Company Name:	Siskiyo	u Telephone		U#: 1017- <u>C</u>	Report Year:	2016
Reporting Unit Type:	✓ Total Company	Exchange	☐ Wire Cente	Reporting Unit Name: Total Co	mpany	

			Da	te filed (05/15/	yy)	Da	te filed (08/15/	yy)	Da	te filed (11/15	/yy)	Da	ate filed (01/23/	/17)
Meas	surement (Compile monthly	y, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	lation Interval	Total # of business days	30.54	23.8	36.84	60.15	51.58	57.28	32.78	39.89	91.18			
Min. st	tandard = 5 bus. days	Total # of service orders	36	39	44	61	62	88	39	97	95			
		Avg. # of business days	0.85	0.61	0.84	0.99	0.83	0.65	0.84	0.41	0.96			
	lation Commitment	Total # of installation commitments	40	39	47	70	66	96	40	101	97			
Min. st	tandard = 95% commitment met	Total # of installation commitment met	40	39	47	70	66	96	40	101	97			1
		Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
ĺ		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Custo	mers	Acct # for voice or bundle, res+bus								3708	3657			
Custo	mer Trouble Report													
ırd	6% (6 per 100 working lines for	Total # of working lines	5243	5243	5242	5236	5245	5277	5247	5293	5235			t
Standard	units w/ ≥ 3,000 lines)	Total # of trouble reports	12	9	14	24	11	9		14	13			
Sta		% of trouble reports	0.23%	0.17%	0.27%	0.46%	0.21%	0.17%	0.25%	0.26%	0.25%			
Min.	0	Total # of working lines	0.2070	011170	0.21 70	0.1070	0.2170	0.1170	0.2070	0.2070	0.2070			
	Ŭ	Total # of trouble reports												
	9	% of trouble reports												
		Total # of working lines												\vdash
	units w/ ≤ 1,000 lines)	Total # of trouble reports												\vdash
		% of trouble reports												$\vdash \vdash$
		Total # of outage report tickets	9	7	13	21	8	7	12	6	11			$\vdash \vdash$
		Total # of repair tickets restored in < 24hrs	9	7	13	21	8	7	12	6	11		 	\vdash
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%			┼──
		Sum of the duration of all outages (hh:mm)	48:16	39:36	72:18	103:10	36:58	16:20	71:27	24:59	71:12			┼──
Adjus		Avg. outage duration (hh:mm)	05:21	05:39	05:33	04:54	04:37	02:20	05:57	04:09	06:28			\vdash
	f Service Report tandard = 90% within 24 hrs	Indicate if catastrophic event is in month	00.21	00.00	00.00	07.07	04.07	02.20	00.07	NO	NO			
IVIII I. S	anuaru = 30/0 WILIIII 24 IIIS	Total # of unadjusted outage report tickets								6	11		1	+
		Total # of all repair tickets restored in < 24hrs								6	11			+
		% of all repair tickets restored ≤ 24 Hours								100%	100%			\vdash
		Sum of the duration of all outages (hh:mm)								24:59	83:12			\vdash
	usted f Sarvice Benert	Avg. unadjusted outage duration (hh:mm)								04:09	07:33			
Refun	f Service Report	Number of customers who received refunds								04.09	19			
		Monthly amount of refunds								\$0.00	\$202.67			
Answ	er Time (Trouble Reports, Billing									φυ.υυ	ΨΖ0Ζ.07		I	
& Non-	Billing) Min. standard = 80% of calls ≤ 60	Total # of calls for TR, Billing & Non-Billing											1	
	Is to reach live agent (w/ a menu option to ve agent)	Total # of call seconds to reach live agent											 	\vdash
i	· ,	% ≤ 60 seconds												┼
ĺ		7. = 00 3000ma0											1	Ь

Primary Utility Contact Information

Name: Tim Edwards	Phone: 530-467-6143	Email: t.edwards@siskiyoutelephone.com

Date Adopted: 7/28/09

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

Company Name:	Siski	iyou Telephone		U#: 1017- <u>C</u>	Report Year:	2016
	☐ Total Company	Exchange	Wire Center			
Reporting Unit Typ	e:			Reporting Unit Name: Saw	yers Bar Exchange	

