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
			Date filed

				5/7/2021			7/21/2021			10/29/2021	1		Date filed 01/25/2022	
	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
Installation Inter		Total # of business days	60.00	39.00	37.00	66.00	53.00	88.00	64.00	35.00	38.00	55.00	23.00	32.00
Min. standard = 5		Total # of service orders	48	28	28	51	40	55	40	25	30	37	20	22
win. 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	1.49	1.15	1.45
		Total # of installation commitments	48	30	31	51	40	55	41	26	31	37	20	22
Installation Com	nmitment	Total # of installation commitment met	48	30	31	51	40	55	41	26	31	37	20	22
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%	100%	100%	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	3779	3752	3743
Customer Trout	ole Report													
	0% (0	Total # of working lines	4,732	4,735	4,744	4,756	4,763	4,768	4,778	4,804	4,800	4,760	4,742	4,734
	6% (6 per 100 working lines for	Total # of trouble reports	8	4	4	3	4	2	2	6	9	7	11	11
P	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%	0.15%	0.23%	0.23%
ndard	0%((0	Total # of working lines												
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												
μ	10% (10 per 100 working lines	Total # of working lines												
		Total # of trouble reports												
	for units w/ ≤ 1,000 lines)	% of trouble reports												
	•	Total # of outage report tickets	8	4	4	3	4	2	1	5	6	1	4	6
		Total # of repair tickets restored in < 24hrs	8	4	4	3	4	2	1	5	6	1	4	6
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Out of Service F		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	22:02	55:23	20:11
Min. standard = 9	90% within 24 hrs	Avg. outage duration (hh:mm)	03:14	16:11	02:02	03:43	04:39	03:43	03:46	08:26	06:24	22:02	13:50	03:21
		Indicate if catastrophic event is in a month	No	No	No	NO	NO	NO	NO	NO	NO	NO	NO	NO
Unadiusted		Total # of outage report tickets	8	4	4	3	4	2	1	5	6	1	4	6
Out of Service F	Report	Total # of repair tickets restored in < 24hrs	8	4	4	3	4	2	1	5	6	1	4	6
Out of Service is	(epon	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	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	22:02	55:23	20:11
		Avg. outage duration (hh:mm)	03:14	16:11	02:02	03:43	04:39	03:43	03:46	08:26	06:24	22:02	13:50	03:21
Refunds		Number of customers who received refunds	4	0	0	2	0	0	87	16	0	3	63	1
		Monthly amount of refunds	\$287.23	\$0.00	\$0.00	\$9,878.24	\$0.00	\$0.00	\$37.74	\$9.42	\$0.00	\$365.26	\$41.50	\$9.08
Answer Time (Tre	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												

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 V Exchange Wire Center	Reporting Unit Name:	SAWYERS BAR EXCHANGE

	Measurement (Compile mo	onthiv, file quarterly)		(05/07/2021)			7/21/2021			10/29/2021			Date filed 01/25/2022	
	·····		Jan	1st Quarter Feb	Mar	Apr	2nd Quarter May	Jun	Jul	3rd Quarte	Sep	Oct	4th Quarte Nov	r Dec
		Total # of business days	1.00	1.00	0.00	9.00	1.00	6.00	3.00	3.00	1.00	6.00	0.00	1.00
Installation Interv		Total # of service orders	1.00	1.00	0.00	9.00	1.00	5	3.00	3.00	1.00	5	0.00	1.00
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	1.20	0.00	1.00
		Total # of installation commitments	1.00	1.00	0.00	5	1.00	5	1.00	2	1.00	5	0.00	1.00
Installation Com	nitment	Total # of installation commitment met	1	1	0	5	1	5	4	2	1	5	0	1
	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	4	0	0	0	0	0
Min. standard – st	5% communent met	% of commitment met	100%	100%	0%	100%	100%	100%	100%	100%	100%	100%	0%	100%
Customers		Acct # for voice or bundle, res+bus	117	117	115	122	100%	126	129	128	125	127	122	120
Customer Trouble	a Banart	Acct # for voice of buildle, res+bus	11/	11/	115	122	121	120	129	120	123	127	122	120
Customer Trouble		Total # of working lines								-				
	6% (6 per 100 working lines for	Total # of trouble reports										_		
_	units w/ ≥ 3,000 lines)													l
arc	. ,	% of trouble reports										_		
ğ	8% (8 per 100 working lines for	Total # of working lines												1
òta	units w/ 1.001 - 2.999 lines)	Total # of trouble reports												
÷	unita w/ 1,001 - 2,000 intea)	% of trouble reports												
Min	10% (10 per 100 working lines	Total # of working lines	164	165	164	170	170	175	176	176	173	175	169	166
	for units w/ ≤ 1.000 lines)	Total # of trouble reports	0	0	0	0	0	0	0	0	0	0	1	1
		% of trouble reports	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.59%	0.60%
		Total # of outage report tickets	0	0	0	0	0	0	0	0	0	0	1	1
Adjusted		Total # of repair tickets restored in < 24hrs	0	0	0	0	0	0	0	0	0	0	1	1
Out of Service Re	an art	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	100%
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	04:14	04:50
Milli. Stanuaru – 90	0 % WIUTIT 24 TIIS	Avg. outage duration (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	04:14	04:50
		Indicate if catastrophic event is in a month	No	No	No	NO	NO	NO	NO	NO	NO	NO	NO	NO
Unadjusted		Total # of outage report tickets	0	0	0	0	0	0	0	0	0	0	1	1
Out of Service Re	eport	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	0	0	0	1	1
		% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	100%
		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	04:14	04:50
		Avg. outage duration (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	04:14	04:50
Refunds		Number of customers who received refunds	0	0	0	0	0	0	1	0	0	0	21	0
		Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.25	\$0.00	\$0.00	\$0.00	\$7.46	\$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#: <u>1017-C</u>	Report Year: 2021
Reporting Unit Type:	Total Company Exchange Wire Center	Reporting Unit Name:	OAK KNOLL EXCHANGE
			Date filed

