,361	1,364	1,364	1,388	1,383			
Ē	8% (8 per 100 working lines for	Total # of trouble reports	2	1,330	1,555	2	1,501	0	1,504	0	1,303			
ž.	units w/ 1,001 - 2,999 lines)	% of trouble reports	0.15%	0.07%	0.07%	0.15%	0.07%	0.00%	0.07%	0.00%	0.07%			
Ε			0.1370	0.07 /0	0.07 70	0.1370	0.07 /0	0.0070	0.07 /0	0.0070	0.07 70			
10% (10 per 100 working line	10% (10 per 100 working lines	Total # of working lines												←—
	for units w/ ≤ 1,000 lines)	Total # of trouble reports												└
		% of trouble reports												└
		Total # of outage report tickets	2	1	1	2	1	0	0	0	1			└
Adjusted		Total # of repair tickets restored in ≤ 24hrs % of repair tickets restored ≤ 24 Hours	2 100%	100%	100%	2 100%	1 100%	0	0	0	100%			
Out of Service Re	eport	% of repair tickets restored \$ 24 Hours Sum of the duration of all outages (hh:mm)	03:46	22:23	01:08	06:20	07:24	0% 00:00	0%	0%	03:07			
Min. standard = 90	0% within 24 hrs	Avg. outage duration (hh:mm)	03:46	22:23	01:08	06:20	07:24	00:00	00:00	00:00	03:07			
		Indicate if catastrophic event is in a month	V1:53 No	22:23 No	01:08 No	NO	07:24 NO	00:00 NO	NO	00:00 NO	NO			
		indicate ii catastrophic event is in a month	NO	INO	INO	NO	NO	NO	NO	NO	NO			
Unadjusted Out of Service Report		Total # of outage report tickets	2	1	1	2	1	0	0	0	1			1
		Total # of repair tickets restored in ≤ 24hrs	2	1	1	2	1	0	0	0	1			
	•	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	0%	0%	0%	100%			
		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	03:07			
		Avg. outage duration (hh:mm)	01:53	22:23	01:08	03:10	07:24	00:00	00:00	00:00	03:07			
Refunds		Number of customers who received refunds	0	0	0	0	0	0	58	13	0			
		Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$27.60	\$7.44	\$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												
														1

Primary Utility Contact Information

	Name: Mark Apland	Phone: 530-467-6149	Email: m.apland@siskiyoutelephone.com
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Company Name:	SISKIYOU TELEPHONE	U#: <u>1017-C</u>	Report Year: 2021
Reporting Unit Type:	☐ Total Company ☑ Exchange ☐ Wire Center	Reporting Unit Name:	FT. JONES EXCHANGE

