

**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			
	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			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	40	39	47	70	66	96	40	101	97			
	Total # of installation commitment met	40	39	47	70	66	96	40	101	97			
	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							3708	3657				
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		
		Total # of trouble reports	12	9	14	24	11	9	13	14	13		
		% of trouble reports	0.23%	0.17%	0.27%	0.46%	0.21%	0.17%	0.25%	0.26%	0.25%		
	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			
	Total # of repair tickets restored in ≤24hrs	9	7	13	21	8	7	12	6	11			
	% 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			
	Avg. outage duration (hh:mm)	05:21	05:39	05:33	04:54	04:37	02:20	05:57	04:09	06:28			
	Indicate if catastrophic event is in month								NO	NO			
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets								6	11			
	Total # of all repair tickets restored in ≤24hrs								6	11			
	% of all repair tickets restored ≤ 24 Hours								100%	100%			
	Sum of the duration of all outages (hh:mm)								24:59	83:12			
	Avg. unadjusted outage duration (hh:mm)								04:09	07:33			
Refunds	Number of customers who received refunds								0	19			
	Monthly amount of refunds								\$0.00	\$202.67			
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			
	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			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	3	0	2	7	2	1	4	3			
	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%			
Customers	Acct # for voice or bundle, res+bus								134	135			
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		
		Total # of trouble reports	0	0	0	0	1	1	0	0	0		
		% of trouble reports	0.00%	0.00%	0.00%	0.00%	0.53%	0.53%	0.00%	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			
	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	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		
	Indicate if catastrophic event is in month								NO	NO			
	Total # of unadjusted outage report tickets								0	0			
Unadjusted Out of Service Report	Total # of all repair tickets restored in ≤ 24hrs								0	0			
	% of all repair tickets restored ≤ 24 Hours								0.00%	0.00%			
	Sum of the duration of all outages (hh:mm)								00:00	00:00			
	Avg. unadjusted outage duration (hh:mm)								00:00	00:00			
	Refunds	Number of customers who received refunds								0	0		
	Monthly amount of refunds								\$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			
	Total # of service orders	3	4	2	4	2	3	3	0	1			
	Avg. # of business days	0.51	0.52	0.55	1.43	2.25	1.79	2.59	0.00	0.17			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	3	4	2	4	2	3	3	0	1			
	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%			
Customers	Acct # for voice or bundle, res+bus								175	174			
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		
		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%		
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			
	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			
	Avg. outage duration (hh:mm)	07:42	03:49	23:27	00:00	01:31	00:00	00:00	00:00	15:53			
	Indicate if catastrophic event is in month								NO	NO			
Unadjusted Out of Service Report	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	15:53			
	Avg. unadjusted outage duration (hh:mm)								00:00	15:53			
Refunds	Number of customers who received refunds								0	0			
	Monthly amount of refunds								\$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			
	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			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	11	7	13	24	23	19	5	19	12			
	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%			
Customers	Acct # for voice or bundle, res+bus							1094	1078				
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		
		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%		
	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			
	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			
	Avg. outage duration (hh:mm)	00:00	00:00	02:51	01:30	06:30	03:34	03:26	06:19	00:00			
	Indicate if catastrophic event is in month								NO	NO			
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets								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			
	Avg. unadjusted outage duration (hh:mm)								06:19	00:00			
Refunds	Number of customers who received refunds								0	0			
	Monthly amount of refunds								\$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			
	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			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	15	10	17	22	14	22	18	29	18			
	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%			
Customers	Acct # for voice or bundle, res+bus							1212	1213				
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		
		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%		
	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			
	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			
	Avg. outage duration (hh:mm)	05:40	00:00	07:12	04:43	03:34	01:10	00:00	04:11	08:41			
	Indicate if catastrophic event is in month								NO	NO			
Unadjusted Out of Service Report	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				
	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 & 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: 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			
	Total # of service orders	1	4	3	5	4	2	3	2	3			
	Avg. # of business days	0.06	0.30	0.70	1.03	0.22	1.11	0.35	1.17	0.70			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	4	3	5	4	3	3	2	3			
	Total # of installation commitment met	1	4	3	5	4	3	3	2	3			
	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							130	131				
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		
		Total # of trouble reports	0	2	1	1	2	0	1	1	1		
		% of trouble reports	0.00%	1.04%	0.52%	0.52%	1.04%	0.00%	0.52%	0.52%	0.52%		
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			
	Total # of repair tickets restored in ≤24hrs	0	2	1	1	1	0	0	0	0			
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	100%	100%	0%	0%	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			
	Avg. outage duration (hh:mm)	00:00	12:20	01:25	03:41	04:21	00:00	00:00	00:00	00:00			
	Indicate if catastrophic event is in month								NO	NO			
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets							0	0				
	Total # of all repair tickets restored in ≤24hrs							0	0				
	% of all repair tickets restored ≤ 24 Hours							0%	0%				
	Sum of the duration of all outages (hh:mm)							00:00	00:00				
	Avg. unadjusted outage duration (hh:mm)							00:00	00:00				
Refunds	Number of customers who received refunds							0	0				
	Monthly amount of refunds							\$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				
	Total # of service orders	7	7	5	6	12	40	5	40	6				
	Avg. # of business days	0.97	0.39	0.60	1.13	0.61	0.24	0.77	0.07	0.51				
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	7	7	7	7	12	41	5	41	6				
	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				
	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%				
Customers	Acct # for voice or bundle, res+bus							583	549					
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			
		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%			
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				
	Total # of repair tickets restored in ≤ 24hrs	1	4	5	8	0	3	6	0	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				
	Avg. outage duration (hh:mm)	00:54	02:46	02:25	06:33	00:00	02:17	08:06	00:00	04:33				
	Indicate if catastrophic event is in month								NO	NO				
Unadjusted Out of Service Report	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					
	Avg. unadjusted outage duration (hh:mm)							00:00	04:33					
Refunds	Number of customers who received refunds							0	0					
	Monthly amount of refunds							\$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			
	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 Min. standard = 95% commitment met	Total # of installation commitments	2	4	5	6	4	6	5	6	54			
	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				
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		
		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%		
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			
	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			
	Avg. outage duration (hh:mm)	00:00	00:00	03:35	00:00	00:00	00:00	05:33	01:53	04:07			
	Indicate if catastrophic event is in month								NO	NO			
Unadjusted Out of Service Report	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				
	Avg. unadjusted outage duration (hh:mm)							01:53	06:07				
Refunds	Number of customers who received refunds							0	19				
	Monthly amount of refunds							\$0.00	\$202.67				
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)