1	Measurement (Compile mo	nthly file quarterly)	5/7/2021		7/21/2021			10/29/2021				01/25/2022		
i	weasurement (Complie mo	fitting, the quarterly)		1st Quarter			2nd Quarter			3rd Quarte	er		4th Quarter	r
L			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interv	val	Total # of business days	4.00	0.00	2.00	2.00	1.00	0.00	2.00	5.00	1.00	6.00	1.00	1.00
Min. standard = 5 l		Total # of service orders	3	0	2	2	1	0	2	3	1	4	1	1
Wint. Standard = 51	bus. days	Avg. # of business days	1.33	0.00	1.00	1.00	1.00	0.00	1.00	1.67	1.00	1.50	1.00	1.00
		Total # of installation commitments	3	0	4	2	1	0	2	3	1	4	1	1
Installation Comm	mitment	Total # of installation commitment met	3	0	4	2	1	0	2	3	1	4	1	1
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
1		% of commitment met	100%	0%	100%	100%	100%	0%	100%	100%	100%	100%	100%	100%
Customers		Acct # for voice or bundle, res+bus	169	169	173	173	173	173	175	177	178	181	181	179
Customer Trouble	le Report													
		Total # of working lines												1
1	6% (6 per 100 working lines for	Total # of trouble reports												1
Ę	units w/ ≥ 3,000 lines)	% of trouble reports												1
nda	8% (8 per 100 working lines for	Total # of working lines												
tai	units w/ 1.001 - 2.999 lines)	Total # of trouble reports												1
s.	units W/ 1,001 - 2,999 lines)	% of trouble reports											1	1
Min	10% (10 - 100 - 11 - 11	Total # of working lines	239	239	242	240	239	239	240	241	242	244	244	242
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	0	0	0	0	0	0	0	1	2	1	2	1
		% of trouble reports	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.41%	0.83%	0.41%	0.82%	0.41%
		Total # of outage report tickets	0	0	0	0	0	0	0	1	2	1	0	1
		Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	1	2	1	0	1
Adjusted		% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	0%	100%	100%	100%	0%	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	22:02	00:00	03:00
Min. standard = 9	90% 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	22:02	00:00	03:00
1		Indicate if catastrophic event is in a month	No	No	No	NO	NO	NO	NO	NO	NO	NO	NO	NO
Unadjusted		Total # of outage report tickets	0	0	0	0	0	0	0	1	2	1	0	1
Out of Service Re	eport	Total # of repair tickets restored in < 24hrs	0	0	0	0	0	0	0	1	0	1	0	1
		% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	0%	100%	0%	100%	0%	100%
		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	22:02	00:00	03:00
1		Avg. outage duration (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00	00:00	05:42	03:13	22:02	00:00	03:00
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0	1	13	0
L		Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$160.23	\$17.16	\$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					(
													(1