	Measurement (Compile mo	nthly, file quarterly)		5/7/2021 1st Quarter			7/21/2021 2nd Quarter			10/29/2021 3rd Quarte			Date filed XX/XX/XXX 4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	22.00	16.00	13.00	24.00	18.00	21.00	22.00	7.00	9.00	OCI	NOV	Dec
Installation Interv		Total # of service orders	16	13	9	18	14	13	14	5	9			
Min. standard = 5	bus. days	Avg. # of business days	1.38	1,23	1.44	1,33	1.29	1.62	1.57	1.40	1.00			
		Total # of installation commitments	16	14	9	18	14	13	14	6	9			
Installation Com	mitment	Total # of installation commitment met	16	14	ó	18	14	13	14	6	9			
	5% commitment met	Total # of installation commitment met	0	0	0	0	0	0	0	0	0			
Willi. Stallaala – St	570 COMMINICAL MICE	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Customers		Acct # for voice or bundle, res+bus	1,299	1,308	1,312	1,318	1,319	1.314	1,320	1,317	1,316			
Customer Troubl	la Papart	Acct # for voice of buildle, res+bus	1,299	1,300	1,312	1,310	1,319	1,314	1,320	1,317	1,510			
Guatorner 11000	ne Neport	Total # of working lines					1	-						\vdash
	6% (6 per 100 working lines for	Total # of trouble reports				-								
_	units w/ ≥ 3,000 lines)													
a o		% of trouble reports												
햩	8% (8 per 100 working lines for	Total # of working lines	1,638	1,640	1,642	1,644	1,646	1,642	1,647	1,648	1,643			
Sta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	4	2	2	1	3	2	0	3	4			
•:		% of trouble reports	0.24%	0.12%	0.12%	0.06%	0.18%	0.12%	0.00%	0.18%	0.24%			
Ξ	100/110 100 11 11	Total # of working lines												
_	10% (10 per 100 working lines	Total # of trouble reports												
	for units w/ ≤ 1,000 lines)	% of trouble reports												
	i	Total # of outage report tickets	Δ	2	2	1	3	2	0	3	3			
		Total # of repair tickets restored in < 24hrs	4	2	2	1	3	2	0	3	3			
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	0%	100%	100%			
Out of Service Re		Sum of the duration of all outages (hh:mm)	21:38	37:04	05:54	04:51	11:15	07:27	00:00	33:19	28:52			
Min. standard = 90	0% within 24 hrs	Avg. outage duration (hh:mm)	05:24	18:32	02:57	04:51	03:45	03:43	00:00	11:06	09:37			
		Indicate if catastrophic event is in a month	No	No.	No No	NO NO	NO	NO NO	NO.00	NO NO	NO NO			
Unadjusted		Total # of outage report tickets	4	2	2	1	3	2	0	3	3			
Out of Service Re	eport	Total # of repair tickets restored in ≤ 24hrs	4	2	2	1	3	2	0	3	3			
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	0%	100%	100%			
		Sum of the duration of all outages (hh:mm)	21:38	37:04	05:54	04:51	11:15	07:27	00:00	33:19	28:52			
		Avg. outage duration (hh:mm)	05:24	18:32	02:57	04:51	03:45	03:43	00:00	11:06	09:37			
Refunds		Number of customers who received refunds	1	0	0	2	0	0	25	3	0			
		Monthly amount of refunds	\$233.99	\$0.00	\$0.00	\$9,878.24	\$0.00	\$0.00	\$8.75	\$1.98	\$0.00			
Answer Time (Tro	ouble Reports, Billing & Non-Billing)													
Min. standard = 80	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a me	enu option to reach live agent).	Total # of call seconds to reach live agent												
• .		%≤_60 seconds					İ							
		[=												

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 ☑ Exchange ☐ Wire Center	Reporting Unit Name:	SOMES BAR EXCHANGE

	Measurement (Compile mo	onthly, file quarterly)		5/7/2021 1st Quarter			7/21/2021 2nd Quarter			10/29/2021 3rd Quarte			Date filed XX/XX/XXXX 4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	1.00	1.00	2.00	2,00	5.00	2.00	5.00	1.00	3.00			
Installation Interva		Total # of service orders	1	1	2	2	3	2	2	1	2			
Min. standard = 5 b	ous. days	Avg. # of business days	1.00	1.00	1.00	1.00	1.67	1.00	2.50	1.00	1.50			
		Total # of installation commitments	1	1	2	2	3	2	2	1	2			
Installation Comm	nitment	Total # of installation commitment met	1	1	2	2.	3	2	2.	1	2			
Min. standard = 95°	% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Customers		Acct # for voice or bundle, res+bus	136	134	133	133	135	136	136	136	138			
Customer Trouble	Report				100				230	130				
		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												
tau	8% (8 per 100 working lines for	Total # of trouble reports												
₩.	units w/ 1,001 - 2,999 lines)	% of trouble reports												
E E			181	181	182	181	182	182	183	184	187			
_	10% (10 per 100 working lines	Total # of working lines Total # of trouble reports			182	181			183	184	18/			
	for units w/ ≤ 1,000 lines)	% of trouble reports	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.55%	0.54%	0.53%			
		Total # of outage report tickets	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.55%	0.54%	0.53%			
		Total # of outage report tickets Total # of repair tickets restored in < 24hrs	0	0	0	0	0	0	1	0	0			
Adjusted		% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	100%	0%	0%			-
Out of Service Rep		Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00	3:46	00:00	00:00			-
Min. standard = 90°	% within 24 hrs	Avg. outage duration (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00	03:46	00:00	00:00			-
		Indicate if catastrophic event is in a month	No.00	No	No	NO	NO	NO	NO	NO.00	NO			
Unadjusted		Total # of outage report tickets	0	0	0	0	0	0	1	0	0			
Out of Service Re	port	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	1	0	0			
	•	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	100%	0%	0%			
		Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00	3:46	00:00	00:00			
		Avg. outage duration (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00	03:46	00:00	00:00			
Refunds	·	Number of customers who received refunds	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			
	ble Reports, Billing & Non-Billing)													
Min. standard = 80°	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a mer	nu option to reach live agent).	Total # of call seconds to reach live agent												
		% <u><</u> 60 seconds												
														1