			D	ate filed (05/15	5/yy)	D	ate filed (08/15	5/yy)	D	ate filed (11/15	/yy)		Date filed (01/	23/17)
Measu	rement (Compile monthly	, file quarterly)	1st Quarter			2nd Quarter			3rd Quarter			4th Quarte	r	
	` .		Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	ion Interval	Total # of business days	1.00	1.04	0.00	0.50	7.17	0.00	0.92	3.82	1.72			
Min. star	ndard = 5 bus. days	Total # of service orders	1	3	0	2	6	0	1	4	3			
		Avg. # of business days	1.00	0.35	0.00	0.25	1.20	0.00	0.92	0.96	0.57			
	ion Commitment	Total # of installation commitments	1	3	0	2	7	2	1	4	3			
∕lin. star	ndard = 95% commitment met	Total # of installation commitment met	1	3	0	2	7	2	1	4	3			
		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%			
Custom	ers	Acct # for voice or bundle, res+bus	10070	10070	0,0		10070	10070	10070	134				
Custom	er Trouble Report						1							
<u> </u>	6% (6 per 100 working lines for	Total # of working lines												
Standard	units w/ ≥ 3,000 lines)	Total # of trouble reports					1	1						
, ,		% of trouble reports												
<u>.</u>	3% (8 per 100 working lines for	Total # of working lines												
ι	units w/ 1,001 - 2,999 lines)	Total # of trouble reports					 							-
		% of trouble reports												
1	10% (10 per 100 working lines for	Total # of working lines	188	188	188	188	190	190	191	191	193			-
ι	units w/ ≤ 1,000 lines)	Total # of trouble reports	0	0	0	0	1	1	0	0				
		% of trouble reports	0.00%	0.00%	0.00%	0.00%	0.53%	0.53%	0.00%	0.00%	0.00%			+
		Total # of outage report tickets	0	0.0070	0.0070	0	0	0.0070	0.0070	0.007				_
		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%	0.00%	0.00%			_
		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				+
Adjuste		Avg. outage duration (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00				+
	Service Report Indard = 90% within 24 hrs	Indicate if catastrophic event is in month	00.00	00.00	00.00	00.00	00.00	00.00	00.00	NO	NO			+
5101	00/0 WHI III LT 1110	Total # of unadjusted outage report tickets						1		0				+
		Total # of all repair tickets restored in < 24hrs								0				
		% of all repair tickets restored ≤ 24 Hours								0.00%	Ŭ			
		Sum of the duration of all outages (hh:mm)								00:00				
Jnadjus	sted Service Report	Avg. unadjusted outage duration (hh:mm)								00:00				\dashv
Refunds	.	Number of customers who received refunds								00.00				+
	erunus	Monthly amount of refunds						+		\$0.00	Ŭ			+
nswer	Time (Trouble Reports, Billing						!	1		Ψ0.00	ψ0.00		ļ	
Non-Bill	ling) Min. standard = 80% of calls ≤ 60	Total # of calls for TR, Billing & Non-Billing												\Box
each live	o reach live agent (w/ a menu option to agent)	Total # of call seconds to reach live agent					1					 		+-
		% ≤ 60 seconds					+	1						+-

Primary Utility Contact Information

Name: Tim Edwards Phone: 530-467-6143 Email: t.edwards@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)

(End of Attachment C)

Company Name:	Siskiyo	ou Telephone		U#: 1017- <u>C</u>	Report Year:	2016
Reporting Unit Type: [Total Company	Exchange	Wire Center	Reporting Unit Name: Oak Kn	oll Exchange	

