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 Comp	any	

			Da	te filed (05/15/	yy)	Da	te filed (08/15/	yy)	Da	te filed (11/15	/yy)	Date 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	42.11	33.09	16.56
Min. st	tandard = 5 bus. days	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
	lation Commitment	Total # of installation commitments	40	39	47	70	66	96	40	101	97	58	45	39
Min. st	tandard = 95% commitment met	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%
Custo	mers	Acct # for voice or bundle, res+bus								3708	3657	3650	3630	3614
Customer Trouble Report														
<u> </u>	6% (6 per 100 working lines for	Total # of working lines	5243	5243	5242	5236	5245	5277	5247	5293	5235	5224	5226	5219
Standard	units w/ ≥ 3,000 lines)	Total # of trouble reports	12	9	14	24	11	9	13	14	13	14	8	15
St.		% 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%
M in	0	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for	Total # of working lines												
	units w/ ≤ 1,000 lines)	Total # of trouble reports												
		% of trouble reports												
	•	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
Adjus		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
	f Service Report tandard = 90% within 24 hrs	Indicate if catastrophic event is in month								NO	NO	NO	NO	NO
		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
•	usted f Service Report	Avg. unadjusted outage duration (hh:mm)								04:09	07:33	05:23	06:15	09:58
Refun	-	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
Answ	er Time (Trouble Reports, Billing									ΨΟΙΟΟ	Ψ <u></u> _0 <u>Z</u> .01	ΨΟΙΟΟ	ψ0.00	ψο.σσ
	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												
	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	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)	Date filed (11/15/yy)			Date filed (01/23/17)		
Meas	surement (Compile monthly	, file quarterly)	1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
	` .		Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	lation Interval	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	2.8
Min. s	tandard = 5 bus. days	Total # of service orders	1	3	0	2	6	0	1	4	3	2	1	
		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	1.4
	lation Commitment	Total # of installation commitments	1	3	0	2	7	2	1	4	3	2	1	
Min. s	tandard = 95% commitment met	Total # of installation commitment met	1	3	0	2	7	2	1	4	3	2	1	
		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%	100%	100%	1009
Custo	mers	Acct # for voice or bundle, res+bus								134			128	12
Customer Trouble Report														
<u>p</u>	6% (6 per 100 working lines for	Total # of working lines						1					<u> </u>	<u> </u>
Standard	units w/ ≥ 3,000 lines)	Total # of trouble reports						1						
Sta		% of trouble reports												
Ξ Ż	8% (8 per 100 working lines for	Total # of working lines												
	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
		% of trouble reports												
	units w/ ≤ 1,000 lines)	Total # of working lines	188	188	188	188	190	190	191	191	193	190	190	19
		Total # of trouble reports	0	0	0	0	1	1	0	0		1	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%	0.009
	1	Total # of outage report tickets	0.0070	0.0070	0.0070	0.0070	0.0070	0.0070	0.0070	0.0070				
		Total # of repair tickets restored in < 24hrs	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%	0.009
		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				
Adjus		Avg. outage duration (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00				
	f Service Report tandard = 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	NO	NO	NO
IVIII I. S	tandard = 50 /6 Within 24 1115	Total # of unadjusted outage report tickets								0				
		Total # of all repair tickets restored in < 24hrs				_				0		·	Ŭ	
		% of all repair tickets restored ≤ 24 Hours								0.00%	_	Ü	· ·	
		Sum of the duration of all outages (hh:mm)								0.0070			Ŭ	
	justed f Samina Banart	Avg. unadjusted outage duration (hh:mm)								00:00				
Refun	f Service Report	Number of customers who received refunds						1		00.00	1	00.00	ł	
		Monthly amount of refunds						+		\$0.00	Ŭ	\$0.00	U	
Answ	er Time (Trouble Reports, Billing	,						!		\$0.00	\$0.00	φυ. 00	\$0.00	Φ 0.0
& Non-	Billing) Min. standard = 80% of calls ≤ 60	Total # of calls for TR, Billing & Non-Billing				_		1					1	
	s to reach live agent (w/ a menu option to ve 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	ou Telephone		U#: 1017- <u>C</u>	Report Year:	2016
Reporting Unit Type:	Total Company	Exchange	Wire Cent	Reporting Unit Name: Oak Kn	oll Exchange	

