

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

Company Name:

Siskiyou Telephone Company

U#:

1017-C

Report Year:

2025

Reporting Unit Type:

☒ Total Company ☐ Exchange ☐ Wire Center

Reporting Unit Name:

Company Total

Measurement (Compile monthly, file quarterly)		Date filed (04/04/2025) 1st Quarter			Date filed (08/04/2025) 2nd Quarter			Date filed (XX/XX/XXXX) 3rd Quarter			Date filed (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	60	51	48	56	67	49						
	Total # of service orders	60	47	48	34	44	26						
	Avg. # of business days	1.0	1.1	1.0	1.6	1.5	1.9						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	60	47	48	36	47	26						
	Total # of installation commitment met	60	47	48	36	47	26						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	100%	100%	100%	100%	100%	100%						
Customers	Acct # for voice or bundle, res+bus	3474	3466	3471	3475	3481	3481						
Customer Trouble Report													
Min. Standard	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	2,962	2964	2964					
		Total # of trouble reports	5	9	3	12	10	12					
		% of trouble reports	0.2%	0.3%	0.1%	0.4%	0.3%	0.4%					
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	1677	1675	1679	1687	1688	1689					
		Total # of trouble reports	10	6	2	6	8	5					
		% of trouble reports	0.6%	0.4%	0.1%	0.4%	0.5%	0.3%					
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	1	0	5	13	5						
	Total # of repair tickets restored in ≤ 24hrs	0	1	0	5	13	5						
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	100%	#DIV/0!	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)	0:00	25:15	0:00	39:03	65:20	47:50						
	Avg. outage duration (hh:mm)	#DIV/0!	25:15	#DIV/0!	7:48	5:01	9:34						
	Indicate if catastrophic event is in a month	No	No	No	No	No	No						
Unadjusted Out of Service Report	Total # of outage report tickets	3	6	3	5	13	5						
	Total # of repair tickets restored in ≤ 24hrs	3	6	3	5	12	4						
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	92%	80%						
	Sum of the duration of all outages (hh:mm)	1:06	16:16	4:08	39:03	159:34	115:39						
	Avg. outage duration (hh:mm)	8:22	2:42	1:22	7:48	12:16	23:07						
Refunds	Number of customers who received refunds	1	1	1	1	1	1						
	Monthly amount of refunds	\$25.96	\$41.44	\$34.60	\$1.60	\$2.44	\$64.37						
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).	Total # of calls for TR, Billing & Non-Billing	1012	876	806	708	763	729						
	Total # of call seconds to reach live agent	7914	6620	5931	5185	5803	5618						
	% ≤ 60 seconds	100%	100%	100%	100%	100%	100%						

Primary Utility Contact Information

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Date Adopted: 7/28/09
Date Revised: 12/08/09 (Corrects typographical errors)
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)