			D	ate filed (05/15	i/yy)	Da	ate filed (08/1	5/yy)	Da	ate filed (11/15/	уу)		Date filed (01	/23/17)
Mea	surement (Compile monthl	y, file quarterly)	1st Quarter			2nd Quarter	,		3rd Quarter			4th Quart	er	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	lation Interval	Total # of business days	1.54	2.09	1.09	5.71	4.49	5.38	7.78	0.00	0.17			
Min. s	tandard = 5 bus. days	Total # of service orders	3	4	2	4	2	3	3	0				
		Avg. # of business days	0.51	0.52	0.55	1.43	2.25	1.79	2.59	0.00	0.17			
nsta	lation Commitment	Total # of installation commitments	3	4	2	4	2	3	3	0	1			
Min. s	tandard = 95% commitment met	Total # of installation commitment met	3	4	2	4	2	3	3	0	1			
		Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	0%	100%			
Custo	omers	Acct # for voice or bundle, res+bus	10070	10070	10070	10070	10070	10070		175	174		+	
usto	mer Trouble Report						1	†		1,5				
2	6% (6 per 100 working lines for	Total # of working lines					1	†						
Min. Standard	units w/ ≥ 3,000 lines)	Total # of trouble reports					1	1						
. Sta		% of trouble reports												
<u> </u>	8% (8 per 100 working lines for	Total # of working lines												
	l l	Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for	Total # of working lines	258	258	259	259	259	260	259	259	259			
	units w/ ≤ 1,000 lines)	Total # of trouble reports	2	1	1	1	2	0	0	1	1			
		% of trouble reports	0.78%	0.39%	0.39%	0.39%	0.77%	0.00%	0.00%	0.39%	0.39%			
		Total # of outage report tickets	1	1	1	0	2	0	0	0	1			
		Total # of repair tickets restored in < 24hrs	1	1	1	0	2	0	0	0	1			
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	0%	100%	0%	0%	0%	100%			
		Sum of the duration of all outages (hh:mm)	07:42	03:49	23:27	00:00	03:02	00:00	00:00	00:00	15:53			
Adjus		Avg. outage duration (hh:mm)	07:42	03:49	23:27	00:00	01:31	00:00	00:00	00:00	15:53			
	f Service Report tandard = 90% within 24 hrs	Indicate if catastrophic event is in month								NO	NO			
		Total # of unadjusted outage report tickets								0				
		Total # of all repair tickets restored in < 24hrs								0	1			
		% of all repair tickets restored ≤ 24 Hours								0%	100%			
ln a c'	insted	Sum of the duration of all outages (hh:mm)						1		00:00	15:53			
	justed f Service Report	Avg. unadjusted outage duration (hh:mm)					1	1		00:00	15:53			
Refur		Number of customers who received refunds								0				
		Monthly amount of refunds						1		\$0.00	\$0.00			
	er Time (Trouble Reports, Billing					•								
	Billing) Min. standard = 80% of calls ≤ 60 Is to reach live agent (w/ a menu option to	Total # of calls for TR, Billing & Non-Billing												
	ive agent)	Total # of call seconds to reach live agent					1	1						
		% ≤ 60 seconds					†	1						

Primary Utility Contact Information

Name: Tim Edwards	Phone: 530-467-6143	Email: t.edwards@siskiyoutelephone.com

Date Adopted: 7/28/09

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

Company Name:	Siskiye	ou Telephone		U#: 1017- <u>C</u>	Report Year:	2016
Reporting Unit Type:	☐ Total Company	Exchange	☐ Wire Center	Reporting Unit Name: Etna E	xchange	