Primary Utility Contact Information

Name: Mark Apland

Phone: 530-467-6149

Email: m.apland@siskiyoutelephone.com

Company Name:	SISKIYOU TELEPHO	NE	U#: <u>1017-C</u>	Report Year:	2021
Reporting Unit Type:	🗌 Total Company 🛛 Exchange 🗌 Wir	Center	Reporting Unit Name:	ETNA EXCHANGE	
Management (Compile		5/7/2021	7/21/2021	10/29/2021	Date filed 01/25/2022

	Measurement (Compile mo	nthly file quarterly)		5/7/2021			7/21/2021			10/29/202			01/25/2022	
	incusurement (compile mo	initity, me quarterry)		1st Quarter			2nd Quarter			3rd Quarte			4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval	1	Total # of business days	10.00	7.00	10.00	15.00	14.00	21.00	15.00	9.00	7.00	9.00	3.00	3.00
Min. standard = 5 bu		Total # of service orders	7	6	6	11	11	14	9	7	6	9	3	3
win. standard = 5 bu	is. days	Avg. # of business days	1.43	1.17	1.67	1.36	1.27	1.50	1.67	1.29	1.17	1.00	1.00	1.00
		Total # of installation commitments	7	7	6	11	11	14	9	7	6	9	3	3
Installation Commi	tment	Total # of installation commitment met	7	7	6	11	11	14	9	7	6	9	3	3
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%	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	1.114	1.108	1.103
Customer Trouble	Report													
	· · · · · · · · ·	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
ē	units w/ ≥ 3,000 lines)	% of trouble reports												
pu	0% (0	Total # of working lines	1,358	1,356	1,355	1,359	1,361	1.364	1,364	1.388	1.383	1,345	1,338	1,336
tar	8% (8 per 100 working lines for units w/ 1.001 - 2.999 lines)	Total # of trouble reports	2	1	1	2	1	0	1	0	1	1	3	1
ŝ	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%	0.07%	0.22%	0.07%
.i M	10% (10 per 100 working lines	Total # of working lines												
	for units $w \le 1,000$ lines)	Total # of trouble reports												
	for units w/ 2 1,000 intes)	% of trouble reports												
		Total # of outage report tickets	2	1	1	2	1	0	0	0	1	0	2	0
Adjusted		Total # of repair tickets restored in ≤ 24hrs	2	1	1	2	1	0	0	0	1	0	2	0
Adjusted Out of Service Rep	t	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	0%	0%	0%	100%	0%	100%	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	03:07	00:00	31:50	00:00
win. standard = 90%	6 Within 24 hrs	Avg. outage duration (hh:mm)	01:53	22:23	01:08	03:10	07:24	00:00	00:00	00:00	03:07	00:00	15:55	00:00
		Indicate if catastrophic event is in a month	No	No	No	NO	NO	NO	NO	NO	NO	NO	NO	NO
Unadjusted		Total # of outage report tickets	2	1	1	2	1	0	0	0	1	0	2	0
Out of Service Rep	ort	Total # of repair tickets restored in < 24hrs	2	1	1	2	1	0	0	0	1	0	2	0
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	0%	0%	0%	100%	0%	100%	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	03:07	00:00	31:50	00:00
		Avg. outage duration (hh:mm)	01:53	22:23	01:08	03:10	07:24	00:00	00:00	00:00	03:07	00:00	15:55	00:00
Refunds		Number of customers who received refunds	0	0	0	0	0	0	58	13	0	0	0	0
		Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$27.60	\$7.44	\$0.00	\$0.00	\$0.00	\$0.00
	le Reports, Billing & Non-Billing)													
	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												
		%<_60 seconds												
													1	1

Primary Utility Contact Information

Name: Mark Apland

Phone: 530-467-6149

Email: m.apland@siskiyoutelephone.com

Company Name:	SISKIYOU TI	LEPHONE	_	U#:	1017-C	Report Year:	2021
Reporting Unit Type:	🗌 Total Company 🛛 🗹 Exchange	Wire Center		Reporting L	nit Name:	FT. JONES EXCHANGE	
			5/7/2021	7/21/20	21	10/29/2021	Date filed 01/25/2022