			D	ate filed (05/15	5/yy)	Da	ate filed (08/15	5/yy)	Da	ate filed (11/15/	/yy)	Da	ate filed (01/23	/17)
Mea	surement (Compile monthl	y, file quarterly)	1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
			Jan	Feb	Mar	Apr	Мау	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	3.06	6.96	1.4
Min. s	standard = 5 bus. days	Total # of service orders	3	4	2	4	2	3	3	0	1	3	7	
		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	0.7
	lation Commitment	Total # of installation commitments	3	4	2	4	2	3	3	0	1	4	8	
Min. s	standard = 95% commitment met	Total # of installation commitment met	3	4	2	4	2	3	3	0	1	4	8	
		Total # of installation commitment missed	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%	1009
Custo	omers	Acct # for voice or bundle, res+bus								175	174	175	179	_
Custo	omer Trouble Report													
5	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												
Ā	8% (8 per 100 working lines for	Total # of working lines												
	units w/ 1,001 - 2,999 lines)	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	258	260	26
	units w/ ≤ 1,000 lines)	Total # of trouble reports	2	1	1	1	2	0	0	1	1	0	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%
		Total # of outage report tickets	1	1	1	0	2	0	0	0	1	0	t	
		Total # of repair tickets restored in < 24hrs	1	1	1	0	2	0	0	0	1	0	1	
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	0%	100%	0%	0%	0%	100%	0%	100%	1009
		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 standard = 90% within 24 hrs	Indicate if catastrophic event is in month								NO	NO	NO	NO	NO
		Total # of unadjusted outage report tickets								0		0		
		Total # of all repair tickets restored in < 24hrs								0		0	1	
		% of all repair tickets restored ≤ 24 Hours								0%	100%	0	100%	1009
		Sum of the duration of all outages (hh:mm)								00:00	15:53	00:00	02:12	04:3
	justed f Service Report	Avg. unadjusted outage duration (hh:mm)						1		00:00	15:53		02:12	
Refur	-	Number of customers who received refunds								0				
		Monthly amount of refunds								\$0.00	\$0.00	\$0.00	\$0.00	\$0.0
	er Time (Trouble Reports, Billing							ļ		, , , , ,	, , , , ,			
	Billing) Min. standard = 80% of calls ≤ 60 ds 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												
		% ≤ 60 seconds												

Primary Utility Contact Information

Name:	Tim Edwards	Phone:	530-467-6143	Email:	t.edwards@siskiy	<u>/outele</u>	phone.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	Exchange	

				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)		
Mea	surement (Compile monthly	, 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	12.51	6.65	15.58	19.46	17.10	16.76	1.20	13.77	11.69	14.27	4.04	7.04
Min. s	tandard = 5 bus. days	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
	lation Commitment	Total # of installation commitments	11	7	13	24	23	19	5	19	12	16	4	9
Min. s	tandard = 95% commitment met	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%
Custo	omers	Acct # for voice or bundle, res+bus								1094	1078	1077	1070	1067
Customer Trouble Report														1
ard	6% (6 per 100 working lines for	Total # of working lines												
Standard	units w/ ≥ 3,000 lines)	Total # of trouble reports												
Š.		% of trouble reports												
M Ei	8% (8 per 100 working lines for	Total # of working lines	1462	1462	1463	1464	1473	1473	1472	1477	1467	1467	1466	1467
	units w/ 1,001 - 2,999 lines)	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	Total # of working lines										-		
	units w/ ≤ 1,000 lines)	Total # of trouble reports												1
		% of trouble reports												
	ı	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
Adjus		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
	f Service Report tandard = 90% within 24 hrs	Indicate if catastrophic event is in month								NO	NO	NO	NO	NO
		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
	justed f Service Report	Avg. unadjusted outage duration (hh:mm)								06:19	00:00	01:05	03:55	04:27
Refun		Number of customers who received refunds								0	0	0	0	0
		Monthly amount of refunds					İ	1		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	er Time (Trouble Reports, Billing							•						
	Billing) Min. standard = 80% of calls ≤ 60 ds 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	
	odon in a dyorit)	% ≤ 60 seconds					1	1					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:	Siskiyo	u Telephone		U#: 1017-C	Report Year:	2016
Reporting Unit Type:	Total Company	Exchange	☐ Wire Cente	Reporting Unit Name: Ft. Jones Exchange		