			С	Date filed (05/15	5/yy)	D	ate filed (08/15	5/yy)	D	ate filed (11/15	5/yy)	Date filed (01/23/17)		
Measu	rement (Compile monthly	, file quarterly)	1st Quarter			2nd Quarter			3rd Quarter			4th Quart	er	
	` .	, ,	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installati	ion Interval	Total # of business days	12.51	6.65	15.58	19.46	17.10	16.76	1.20	13.77	11.69			
Min. stan	ndard = 5 bus. days	Total # of service orders	10	7	12	21	23	16	5	17	11			
		Avg. # of business days	1.25	0.95	1.30	0.93	0.74	1.05	0.24	0.81	1.06			
Installati	ion Commitment	Total # of installation commitments	11	7	13	24	23	19	5	19	12			
Min. stan	ndard = 95% commitment met	Total # of installation commitment met	11	7	13	24	23	19	5	19	12			
		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%			
Custome	ers	Acct # for voice or bundle, res+bus	1.5576	1.0070	1.0070	1.5576	1.5576	1		1094	1078		+	
Custome	er Trouble Report						1			1			+	
P 6	6% (6 per 100 working lines for	Total # of working lines					†						+	
Standard	units w/ ≥ 3,000 lines)	Total # of trouble reports												\top
Sta		% of trouble reports												\dashv
<u>M</u> 8	3% (8 per 100 working lines for	Total # of working lines	1462	1462	1463	1464	1473	1473	1472	1477	1467			\dashv
u	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	1	1	1	3	4	2	5	6	0			
		% of trouble reports	0.07%	0.07%	0.07%	0.20%	0.27%	0.14%	0.34%	0.41%	0.00%			+
1	10% (10 per 100 working lines for	Total # of working lines	0.0170	0.01 70	0.0170	0.2070	0.2.70	011170	0.0 170	0.1170	0.0070			+
		Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	0	0	1	3	4	2	5	1	0			
		Total # of repair tickets restored in < 24hrs	0	0	1	3	4	2	5	1	0			
		% of repair tickets restored ≤ 24 Hours	0%	0%	100%	100%	100%	100%	100%	100%	0%			
		Sum of the duration of all outages (hh:mm)	00:00	00:00	02:51	04:32	26:01	07:09	17:14	06:19	00:00			
Adjusted		Avg. outage duration (hh:mm)	00:00	00:00	02:51	01:30	06:30	03:34	03:26	06:19	00:00			_
	Service Report Indard = 90% within 24 hrs	Indicate if catastrophic event is in month	00.00	00.00	02.01	01.00	00.00	00.01	00.20	NO	NO			
wiii i. Stall	14414 - 50 /0 WILLIEF 27 1113	Total # of unadjusted outage report tickets					1			1	0			
		Total # of all repair tickets restored in < 24hrs								1	0			
		% of all repair tickets restored ≤ 24 Hours								100%	0%			+
		Sum of the duration of all outages (hh:mm)					 	+		06:19	00:00			\vdash
Unadjus	sted Service Report	Avg. unadjusted outage duration (hh:mm)					 			06:19	00:00			
Refunds	•	Number of customers who received refunds					1			00.13	00.00			
		Monthly amount of refunds								\$0.00	\$0.00			+
Answer	Time (Trouble Reports, Billing						1	1		Ψ0.00	ψ0.00			
& Non-Billi	ling) Min. standard = 80% of calls ≤ 60	Total # of calls for TR, Billing & Non-Billing					1							
reach live	o reach live agent (w/ a menu option to agent)	Total # of call seconds to reach live agent					+	+					+	
		% ≤ 60 seconds				-	+	+					+	+

Primary Utility Contact Information

Name: Tim Edwards Phone: 530-467-6143 Email: t.edwards@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)

(End of Attachment C)

Company Name:	Siskiyo	u Telephone		U#: 1017-C	Report Year:	2016
Reporting Unit Type:	Total Company	Exchange	☐ Wire Cer	Reporting Unit Name: Ft. Jones Exchange		

			Da	te filed (05/15	/yy)	Da	te filed (08/15/	/yy)	Da	te filed (11/15/	(yy)	Da	ate filed (01/23	/17)
Measu	urement (Compile monthly	y, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	tion Interval	Total # of business days	4.79	7.03	11.68	18.06	10.78	17.63	10.57	15.68	8.73			
Min. sta	ndard = 5 bus. days	Total # of service orders	12	10	17	17	11	21	17	29	17			
		Avg. # of business days	0.40	0.70	0.69	1.06	0.98	0.84	0.62	0.54	0.51			
	tion Commitment	Total # of installation commitments	15	10	17	22	14	22	18	29	18			
Min. sta	ndard = 95% commitment met	Total # of installation commitment met	15	10	17	22	14	22	18	29	18			
		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%			
Custom	ners	Acct # for voice or bundle, res+bus								1212	1213			
Custom	ner Trouble Report													
<u>p</u>	6% (6 per 100 working lines for	Total # of working lines												
Min. Standard	units w/ ≥ 3,000 lines)	Total # of trouble reports												
, St		% of trouble reports												
	8% (8 per 100 working lines for	Total # of working lines	1743	1744	1740	1733	1732	1732	1733	1732	1732			
ι	ļ	Total # of trouble reports	7	0	5	11	2	3	0	5	3			
		% of trouble reports	0.40%	0.00%	0.29%	0.63%	0.12%	0.17%	0.00%	0.29%	0.17%			
1	10% (10 per 100 working lines for	Total # of working lines	311373	0.0070	0				0.0070	0070				
ι	units w/ ≤ 1,000 lines)	Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	7	0	4	9	1	2	0	4	3			
		Total # of repair tickets restored in < 24hrs	7	0	4	9	1	2	0	4	3			
		% of repair tickets restored ≤ 24 Hours	100%	0%	100%	100%	100%	100%	0%	100%	100%			
		Sum of the duration of all outages (hh:mm)	39:40	00:00	28:51	42:28	03:34	02:20	00:00	16:47	26:03			
Adjuste		Avg. outage duration (hh:mm)	05:40	00:00	07:12	04:43	03:34	01:10	00:00	04:11	08:41			
	Service Report Indard = 90% within 24 hrs	Indicate if catastrophic event is in month	331.13	00.00	01112	0	00.0.	01110	00.00	NO	NO			
······································		Total # of unadjusted outage report tickets								4	3			
		Total # of all repair tickets restored in < 24hrs								4	3			
		% of all repair tickets restored ≤ 24 Hours								100%	100%			
		Sum of the duration of all outages (hh:mm)								16:47	26:03			
Unadjus Out of S	sted Service Report	Avg. unadjusted outage duration (hh:mm)								04:11	08:41			
Refunds	•	Number of customers who received refunds								0	0			
		Monthly amount of refunds								\$0.00	\$0.00			
Answer	Time (Trouble Reports, Billing					•		ı		ΨΟ.ΟΟ	Ψ0.00		<u> </u>	1
	lling) Min. standard = 80% of calls ≤ 60 to reach live agent (w/ a menu option to	Total # of calls for TR, Billing & Non-Billing												
reach live		Total # of call seconds to reach live agent												
		% ≤ 60 seconds				<u> </u>								

