

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

Company Name: Siskiyou Telephone Company

Reporting Unit Type: ☒ Total Company    ☐ Exchange    ☐ Wire Center

U#: 1017-C

Report Year: 2025

Reporting Unit Name: \_\_\_\_\_ Company Total \_\_\_\_\_

Measurement (Compile monthly, file quarterly)		Date filed (4/4/2025)			Date filed (xx/xx/xxxx)			Date filed (xx/xx/xxxx)			Date filed (xx/xx/xxxx)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	60	51	48									
	Total # of service orders	60	51	48									
	Avg. # of business days	1.0	1.0	1.0									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	60	47	48									
	Total # of installation commitment met	60	47	48									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
<b>Customers</b>		Acct # for voice or bundle, res+bus	3474	3466	3471								
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	2,951	2949	2958								
		Total # of trouble reports	10	14	7								
		% of trouble reports	0.3%	0.5%	0.2%								
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	1677	1675	1679								
		Total # of trouble reports	11	8	3								
		% of trouble reports	0.7%	0.5%	0.2%								
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	1	0									
	Total # of repair tickets restored in ≤ 24hrs	0	16	0									
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	100%	#DIV/0!									
	Sum of the duration of all outages (hh:mm)	0:00	1:15	0:00									
	Avg. outage duration (hh:mm)	#DIV/0!	0:00	#DIV/0!									
	Indicate if catastrophic event is in a month	No	No	Yes									
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	3	6	3									
	Total # of repair tickets restored in ≤ 24hrs	3	6	3									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	1:06	16:16	4:08									
	Avg. outage duration (hh:mm)	8:22	2:42	1:22									
<b>Refunds</b>	Number of customers who received refunds	1	1	1									
	Monthly amount of refunds	\$25.96	\$41.44	\$34.60									
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/a menu option to reach live agent).	Total # of calls for TR, Billing & Non-Billing	1012	876	806									
	Total # of call seconds to reach live agent	7914	6620	5931									
	% ≤ 60 seconds	100%	100%	100%									

**Primary Utility Contact Information**

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Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)