	Measurement (Compile mo	nthly file quarterly)		5/7/2021			7/21/2021			10/29/202			01/25/2022	
	medodrement (oomplie mo	initity, the quarterly)		1st Quarter			2nd Quarter			3rd Quarte			4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interv	(al	Total # of business days	22.00	16.00	13.00	24.00	18.00	21.00	22.00	7.00	9.00	12.00	15.00	15.00
Min. standard = 5 k		Total # of service orders	16	13	9	18	14	13	14	5	9	9	12	9
with standard = 5 t	bus. uays	Avg. # of business days	1.38	1.23	1.44	1.33	1.29	1.62	1.57	1.40	1.00	1.33	1.25	1.67
		Total # of installation commitments	16	14	9	18	14	13	14	6	9	9	12	9
Installation Comn	nitment	Total # of installation commitment met	16	14	9	18	14	13	14	6	9	9	12	9
Min. standard = 95	5% 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%	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	1.310	1,309	1.307
Customer Trouble	e Report		-,-//	-,0 0 0	-,0	- 10 - 0	- 10 - 2	- 10 - 1	-,	-,	-,00		- 10 02	- 10 0 /
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
	units w/ ≥ 3,000 lines)			1						1				
lar		% of trouble reports										<u> </u>		
Ĕ	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	1,639	1,639	1,636
Sta	units w/ 1.001 - 2.999 lines)	Total # of trouble reports	4	2	2	1	3	2	0	3	4	4	4	4
č.		% of trouble reports	0.24%	0.12%	0.12%	0.06%	0.18%	0.12%	0.00%	0.18%	0.24%	0.24%	0.24%	0.24%
Min	10% (10 per 100 working lines	Total # of working lines												
	for units w/ \leq 1,000 lines)	Total # of trouble reports												
	for units w/ ± 1,000 lines)	% of trouble reports								1				
		Total # of outage report tickets	4	2	2	1	3	2	0	3	3	0	1	2
		Total # of repair tickets restored in < 24hrs	4	2	2	1	3	2	0	3	3	0	1	2
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	0%	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	00:00	19:19	04:39
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	00:00	19:19	02:19
		Indicate if catastrophic event is in a month	No	No	No	NO	NO	NO	NO	NO	NO	NO	NO	NO
Unadjusted		Total # of outage report tickets	4	2	2	1	3	2	0	3	3	0	1	2
Out of Service Re	enort	Total # of repair tickets restored in < 24hrs	4	2	2	1	3	2	0	3	3	0	1	2
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	0%	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	00:00	19:19	04:39
		Avg. outage duration (hh:mm)	05:24	18:32	02:57	04:51	03:45	03:43	00:00	11:06	09:37	00:00	19:19	02:19
Refunds		Number of customers who received refunds	1	0	0	2	0	0	25	3	0	1	0	1
		Monthly amount of refunds	\$233.99	\$0.00	\$0.00	\$9.878.24	\$0.00	\$0.00	\$8.75	\$1.98	\$0.00	\$55.00	\$0.00	\$9.08
Answer Time (Trou	uble Reports, Billing & Non-Billing)	,	÷==0.00	\$3.00	÷3.00	<i></i>	÷3.00	÷3.00	<i>‡5.10</i>	1.00	÷3.00	125.00	<i></i>	÷0.00
	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing											1	
	nu option to reach live agent).	Total # of call seconds to reach live agent		1			1		1	1			1	
agent (w/d mo	ina option to roadin into agoint).	%< 60 seconds										<u> </u>	<u> </u>	
		<u>10-00 3000103</u>												
							1					4		

Primary Utility Contact Information

Name: Mark Apland

Phone: 530-467-6149

Email: m.apland@siskiyoutelephone.com

Company Name:	SISKIYOU TELEPHON	E	U#: 1017-C	Report Year:	2021
Reporting Unit Type:	🗌 Total Company 🕑 Exchange 📄 Wire C	enter	Reporting Unit Name:	SOMES BAR EXCHANGE	
		5/7/2021	7/21/2021	10/20/2021	Date filed