Primary Utility Contact Information

Name: Tim Edwards	one: 530-467-	-6143 Email:	t.edwards@siskiyoutelephone.com

Date Adopted: 7/28/09

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

Company Name:	Siskiyo	ou Telephone		U#: 1017-C	Report Year:	2016
Reporting Unit Type:	Total Company	Exchange	☐ Wire Center	Reporting Unit Name: Somes Bar Exchange		

			Da	te filed (05/15	/yy)	Da	te filed (08/15/	/yy)	Da	te filed (11/15/	/yy)	Da	ate filed (01/23	/17)
Meas	surement (Compile monthl	y, file quarterly)		1st Quarter		2nd Quarter			3rd Quarter			4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	lation Interval	Total # of business days	0.06	1.20	2.11	5.14	0.88	2.22	1.05	2.34	2.10			1
Min. st	tandard = 5 bus. days	Total # of service orders	1	4	3	5	4	2	3	2	3			1
		Avg. # of business days	0.06	0.30	0.70	1.03	0.22	1.11	0.35	1.17	0.70			
Install	lation Commitment	Total # of installation commitments	1	4	3	5	4	3	3	2	3			
Min. st	tandard = 95% commitment met	Total # of installation commitment met	1	4	3	5	4	3	3	2	3			1
		Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			1
Customers		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			-
		Acct # for voice or bundle, res+bus	.0070	.0070	10070	10070	10070	,.	10070	130	131			1
Custo	mer Trouble Report									100	101			+
5	6% (6 per 100 working lines for	Total # of working lines												+
Min. Standard	units w/ ≥ 3,000 lines)	Total # of trouble reports												1
Sta		% of trouble reports												1
Ξ. Zi	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												1
_		Total # of trouble reports												1
		% of trouble reports												1
	10% (10 per 100 working lines for	Total # of working lines	193	193	193	193	193	193	193	193	194			
	units w/ ≤ 1,000 lines)	Total # of trouble reports	0	2	1	1	2	0	1	1	1			1
		% of trouble reports	0.00%	1.04%	0.52%	0.52%	1.04%	0.00%	0.52%	0.52%	0.52%			1
	!	Total # of outage report tickets	0.0070	2	1	1	1.0170	0.0070	0.0270	0.0270	0.0270			†
		Total # of repair tickets restored in < 24hrs	0	2	1	1	1	0	0	0	0			1
		% of repair tickets restored ≤ 24 Hours	0%	0%	0%	100%	100%	0%	0%	0%	0%			1
		Sum of the duration of all outages (hh:mm)	00:00	24:40	01:25	03:41	04:21	00:00	00:00	00:00	00:00			1
Adjus		Avg. outage duration (hh:mm)	00:00	12:20	01:25	03:41	04:21	00:00	00:00	00:00	00:00			1
	f Service Report tandard = 90% within 24 hrs	Indicate if catastrophic event is in month	00.00	12.20	01.20	00.41	04.21	00.00	00.00	NO	NO			1
IVIIII. 3	tandard = 9070 Within 24 ms	Total # of unadjusted outage report tickets								0	0			1
		Total # of all repair tickets restored in < 24hrs								0	0			1
		% of all repair tickets restored ≤ 24 Hours								0%	0%			1
		Sum of the duration of all outages (hh:mm)								00:00	00:00			1
Unadj	usted f Service Report	Avg. unadjusted outage duration (hh:mm)								00:00	00:00			1
Refun		Number of customers who received refunds								00.00	00.00			+
		Monthly amount of refunds								\$0.00	\$0.00			+
Answ	er Time (Trouble Reports, Billing	,								φυ.υυ	φυ.υυ			
& Non-l	Billing) Min. standard = 80% of calls ≤ 60	Total # of calls for TR, Billing & Non-Billing				1		I				1		Т
	s to reach live agent (w/ a menu option to ve agent)	Total # of call seconds to reach live agent				-							+	+
reach live agent)		% ≤ 60 seconds												+