Primary Utility Contact Information

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

Company Name:	SISKIYOU TELEPHONE	U#: <u>1017-C</u>	Report Year: 2021	_
Reporting Unit Type:	☐ Total Company ☑ Exchange ☐ Wire Center	Reporting Unit Name:	HAPPY CAMP EXCHANGE	

	Measurement (Compile mo	nthly, file quarterly)		5/7/2021 1st Quarter			7/21/2021 2nd Quarter			10/29/2021 3rd Quarte			Date filed XX/XX/XXXX 4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	14.00	10.00	4.00	10.00	6.00	29.00	12.00	10.00	13.00			
Installation Interv		Total # of service orders	12	4	4	10	4	18	7	7	8			ſ
Min. standard = 5 b	ous. days	Avg. # of business days	1.17	2.50	1.00	1.00	1.50	1.61	1.71	1.43	1.63			
		Total # of installation commitments	12	4	4	10	4	18	7	7	9			
Installation Comm	nitment	Total # of installation commitment met	12	4	4	10	4	18	7	7	9			
Min. standard = 95	% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Customers		Acct # for voice or bundle, res+bus	497	496	497	505	502	508	512	516	520			
Customer Trouble	e Report		.,,	.,,,		707								
	1	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
2	units w/ ≥ 3,000 lines)	% of trouble reports												ſ
da		Total # of working lines												
<u>t</u>	8% (8 per 100 working lines for	Total # of trouble reports												
20.	units w/ 1,001 - 2,999 lines)	% of trouble reports												
E E	10% (10 per 100 working lines	Total # of working lines	668	670	670	675	677	677	678	681	686			
_		Total # of trouble reports	2	1	070	0/3	0//	0	0/8	081	080			
	for units w/ ≤ 1,000 lines)	% of trouble reports	0.30%	0.15%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			
	l .	Total # of outage report tickets	2	0.1576	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			
		Total # of repair tickets restored in < 24hrs	2	1	0	0	0	0	0	0	0			-
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	0%	0%	0%	0%	0%	0%	0%			
Out of Service Re		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			
Min. standard = 90	% within 24 hrs	Avg. outage duration (hh:mm)	00:15	05:20	00:00	00:00	00:00	00:00	00:00	00:00	00:00			
		Indicate if catastrophic event is in a month	No.10	No.20	No.	NO.00	NO.00	NO NO	NO	NO.00	NO NO			
Unadjusted		Total # of outage report tickets	2	1	0	0	0	0	0	0	0			
Out of Service Re	port	Total # of repair tickets restored in ≤ 24hrs	2	1	0	0	0	0	0	0	0			
	•	% of repair tickets restored ≤ 24 Hours	100%	100%	0%	0%	0%	0%	0%	0%	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			
		Avg. outage duration (hh:mm)	00:15	05:20	00:00	00:00	00:00	00:00	00:00	00:00	00:00			
Refunds	·	Number of customers who received refunds	2	0	0	0	0	0	3	0	0			l .
		Monthly amount of refunds	\$45.20	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1.14	\$0.00	\$0.00			l .
	ıble Reports, Billing & Non-Billing)													l
Min. standard = 80°	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												l
live agent (w/a mer	nu option to reach live agent).	Total # of call seconds to reach live agent												<u> </u>
		%<_60 seconds												
							1							i

Primary Utility Contact Information

Name: Mark A	and Phone: 530-467	-6149 Email: m.apland@siskiyoutelephone.com
INGILIE. WIGHT A	and Filone. 550-407	-0143

