

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

Company Name: Siskiyou Telephone

U#: 1017-C

Report Year: 2016

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed (05/15/yy)			Date filed (08/15/yy)			Date filed (11/15/yy)			Date filed (01/23/17)			
		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	30.54	23.8	36.84	60.15	51.58	57.28	32.78	39.89	91.18	42.11	33.09	16.56	
	Total # of service orders	36	39	44	61	62	88	39	97	95	50	43	36	
	Avg. # of business days	0.85	0.61	0.84	0.99	0.83	0.65	0.84	0.41	0.96	0.84	0.77	0.46	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	40	39	47	70	66	96	40	101	97	58	45	39	
	Total # of installation commitment met	40	39	47	70	66	96	40	101	97	58	45	39	
	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								3708	3657	3650	3630	3614	
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	5243	5243	5242	5236	5245	5277	5247	5293	5235	5224	5226	5219
		Total # of trouble reports	12	9	14	24	11	9	13	14	13	14	8	15
		% of trouble reports	0.23%	0.17%	0.27%	0.46%	0.21%	0.17%	0.25%	0.26%	0.25%	0.27%	0.15%	0.29%
	0	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	9	7	13	21	8	7	12	6	11	10	6	6	
	Total # of repair tickets restored in ≤24hrs	9	7	13	21	8	7	12	6	11	10	6	6	
	% 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)	48:16	39:36	72:18	103:10	36:58	16:20	71:27	24:59	71:12	53:50	29:30	43:25	
	Avg. outage duration (hh:mm)	05:21	05:39	05:33	04:54	04:37	02:20	05:57	04:09	06:28	05:23	04:55	07:14	
	Indicate if catastrophic event is in month								NO	NO	NO	NO	NO	
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets								6	11	10	6	6	
	Total # of all repair tickets restored in ≤24hrs								6	11	10	6	5	
	% of all repair tickets restored ≤ 24 Hours								100%	100%	100%	100%	83%	
	Sum of the duration of all outages (hh:mm)								24:59	83:12	53:50	37:30	59:51	
	Avg. unadjusted outage duration (hh:mm)								04:09	07:33	05:23	06:15	09:58	
Refunds	Number of customers who received refunds								0	19	0	0	1	
	Monthly amount of refunds								\$0.00	\$202.67	\$0.00	\$0.00	\$3.90	
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													
	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)

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

Company Name: Siskiyou Telephone

U#: 1017-C

Report Year: 2016

Total Company Exchange Wire Center

Reporting Unit Type:

Reporting Unit Name: Sawyers Bar Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/15/yy)			Date filed (08/15/yy)			Date filed (11/15/yy)			Date filed (01/23/17)			
		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	1.00	1.04	0.00	0.50	7.17	0.00	0.92	3.82	1.72	0.89	0.05	2.84	
	Total # of service orders	1	3	0	2	6	0	1	4	3	2	1	2	
	Avg. # of business days	1.00	0.35	0.00	0.25	1.20	0.00	0.92	0.96	0.57	0.45	0.05	1.42	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	3	0	2	7	2	1	4	3	2	1	2	
	Total # of installation commitment met	1	3	0	2	7	2	1	4	3	2	1	2	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	100%	100%	0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Customers	Acct # for voice or bundle, res+bus								134	135	131	128	127	
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												
		Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	188	188	188	188	190	190	191	191	193	190	190	190
		Total # of trouble reports	0	0	0	0	1	1	0	0	0	1	0	0
		% of trouble reports	0.00%	0.00%	0.00%	0.00%	0.53%	0.53%	0.00%	0.00%	0.00%	0.53%	0.00%	0.00%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0	0	0	0	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	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%	0.00%	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	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	00:00	00:00	00:00	00:00	00:00	00:00	
	Indicate if catastrophic event is in month								NO	NO	NO	NO	NO	
	Total # of unadjusted outage report tickets								0	0	0	0	0	
Unadjusted Out of Service Report	Total # of all repair tickets restored in ≤ 24hrs								0	0	0	0	0	
	% of all repair tickets restored ≤ 24 Hours								0.00%	0.00%	0	0	0	
	Sum of the duration of all outages (hh:mm)								00:00	00:00	00:00	00:00	00:00	
	Avg. unadjusted outage duration (hh:mm)								00:00	00:00	00:00	00:00	00:00	
	Refunds	Number of customers who received refunds								0	0	0	0	0
	Monthly amount of refunds								\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
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													
	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)