Primary Utility Contact Information

Name: Tim Edwards Phone: 530-467-6143 Email: <u>t.edwards@siskiyoutelep</u>

Date Adopted: 7/28/09

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

Company Name:	Siskiyou Telephone		U#: 1017-C	Report Year:	2016
Reporting Unit Type: Total Co	mpany 🗸 Exchange	☐ Wire Cen	er Reporting Unit Name: Happy Camp Exchange		

			Da	te filed (05/15/	/yy)	Da	te filed (08/15/	/yy)	Da	te filed (11/15/	уу)	Da	ate filed (01/23	3/17)
Mea	surement (Compile monthly	y, file quarterly)		1st Quarter		2nd Quarter			3rd Quarter			4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval		Total # of business days	6.78	2.72	3.01	6.78	7.37	9.71	3.84	2.66	3.07			1
Min. s	tandard = 5 bus. days	Total # of service orders	7	7	5	6	12	40	5	40	6			1
		Avg. # of business days	0.97	0.39	0.60	1.13	0.61	0.24	0.77	0.07	0.51			1
	lation Commitment	Total # of installation commitments	7	7	7	7	12	41	5	41	6			
Min. s	tandard = 95% commitment met	Total # of installation commitment met	7	7	7	7	12	41	5	41	6			
		Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
Customers		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			1
		Acct # for voice or bundle, res+bus								583	549			
Custo	mer Trouble Report													
p	6% (6 per 100 working lines for	Total # of working lines												
Min. Standard	units w/ ≥ 3,000 lines)	Total # of trouble reports												1
<u>پې</u>		% of trouble reports												1
Ξ	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												1
		Total # of trouble reports												-
		% of trouble reports												1
	10% (10 per 100 working lines for	Total # of working lines	888	887	888	888	887	918	886	909	880			-
	units w/ ≤ 1,000 lines)	Total # of trouble reports	2	4	5	8	0	3	6	0	1			-
		% of trouble reports	0.23%	0.45%	0.56%	0.90%	0.00%	0.33%	0.68%	0.00%	0.11%			-
		Total # of outage report tickets	1	4	5	8	0.0070	3	6	0.0070	1			1
		Total # of repair tickets restored in < 24hrs	1	4	5	8	0	3	6	0	1			1
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	0%	0%	100%	0%	100%			+
		Sum of the duration of all outages (hh:mm)	00:54	11:07	12:09	52:29	00:00	06:51	48:40	00:00	04:33			+
Adjus		Avg. outage duration (hh:mm)	00:54	02:46	02:25	06:33	00:00	02:17	08:06	00:00	04:33			1
	f Service Report tandard = 90% within 24 hrs	Indicate if catastrophic event is in month	00.54	02.40	02.20	00.00	00.00	02.17	00.00	NO	NO			1
IVIIII. S	tandard = 90 /6 Within 24 1115	Total # of unadjusted outage report tickets								0	1			+
		Total # of all repair tickets restored in < 24hrs								0	1			+
		% of all repair tickets restored ≤ 24 Hours								0%	100%			+
		Sum of the duration of all outages (hh:mm)								00:00	04:33			+
	iusted	Avg. unadjusted outage duration (hh:mm)								00:00	04:33			+
Refun	Control Report	Number of customers who received refunds								00.00	04.33			+
		Monthly amount of refunds								\$0.00	\$0.00			+
Answ	er Time (Trouble Reports, Billing									\$0.00	φυ.υυ			
& Non-l	Billing) Min. standard = 80% of calls ≤ 60	Total # of calls for TR, Billing & Non-Billing												Т —
	s to reach live agent (w/ a menu option to ve agent)	Total # of call seconds to reach live agent												+
reach live agent)		% ≤ 60 seconds												+