Installation Interva	Measurement (Compile mo	niny, me quarterly)		1st Quarter										
notallation Intonia							2nd Quarter			3rd Quarte			4th Quarter	
notaliation Intonya			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	0.00	0.00	5.00
Min. standard = 5 bu	us dave	Total # of service orders	1	1	2	2	3	2	2	1	2	0	0	2
Jin. standard = 5 bt	us. uays	Avg. # of business days	1.00	1.00	1.00	1.00	1.67	1.00	2.50	1.00	1.50	0.00	0.00	2.50
		Total # of installation commitments	1	1	2	2	3	2	2	1	2	0	0	2
Installation Commi	itment	Total # of installation commitment met	1	1	2	2	3	2	2	1	2	0	0	2
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%	100%	100%	100%	0%	0%	100%
Customers		Acct # for voice or bundle, res+bus	136	134	133	133	135	136	136	136	138	134	133	133
Customer Trouble	Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
P	units w/ ≥ 3,000 lines)	% of trouble reports												
nda	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												
Li M	10% (10 per 100 working lines	Total # of working lines	181	181	182	181	182	182	183	184	187	183	183	183
	for units w/ \leq 1.000 lines)	Total # of trouble reports	0	0	0	0	0	0	1	1	1	0	0	1
		% of trouble reports	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.55%	0.54%	0.53%	0.00%	0.00%	0.55%
		Total # of outage report tickets	0	0	0	0	0	0	1	0	0	0	0	0
Adjusted		Total # of repair tickets restored in < 24hrs	0	0	0	0	0	0	1	0	0	0	0	0
Out of Service Rep		% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%
Min. standard = 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	3:46	00:00	00:00	00:00	00:00	00:00
min. standard = 30 /	/0 Within 24 ms	Avg. outage duration (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00	03:46	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	NO	NO
Unadjusted		Total # of outage report tickets	0	0	0	0	0	0	1	0	0	0	0	0
Out of Service Rep	port	Total # of repair tickets restored in < 24hrs	0	0	0	0	0	0	1	0	0	0	0	0
		% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	100%	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	3:46	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	03:46	00:00	00:00	00:00	00:00	00:00
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0	1	6	0
		Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$150.03	\$3.32	\$0.00
	ble Reports, Billing & Non-Billing)													
Min. standard = 80%	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
ive agent (w/a men	u 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#: <u>1017-C</u>	Report Year: 2021
Reporting Unit Type:	🗌 Total Company 🛛 Exchange 📄 Wire Center	Reporting Unit Name:	HAPPY CAMP EXCHANGE
			Date filed

Measurement (Compile monthly, file quarterly)		5/7/2021		7/21/2021				01/25/2022						
	measurement (Complie mo	leasurement (Complie monthly, file quarterly)			1st Quarter			2nd Quarter			3rd Quarter			
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interv	(a)	Total # of business days	14.00	10.00	4.00	10.00	6.00	29.00	12.00	10.00	13.00	14.00	1.00	4.00
Min. standard = 5 bus. days		Total # of service orders	12	4	4	10	4	18	7	7	8	7	1	3
Will. Standard – 5	bus. days	Avg. # of business days	1.17	2.50	1.00	1.00	1.50	1.61	1.71	1.43	1.63	2.00	1.00	1.33
		Total # of installation commitments	12	4	4	10	4	18	7	7	9	7	1	3
Installation Comr	mitment	Total # of installation commitment met	12	4	4	10	4	18	7	7	9	7	1	3
Min. standard = 95% commitment met Total # of insta		Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Customers		Acct # for voice or bundle, res+bus	497	496	497	505	502	508	512	516	520	520	512	512
Customer Troubl	e Report	,												
		Total # of working lines												1
	6% (6 per 100 working lines for	Total # of trouble reports			1									
τ	units w/ ≥ 3,000 lines)	% of trouble reports			1									-
lar													<u> </u>	
an c	8% (8 per 100 working lines for	Total # of working lines											L	
Sta	units w/ 1.001 - 2.999 lines)	Total # of trouble reports												
ć	,	% of trouble reports												
Min	10% (10 per 100 working lines for units w/ \leq 1,000 lines)	Total # of working lines	668	670	670	675	677	677	678	681	686	689	688	690
		Total # of trouble reports	2	1	0	0	0	0	0	0	0	1	0	2
		% of trouble reports	0.30%	0.15%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.15%	0.00%	0.29%
		Total # of outage report tickets	2	1	0	0	0	0	0	0	0	0	0	2
A al:		Total # of repair tickets restored in < 24hrs	2	1	0	0	0	0	0	0	0	0	0	2
Adjusted Out of Service Re		% of repair tickets restored ≤ 24 Hours	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%
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	07:42
win. standard = 90	J% 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	00:00	00:00	03:51
		Indicate if catastrophic event is in a month	No	No	No	NO	NO	NO	NO	NO	NO	NO	NO	NO
Unadjusted		Total # of outage report tickets	2	1	0	0	0	0	0	0	0	0	0	2
Out of Service Re	eport	Total # of repair tickets restored in < 24hrs	2	1	0	0	0	0	0	0	0	0	0	2
		% of repair tickets restored ≤ 24 Hours	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%
		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	07:42
		Avg. outage duration (hh:mm)	00:15	05:20	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	03:51
Refunds		Number of customers who received refunds	2	0	0	0	0	0	3	0	0	0	3	0
		Monthly amount of refunds	\$45.20	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1.14	\$0.00	\$0.00	\$0.00	\$1.51	\$0.00
Answer Time (Trou	uble Reports, Billing & Non-Billing)													
		Total # of calls for TR, Billing & Non-Billing												1
live agent (w/a me	enu option to reach live agent).	Total # of call seconds to reach live agent												1
5 (%< 60 seconds		1									i i	1
							1						(1
													1	1