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

Company Name: Siskiyou Telephone

U#: 1017-C

Report Year: 2016

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Oak Knoll Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/15/yy)			Date filed (08/15/yy)			Date filed (11/15/yy)			Date filed (01/23/17)			
		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	1.54	2.09	1.09	5.71	4.49	5.38	7.78	0.00	0.17	3.06	6.96	1.45	
	Total # of service orders	3	4	2	4	2	3	3	0	1	3	7	2	
	Avg. # of business days	0.51	0.52	0.55	1.43	2.25	1.79	2.59	0.00	0.17	1.02	0.99	0.73	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	3	4	2	4	2	3	3	0	1	4	8	2	
	Total # of installation commitment met	3	4	2	4	2	3	3	0	1	4	8	2	
	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%	0%	100%	100%	100%	100%	
Customers	Acct # for voice or bundle, res+bus								175	174	175	179	178	
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												
		Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	258	258	259	259	259	260	259	259	259	258	260	260
		Total # of trouble reports	2	1	1	1	2	0	0	1	1	0	1	1
		% of trouble reports	0.78%	0.39%	0.39%	0.39%	0.77%	0.00%	0.00%	0.39%	0.39%	0.00%	0.38%	0.38%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	1	1	0	2	0	0	0	1	0	1	1	
	Total # of repair tickets restored in ≤ 24hrs	1	1	1	0	2	0	0	0	1	0	1	1	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	0%	100%	0%	0%	0%	100%	0%	100%	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	00:00	02:12	04:32	
	Avg. outage duration (hh:mm)	07:42	03:49	23:27	00:00	01:31	00:00	00:00	00:00	15:53	00:00	02:12	04:32	
	Indicate if catastrophic event is in month								NO	NO	NO	NO	NO	
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets								0	1	0	1	1	
	Total # of all repair tickets restored in ≤ 24hrs								0	1	0	1	1	
	% of all repair tickets restored ≤ 24 Hours								0%	100%	0	100%	100%	
	Sum of the duration of all outages (hh:mm)								00:00	15:53	00:00	02:12	04:32	
	Avg. unadjusted outage duration (hh:mm)								00:00	15:53	00:00	02:12	04:32	
Refunds	Number of customers who received refunds								0	0	0	0	0	
	Monthly amount of refunds								\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
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													
	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)

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

Company Name: Siskiyou Telephone

U#: 1017-C

Report Year: 2016

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Etna Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/15/yy)			Date filed (08/15/yy)			Date filed (11/15/yy)			Date filed (01/23/17)			
		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	12.51	6.65	15.58	19.46	17.10	16.76	1.20	13.77	11.69	14.27	4.04	7.04	
	Total # of service orders	10	7	12	21	23	16	5	17	11	14	4	9	
	Avg. # of business days	1.25	0.95	1.30	0.93	0.74	1.05	0.24	0.81	1.06	1.02	1.01	0.78	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	11	7	13	24	23	19	5	19	12	16	4	9	
	Total # of installation commitment met	11	7	13	24	23	19	5	19	12	16	4	9	
	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							1094	1078	1077	1070	1067		
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	1462	1462	1463	1464	1473	1473	1472	1477	1467	1467	1466	1467
		Total # of trouble reports	1	1	1	3	4	2	5	6	0	4	1	4
		% of trouble reports	0.07%	0.07%	0.07%	0.20%	0.27%	0.14%	0.34%	0.41%	0.00%	0.27%	0.07%	0.27%
	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	0	0	1	3	4	2	5	1	0	4	1	1	
	Total # of repair tickets restored in ≤24hrs	0	0	1	3	4	2	5	1	0	4	1	1	
	% of repair tickets restored ≤ 24 Hours	0%	0%	100%	100%	100%	100%	100%	100%	0%	100%	100%	100%	
	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	04:20	03:55	04:27	
	Avg. outage duration (hh:mm)	00:00	00:00	02:51	01:30	06:30	03:34	03:26	06:19	00:00	01:05	03:55	04:27	
	Indicate if catastrophic event is in month								NO	NO	NO	NO	NO	
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets								1	0	4	1	1	
	Total # of all repair tickets restored in ≤24hrs								1	0	4	1	1	
	% of all repair tickets restored ≤ 24 Hours								100%	0%	100%	100%	100%	
	Sum of the duration of all outages (hh:mm)								06:19	00:00	04:20	03:55	04:27	
	Avg. unadjusted outage duration (hh:mm)								06:19	00:00	01:05	03:55	04:27	
Refunds	Number of customers who received refunds								0	0	0	0	0	
	Monthly amount of refunds								\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
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													
	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)

