

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

Company Name: SISKIYOU TELEPHONE
Reporting Unit Type: Total Company Exchange Wire Center

U#: 1017-C
Reporting Unit Name: TOTAL COMPANY

Report Year: 2026

Measurement (Compile monthly, file quarterly)		Date filed (04/06/2026)			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
Installation Interval Min. standard = 5 bus. days	Total # of business days	34	29	34									
	Total # of service orders	15	16	17									
	Avg. # of business days	2	2	2									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	7	16	17									
	Total # of installation commitment met	7	16	17									
	Total # of installation commitment missed	0	0	0									
Customers	Acct # for voice or bundle, res+bus	3458	3448	3439									
Customer Trouble Report	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	5901	5887	5896								
		Total # of trouble reports	14	9	17								
		% of trouble reports	0.24%	0.15%	0.29%								
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	8	8	12									
	Total # of repair tickets restored in ≤ 24hrs	8	8	12									
	% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%									
	Sum of the duration of all outages (hh:mm)	25:13	20:44	32:30									
	Avg. outage duration (hh:mm)	03:09	02:35	02:42									
Unadjusted Out of Service Report	Total # of outage report tickets	8	8	12									
	Total # of repair tickets restored in ≤ 24hrs	8	8	12									
	% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%									
	Sum of the duration of all outages (hh:mm)	47:31	21:44	32:30									
	Avg. outage duration (hh:mm)	05:56	02:43	02:42									
Refunds	Number of customers who received refunds	1	14	46									
	Monthly amount of refunds	\$0.97	\$12.06	\$65.29									
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	598	709	812									
	Total # of call seconds to reach live agent	3975	4708	5347									
	% ≤ 60 seconds	100%	100%	100%									

Primary Utility Contact Information

Name: Mark Apland

Phone: 530-467-6149

Email: m.apland@siskiyoutelephone.com

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)