Primary Utility Contact Information

Name: Mark Apland

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Email: m.apland@siskiyoutelephone.com

Company Name:	SISKIYOU TELEPHONE		U#: 1017-C	Report Year:	CHANGE
Reporting Unit Type:	🗌 Total Company 🗹 Exchange 🗌 Wire Cent	ter	Reporting Unit Name:	HAMBURG EXCHANGE	
		517/0004	7/01/0001	40/00/0004	Date filed

Measurement (Compile monthly, file quarterly)		5/7/2021		7/21/2021				10/29/202	01/25/2022					
			1st Quarter		2nd Quarter				3rd Quarte		4th Quarter			
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Total # of business days Min. standard = 5 bus. days		8.00	4.00	6.00	4.00	8.00	9.00	5.00	0.00	4.00	8.00	3.00	3.00	
		8	3	5	3	6	3	3	0	3	3	3	3	
With standard = 51	bus: uays	Avg. # of business days	1.00	1.33	1.20	1.33	1.33	3.00	1.67	0.00	1.33	2.67 1.00		1.00
		Total # of installation commitments	8	3	6	3	6	3	3	0	3	3	3	3
Installation Commitment Total # of installation commitment met Min. standard = 95% commitment met Total # of installation commitment missed			8	3	6	3	6	3	3	0	3	3	3	3
		0	0	0	0	0	0	0	0	0	0	0	0	
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	0%	100%	100%	100%	100%
Customers		Acct # for voice or bundle, res+bus	387	389	392	392	398	399	399	395	395	393	387	389
Customer Troubl	e Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
rd	units w/ ≥ 3,000 lines)	% of trouble reports												
nda	8% (8 per 100 working lines for	Total # of working lines												
Sta	units w/ 1.001 - 2.999 lines)	Total # of trouble reports												
с. С	units w/ 1,001 - 2,000 miles)	% of trouble reports												
Min	10% (10 per 100 working lines	Total # of working lines	484	484	489	487	488	489	490	486	486	485	481	481
	for units $w/ \le 1.000$ lines)	Total # of trouble reports	0	0	1	0	0	0	0	1	1	0	1	1
		% of trouble reports	0.00%	0.00%	0.20%	0.00%	0.00%	0.00%	0.00%	0.21%	0.21%	0.00%	0.21%	0.21%
		Total # of outage report tickets	0	0	1	0	0	0	0	1	0	0	0	0
Adjusted		Total # of repair tickets restored in < 24hrs	0	0	1	0	0	0	0	1	0	0	0	0
Out of Service Re	anort	% of repair tickets restored ≤ 24 Hours	0%	0%	100%	0%	0%	0%	0%				0%	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
With standard = 30	7/0 WIGHT 24 TH S	Avg. outage duration (hh:mm)	00:00	00:00	01:09	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	67 0.00 1.33 2.67 1.00 3 0 3 3 3 3 3 3 0 3	NO	NO		
Unadjusted		Total # of outage report tickets	0	0	1	0	0	0	0	1	0	0	0	0
Out of Service Re	eport	Total # of repair tickets restored in < 24hrs	0	0	1	0	0	0	0	1		0	0	0
		% of repair tickets restored ≤ 24 Hours	0%	0%	100%	0%	0%	0%	0%				0%	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
Avg. outage duration (hh:mm)		Avg. outage duration (hh:mm)	00:00	00:00	01:09	00:00	00:00	00:00	00:00	03:13	00:00	00:00	00:00	00:00
Refunds Number of customers who		Number of customers who received refunds	1	0	0	0	0	0	0	, v	v	0	20	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	\$12.05	\$0.00
Answer Time (Trouble Reports, Billing & Non-Billing)													1	
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												1
		%<_60 seconds												

Primary Utility Contact Information

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