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

Company Name: Siskiyou Telephone

U#: 1017-C

Report Year: 2016

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Ft. Jones Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/15/yy)			Date filed (08/15/yy)			Date filed (11/15/yy)			Date filed (01/23/17)			
		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	4.79	7.03	11.68	18.06	10.78	17.63	10.57	15.68	8.73	9.09	13.42	3.48	
	Total # of service orders	12	10	17	17	11	21	17	29	17	14	19	13	
	Avg. # of business days	0.40	0.70	0.69	1.06	0.98	0.84	0.62	0.54	0.51	0.65	0.71	0.27	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	15	10	17	22	14	22	18	29	18	17	19	14	
	Total # of installation commitment met	15	10	17	22	14	22	18	29	18	17	19	14	
	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								1212	1213	1208	1200	1193	
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	1743	1744	1740	1733	1732	1732	1733	1732	1732	1729	1736	1733
		Total # of trouble reports	7	0	5	11	2	3	0	5	3	0	1	4
		% of trouble reports	0.40%	0.00%	0.29%	0.63%	0.12%	0.17%	0.00%	0.29%	0.17%	0.00%	0.06%	0.23%
	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	7	0	4	9	1	2	0	4	3	0	1	0	
	Total # of repair tickets restored in ≤ 24hrs	7	0	4	9	1	2	0	4	3	0	1	0	
	% of repair tickets restored ≤ 24 Hours	100%	0%	100%	100%	100%	100%	0%	100%	100%	0%	100%	0%	
	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	00:00	01:46	00:00	
	Avg. outage duration (hh:mm)	05:40	00:00	07:12	04:43	03:34	01:10	00:00	04:11	08:41	00:00	01:46	00:00	
	Indicate if catastrophic event is in month								NO	NO	NO	NO	NO	
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets								4	3	0	1	0	
	Total # of all repair tickets restored in ≤ 24hrs								4	3	0	1	0	
	% of all repair tickets restored ≤ 24 Hours								100%	100%	0%	100%	0%	
	Sum of the duration of all outages (hh:mm)								16:47	26:03	00:00	01:46	00:00	
	Avg. unadjusted outage duration (hh:mm)								04:11	08:41	00:00	01:46	00:00	
Refunds	Number of customers who received refunds								0	0	0	0	0	
	Monthly amount of refunds								\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
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													
	Total # of call seconds to reach live agent													
	% ≤ 60 seconds													

Primary Utility Contact Information

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(End of Attachment C)

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

Company Name: Siskiyou Telephone

U#: 1017-C

Report Year: 2016

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Somes Bar Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/15/yy)			Date filed (08/15/yy)			Date filed (11/15/yy)			Date filed (01/23/17)		
		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	0.06	1.20	2.11	5.14	0.88	2.22	1.05	2.34	2.10	0.14	0.96	0.12
	Total # of service orders	1	4	3	5	4	2	3	2	3	1	2	3
	Avg. # of business days	0.06	0.30	0.70	1.03	0.22	1.11	0.35	1.17	0.70	0.14	0.48	0.04
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	4	3	5	4	3	3	2	3	2	3	3
	Total # of installation commitment met	1	4	3	5	4	3	3	2	3	2	3	3
	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							130	131	131	129	130	
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											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	193	193	193	193	193	193	193	193	194	194	193
		Total # of trouble reports	0	2	1	1	2	0	1	1	1	1	0
		% of trouble reports	0.00%	1.04%	0.52%	0.52%	1.04%	0.00%	0.52%	0.52%	0.52%	0.52%	0.00%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	2	1	1	1	0	0	0	0	1	0	
	Total # of repair tickets restored in ≤24hrs	0	2	1	1	1	0	0	0	0	1	0	
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	100%	100%	0%	0%	0%	0%	100%	0%	
	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	02:15	00:00	
	Avg. outage duration (hh:mm)	00:00	12:20	01:25	03:41	04:21	00:00	00:00	00:00	00:00	02:15	00:00	
	Indicate if catastrophic event is in month								NO	NO	NO	NO	
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets							0	0	1	0		
	Total # of all repair tickets restored in ≤24hrs							0	0	1	0		
	% of all repair tickets restored ≤ 24 Hours							0%	0%	100%	0%		
	Sum of the duration of all outages (hh:mm)							00:00	00:00	02:15	00:00		
	Avg. unadjusted outage duration (hh:mm)							00:00	00:00	02:15	00:00		
Refunds	Number of customers who received refunds							0	0	0	0		
	Monthly amount of refunds							\$0.00	\$0.00	\$0.00	\$0.00		
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												
	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)