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 mo	nthly, file quarterly)		5/7/2021 1st Quarter			7/21/2021 2nd Quarter			10/29/2021 3rd Quarte			Date filed XX/XX/XXX 4th Quarte	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov Nov	Dec
		Total # of business days	8.00	4.00	6.00	4.00	8.00	9.00	5.00	0.00	4.00	OCI	NOV	Dec
Installation Interv		Total # of service orders	8	3	5	3	6	3	3.00	0.00	3			
Min. standard = 5	bus. days	Avg. # of business days	1.00	1.33	1.20	1.33	1.33	3.00	1.67	0.00	1.33			
		Total # of installation commitments	8	3	6	3	6	3.00	3	0.00	3			-
Installation Com	mitmont	Total # of installation commitment met	8	3	6	3	6	3	3	0	3			
	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
IVIIII. Staridard = 50	570 COMMINITIENT MET	% of commitment met	100%	100%	100%	100%	100%	100%	100%	0%	100%			
Customers		Acct # for voice or bundle, res+bus	387	389	392	392	398	399	399	395	395			
Customers Customer Troubl	la Damant	Acct # for voice or buridle, res+bus	38/	389	392	392	398	399	399	393	393			
Customer Froudi	ie Report	Total # of working lines												├
	6% (6 per 100 working lines for	Total # of trouble reports												
_	units w/ ≥ 3,000 lines)						 							
ar d	, ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	% of trouble reports												
ם	8% (8 per 100 working lines for	Total # of working lines												
Sta	units w/ 1.001 - 2.999 lines)	Total # of trouble reports												1
•:	units w/ 1,001 - 2,999 lines)	% of trouble reports												1
E E	10% (10 per 100 working lines	Total # of working lines	484	484	489	487	488	489	490	486	486			
_		Total # of trouble reports	0	0	1	0	0	0	0	1	1			-
	for units w/ ≤ 1,000 lines)	% of trouble reports	0.00%	0.00%	0.20%	0.00%	0.00%	0.00%	0.00%	0.21%	0.21%			-
		Total # of outage report tickets	0.0070	0.0070	0.2070	0.0070	0.0070	0.0070	0.0070	0.2170	0.2170			-
		Total # of repair tickets restored in < 24hrs	0	0	1	0	0	0	0	1	0			-
Adjusted		% of repair tickets restored ≤ 24 Hours	0%	0%	100%	0%	0%	0%	0%	100%	0%			
Out of Service Re		Sum of the duration of all outages (hh:mm)	00:00	00:00	01:09	00:00	00:00	00:00	00:00	03:13	00:00			-
Min. standard = 90	0% within 24 hrs	Avg. outage duration (hh:mm)	00:00	00:00	01:09	00:00	00:00	00:00	00:00	03:13	00:00			-
		Indicate if catastrophic event is in a month	No No	No	No	NO	NO	NO	NO	NO	NO			
Unadjusted		Total # of outage report tickets	0	0	1	0	0	0	0	1	0			
Out of Service Re	enort	Total # of repair tickets restored in < 24hrs	0	0	1	0	0	0	0	1	0			
Out 0. 00. 1.00 1.	opon.	% of repair tickets restored ≤ 24 Hours	0%	0%	100%	0%	0%	0%	0%	100%	0%			1
		Sum of the duration of all outages (hh:mm)	00:00	00:00	01:09	00:00	00:00	00:00	00:00	03:13	00:00			1
		Avg. outage duration (hh:mm)	00:00	00:00	01:09	00:00	00:00	00:00	00:00	03:13	00:00			
Refunds		Number of customers who received refunds	1	0	0	0	0	0	0	0	0			1
		Monthly amount of refunds	\$8.04	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00			1
Answer Time (Tro	uble Reports, Billing & Non-Billing)													1
	0% of calls < 60 seconds to reach	Total # of calls for TR. Billing & Non-Billing												
	enu option to reach live agent).	Total # of call seconds to reach live agent												
-9 (a	,	%< 60 seconds					1							—
							1							1

Primary Utility Contact Information

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

Date Adopted: 7/28/09