Primary Utility Contact Information

Name: Tim Edwards	Phone:	530-467-6143	Email:	t.edwards@siskiyoutelephone.com

Date Adopted: 7/28/09

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

Company Name:	Siski	you Telephone		U#: 1017-C	Report Year:	2016
Reporting Unit Type:	Total Company	Exchange	☐ Wire Center	Reporting Unit Name: Hamburg Exchange		

			Da	Date filed (05/15/yy)			Date filed (08/15/yy)			ite filed (11/15	/yy)	Date filed (01/23/17)		
Meas	urement (Compile monthly	y, file quarterly)		1st Quarter			2nd Quarter		3rd Quarter			4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	ation Interval	Total # of business days	3.86	3.07	3.37	4.50	3.79	5.58	7.42	1.62	63.70			
Min. standard = 5 bus. days		Total # of service orders	2	4	5	6	4	6	5	5	54			
		Avg. # of business days	1.93	0.77	0.67	0.75	0.95	0.93	1.48	0.32	1.18			
Installation Commitment		Total # of installation commitments	2	4	5	6	4	6	5	6	54			
Min. sta	andard = 95% commitment met	Total # of installation commitment met	2	4	5	6	4	6	5	6	54			
		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								380	377			
Custor	ner Trouble Report													
5	6% (6 per 100 working lines for	Total # of working lines												
ında	units w/ ≥ 3,000 lines)	Total # of trouble reports												
Min. Standard		% of trouble reports												
Zi Zi	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	Total # of working lines	511	511	511	511	511	511	513	532	510			
	units w/ ≤ 1,000 lines)	Total # of trouble reports	0	1	1	0	0	0	1	1	7			
		% of trouble reports	0.00%	0.20%	0.20%	0.00%	0.00%	0.00%	0.19%	0.19%	1.37%			
		Total # of outage report tickets	0	0	1	0	0	0	1	1	6			
		Total # of repair tickets restored in < 24hrs	0	0	1	0	0	0	1	1	6			
		% of repair tickets restored ≤ 24 Hours	0%	0%	100%	0%	0%	0%	100%	100%	100%			
		Sum of the duration of all outages (hh:mm)	00:00	00:00	03:35	00:00	00:00	00:00	05:33	01:53	24:43			
Adjust		Avg. outage duration (hh:mm)	00:00	00:00	03:35	00:00	00:00	00:00	05:33	01:53	04:07			
	Service Report andard = 90% within 24 hrs	Indicate if catastrophic event is in month	00.00	00.00	00.00	00.00	00.00	00.00	00.00	NO	NO			
IVIIII. Ott	andard = 3070 Within 24 m3	Total # of unadjusted outage report tickets								1	6			
		Total # of all repair tickets restored in < 24hrs								1	6			
		% of all repair tickets restored ≤ 24 Hours								100%	100%			
		Sum of the duration of all outages (hh:mm)								01:53	36:43			
Unadju Out of	ısted Service Report	Avg. unadjusted outage duration (hh:mm)								01:53	06:07			
Refunc	<u> </u>	Number of customers who received refunds								0	19			
		Monthly amount of refunds								\$0.00	\$202.67			
Answe	er Time (Trouble Reports, Billing	,				l				Ψ0.00	Ψ202.07		1	
& Non-B	Billing) Min. standard = 80% of calls ≤ 60	Total # of calls for TR, Billing & Non-Billing												
	to reach live agent (w/ a menu option to e agent)	Total # of call seconds to reach live agent												
	-	% ≤ 60 seconds												

Primary Utility Contact Information

Name: Tir	n Edwards	Phone:	530-467-6143	Email:	t.edwards@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)

(End of Attachment C)