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

Company Name: Siskiyou Telephone

U#: 1017-C

Report Year: 2016

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Happy Camp Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/15/yy)			Date filed (08/15/yy)			Date filed (11/15/yy)			Date filed (01/23/17)			
		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	6.78	2.72	3.01	6.78	7.37	9.71	3.84	2.66	3.07	14.35	7.66	1.55	
	Total # of service orders	7	7	5	6	12	40	5	40	6	14	10	4	
	Avg. # of business days	0.97	0.39	0.60	1.13	0.61	0.24	0.77	0.07	0.51	1.03	0.77	0.39	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	7	7	7	7	12	41	5	41	6	14	10	4	
	Total # of installation commitment met	7	7	7	7	12	41	5	41	6	14	10	4	
	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							583	549	551	557	554		
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												
		Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	888	887	888	888	887	918	886	909	880	877	874	875
		Total # of trouble reports	2	4	5	8	0	3	6	0	1	4	2	4
		% of trouble reports	0.23%	0.45%	0.56%	0.90%	0.00%	0.33%	0.68%	0.00%	0.11%	0.46%	0.23%	0.46%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	4	5	8	0	3	6	0	1	3	2	3	
	Total # of repair tickets restored in ≤ 24hrs	1	4	5	8	0	3	6	0	1	3	2	3	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	0%	0%	100%	0%	100%	100%	100%	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	21:51	17:57	30:51	
	Avg. outage duration (hh:mm)	00:54	02:46	02:25	06:33	00:00	02:17	08:06	00:00	04:33	07:17	08:58	10:17	
	Indicate if catastrophic event is in month								NO	NO	NO	NO	NO	
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets							0	1	3	2	3		
	Total # of all repair tickets restored in ≤ 24hrs							0	1	3	2	2		
	% of all repair tickets restored ≤ 24 Hours							0%	100%	100%	100%	67%		
	Sum of the duration of all outages (hh:mm)							00:00	04:33	21:51	25:57	47:17		
	Avg. unadjusted outage duration (hh:mm)							00:00	04:33	07:17	12:58	15:45		
Refunds	Number of customers who received refunds							0	0	0	0	0		
	Monthly amount of refunds							\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
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													
	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)

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D
U#: 1017-C**

Company Name: Siskiyou Telephone

Report Year: 2016

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Hamburg Exchange

Measurement (Compile monthly, file quarterly)		Date filed (05/15/yy)			Date filed (08/15/yy)			Date filed (11/15/yy)			Date filed (01/23/17)			
		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	3.86	3.07	3.37	4.50	3.79	5.58	7.42	1.62	63.70	0.31	0.00	0.08	
	Total # of service orders	2	4	5	6	4	6	5	5	54	2	0	3	
	Avg. # of business days	1.93	0.77	0.67	0.75	0.95	0.93	1.48	0.32	1.18	0.16	0.00	0.03	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2	4	5	6	4	6	5	6	54	3	0	5	
	Total # of installation commitment met	2	4	5	6	4	6	5	6	54	3	0	5	
	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%	0%	100%	
Customers	Acct # for voice or bundle, res+bus								380	377	377	367	365	
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												
		Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	511	511	511	511	511	511	513	532	510	509	507	501
		Total # of trouble reports	0	1	1	0	0	0	1	1	7	4	3	2
		% of trouble reports	0.00%	0.20%	0.20%	0.00%	0.00%	0.00%	0.19%	0.19%	1.37%	0.79%	0.59%	0.40%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	1	0	0	0	1	1	6	2	1	1	
	Total # of repair tickets restored in ≤24hrs	0	0	1	0	0	0	1	1	6	2	1	1	
	% of repair tickets restored ≤ 24 Hours	0%	0%	100%	0%	0%	0%	100%	100%	100%	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	25:24	03:40	03:35	
	Avg. outage duration (hh:mm)	00:00	00:00	03:35	00:00	00:00	00:00	05:33	01:53	04:07	12:42	03:40	03:35	
	Indicate if catastrophic event is in month								NO	NO	NO	NO	NO	
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets								1	6	2	1	1	
	Total # of all repair tickets restored in ≤24hrs								1	6	2	1	1	
	% of all repair tickets restored ≤ 24 Hours								100%	100%	100%	100%	100%	
	Sum of the duration of all outages (hh:mm)								01:53	36:43	25:24	03:40	03:35	
	Avg. unadjusted outage duration (hh:mm)								01:53	06:07	12:42	03:40	03:35	
Refunds	Number of customers who received refunds								0	19	0	0	1	
	Monthly amount of refunds								\$0.00	\$202.67	\$0.00	\$0.00	\$3.90	
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													
	Total # of call seconds to reach live agent													
	% ≤ 60 seconds													

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