			Da	te filed (05/15	/yy)	Da	te filed (08/15	/yy)	Da	te filed (11/15/	уу)	Da	te 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
	ation Interval	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
Min. st	andard = 5 bus. days	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
	ation Commitment	Total # of installation commitments	15	10	17	22	14	22	18	29	18	17	19	14
Min. st	andard = 95% commitment met	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%
Custo	mers	Acct # for voice or bundle, res+bus								1212	1213	1208	1200	1193
Customer Trouble Report														
6% (6 per 100 working lines for		Total # of working lines												
6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports													
ξ		% 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	Total # of working lines	0.1070	0.0070	0		011270			0070			0.0070	
	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	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
Adjust		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
	Service Report andard = 90% within 24 hrs	Indicate if catastrophic event is in month	30110	00.00	01112		00.0.	0	00.00	NO	NO	NO	NO	NO
	10070 Milim 2 1 110	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
Unadji	usted Service Report	Avg. unadjusted outage duration (hh:mm)								04:11	08:41	00:00	01:46	00:0
Refund	· · · · · · · · · · · · · · · · · · ·	Number of customers who received refunds								0	0	0	0	0
		Monthly amount of refunds								\$0.00	\$0.00	\$0.00	\$0.00	\$0.0
Answe	er Time (Trouble Reports, Billing						•	1		ΨΟ.ΟΟ	Ψ0.00	Ψ0.00	Ψ0.00	Ψ0.0
	Billing) Min. standard = 80% of calls ≤ 60 s to reach live agent (w/ a menu option to	Total # of calls for TR, Billing & Non-Billing												
	s to reach live agent (w/ a menu option to we agent)	Total # of call seconds to reach live agent						 					 	
reach live agent)	% ≤ 60 seconds					 	1				l	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:	Siskiyo	u Telephone			U#: 1017-C	Report Year:	2016
Reporting Unit Type:	Total Company	Exchange	☐ Wire Cen	iter	Reporting Unit Name: Somes Bar Exchange		

			Da	te filed (05/15/	/yy)	Da	ite filed (08/15	/yy)	Da	te filed (11/15/	уу)	Da	te 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	0.14	0.96	0.12
Min. s	tandard = 5 bus. days	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
Instal	lation Commitment	Total # of installation commitments	1	4	3	5	4	3	3	2	3	2	3	3
Min. s	tandard = 95% commitment met	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%
Custo	mers	Acct # for voice or bundle, res+bus	10070	.0070	.00,0	.0070	10070	.00,0	.0070	130	131	131	129	130
Custo	mer Trouble Report									100	101	101	12/	100
5	6% (6 per 100 working lines for	Total # of working lines												†
Standard	units w/ ≥ 3,000 lines)	Total # of trouble reports												
Sta		% of trouble reports												
Ξ. Ž	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	193	193	193	193	193	193	193	193	194	194	193	193
	units w/ ≤ 1,000 lines)	Total # of trouble reports	0	2	1	1	2	0	1	1)3	1)+	1	0	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%	0.009
		Total # of outage report tickets	0.0070	2	1	1	1.0470	0.0070	0.0270	0.0270	0.0270	1	0.0070	0.007
		Total # of repair tickets restored in ≤ 24hrs	0	2	1	1	1	0	0	0	0	1	0	0
		% of repair tickets restored ≤ 24 Hours	0%	0%	0%	100%	100%	0%	0%	0%	0%	100%	0%	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	00:00
Adjus		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	00:00
	f Service Report tandard = 90% within 24 hrs	Indicate if catastrophic event is in month	00.00	12.20	01.20	03.41	04.21	00.00	00.00	NO	NO	NO	NO	NO
IVIIII. 3	tandard = 90 /0 Within 24 ms	Total # of unadjusted outage report tickets								0	0	1	0	0
		Total # of all repair tickets restored in < 24hrs								0	0	1	0	0
		% of all repair tickets restored ≤ 24 Hours								0%	0%	100%	0%	0%
		Sum of the duration of all outages (hh:mm)								00:00	00:00	02:15	00:00	00:00
Unadj		Avg. unadjusted outage duration (hh:mm)								00:00	00:00	02:15	00:00	00:00
Refun	f Service Report ds	Number of customers who received refunds								00.00	00.00	02:13	00:00	00:00
		Monthly amount of refunds								\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Answ	er Time (Trouble Reports, Billing	,								\$0.00	\$0.00	φυ.υυ	φυ.υυ	φυ.υ(
& Non-	Billing) Min. standard = 80% of calls ≤ 60	Total # of calls for TR, Billing & Non-Billing					I	I				I		Τ
	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:	Siskiyou Telephone		U#: 1017-C	Report Year:	2016
Reporting Unit Type: Total Compa	any 🗸 Exchange	☐ Wire Center	Reporting Unit Name: Happy Camp Exchange		

				Date filed (05/15/yy)			Date filed (08/15/yy)			te filed (11/15	/yy)	Date filed (01/23/17)			
Mea	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	
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	
Instal	llation Commitment	Total # of installation commitments	7	7	7	7	12	41	5	41	6	14	10	4	
Min. s	standard = 95% commitment met	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	
Custo	omer Trouble Report														
힏	6% (6 per 100 working lines for	Total # of working lines												1	
ande	units w/ ≥ 3,000 lines)	Total # of trouble reports												1	
Min. Standard		% of trouble reports												1	
Ē	8% (8 per 100 working lines for	Total # of working lines												1	
	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												1	
		% of trouble reports												1	
	10% (10 per 100 working lines for	Total # of working lines	888	887	888	888	887	918	886	909	880	877	874	875	
	units w/ ≤ 1,000 lines)	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%	
		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	
Adjus		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	
	of Service Report standard = 90% within 24 hrs	Indicate if catastrophic event is in month	00.01	02.10	02:20	- 55.55	00.00	0	00.00	NO	NO	NO	NO	NO	
	sandard 60% Willim 211116	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	
	justed of Service Report	Avg. unadjusted outage duration (hh:mm)								00:00	04:33	07:17	12:58	15:45	
Refur	· · · · · · · · · · · · · · · · · · ·	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	
Answ	ver Time (Trouble Reports, Billing						•	1		Ψ0.00	Ψ0.00	Ψ0.00	Ψ0.00	Ψ0.00	
& Non-	-Billing) Min. standard = 80% of calls ≤ 60 ds to reach live agent (w/ a menu option to	Total # of calls for TR, Billing & Non-Billing												Т	
	ive 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
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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: To	otal Company	Exchange	☐ Wire Center	Reporting Unit Name: Hamburg Exchange		

	Date file		Date filed (05/15/yy) Date filed (08/15/yy)			Da	ate filed (11/15	/yy)	Date filed (01/23/17)					
Meası	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
	ntion Interval	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
Min. sta	andard = 5 bus. days	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
Installa	ation Commitment	Total # of installation commitments	2	4	5	6	4	6	5	6	54	3	0	5
Min. standard = 95% commitment met		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
Custom	ners	Acct # for voice or bundle, res+bus								380	377	377	367	36:
Custom	ner Trouble Report													1
<u>p</u>	6% (6 per 100 working lines for	Total # of working lines												1
Standard	units w/ ≥ 3,000 lines)	Total # of trouble reports												1
. St		% of trouble reports												1
Z L	8% (8 per 100 working lines for	Total # of working lines												1
1	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												1
		% of trouble reports												1
	10% (10 per 100 working lines for	Total # of working lines	511	511	511	511	511	511	513	532	510	509	507	50
1	units w/ ≤ 1,000 lines)	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
		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	03:3
Adjuste	ed Service Report	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	03:3
	andard = 90% within 24 hrs	Indicate if catastrophic event is in month								NO	NO	NO	NO	NC
		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
l loodin	.atad	Sum of the duration of all outages (hh:mm)								01:53	36:43	25:24	03:40	03:3
Unadju: Out of \$	Service Report	Avg. unadjusted outage duration (hh:mm)								01:53	06:07	12:42	03:40	03:3
Refund	-	Number of customers who received refunds								0	19	0	0	1
		Monthly amount of refunds								\$0.00	\$202.67	\$0.00	\$0.00	\$3.9
	r Time (Trouble Reports, Billing						ı	ı		,		,	,	+
	illing) 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				 						 	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)