

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

Company Name: SISKIYOU TELEPHONE

U#: 1017-C

Reporting Year: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: COMPANY TOTAL

Measurement (Compile monthly, file quarterly)		5/7/2021 1st Quarter			7/21/2021 2nd Quarter			10/29/2021 3rd Quarter			Date filed 01/25/2022 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	60.00	39.00	37.00	66.00	53.00	88.00	64.00	35.00	38.00	55.00	23.00	32.00	
	Total # of service orders	48	28	28	51	40	55	40	25	30	37	20	22	
	Avg. # of business days	1.25	1.39	1.32	1.29	1.33	1.60	1.60	1.40	1.27	1.49	1.15	1.45	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	48	30	31	51	40	55	41	26	31	37	20	22	
	Total # of installation commitment met	48	30	31	51	40	55	41	26	31	37	20	22	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
Customers	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Acct # for voice or bundle, res+bus	3723	3733	3743	3768	3776	3785	3800	3823	3822	3779	3752	3743	
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	4,732	4,735	4,744	4,756	4,763	4,768	4,778	4,804	4,800	4,760	4,742	4,734
		Total # of trouble reports	8	4	4	3	4	2	2	6	9	7	11	11
		% of trouble reports	0.17%	0.08%	0.08%	0.06%	0.08%	0.04%	0.04%	0.12%	0.19%	0.15%	0.23%	0.23%
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	8	4	4	3	4	2	1	5	6	1	4	6	
	Total # of repair tickets restored in ≤ 24hrs	8	4	4	3	4	2	1	5	6	1	4	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)	25:55	64:47	08:11	11:11	18:39	07:27	03:46	42:14	38:25	22:02	55:23	20:11	
	Avg. outage duration (hh:mm)	03:14	16:11	02:02	03:43	04:39	03:43	03:46	08:26	06:24	22:02	13:50	03:21	
	Indicate if catastrophic event is in a month	No	No	No	NO	NO	NO	NO	NO	NO	NO	NO	NO	
Unadjusted Out of Service Report	Total # of outage report tickets	8	4	4	3	4	2	1	5	6	1	4	6	
	Total # of repair tickets restored in ≤ 24hrs	8	4	4	3	4	2	1	5	6	1	4	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)	25:55	64:47	8:11	11:11	18:39	7:27	03:46	42:14	38:25	22:02	55:23	20:11	
	Avg. outage duration (hh:mm)	03:14	16:11	02:02	03:43	04:39	03:43	03:46	08:26	06:24	22:02	13:50	03:21	
	Monthly amount of refunds	\$287.23	\$0.00	\$0.00	\$9,878.24	\$0.00	\$0.00	\$37.74	\$9.42	\$0.00	\$365.26	\$41.50	\$9.08	
Refunds	Number of customers who received refunds	4	0	0	2	0	0	87	16	0	3	63	1	
	Monthly amount of refunds	\$287.23	\$0.00	\$0.00	\$9,878.24	\$0.00	\$0.00	\$37.74	\$9.42	\$0.00	\$365.26	\$41.50	\$9.08	
	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: Mark Apland

Phone: 530-467-6149

Email: m.apland@siskiyoutelephone.com

Date Adopted: 7/28/09
Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O. 133-C)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

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

Company Name: SISKIYOU TELEPHONE

U#: 1017-C

Report Year: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: SAWYERS BAR EXCHANGE

Measurement (Compile monthly, file quarterly)		(05/07/2021) 1st Quarter			7/21/2021 2nd Quarter			10/29/2021 3rd Quarter			Date filed 01/25/2022 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	1.00	0.00	9.00	1.00	6.00	3.00	3.00	1.00	6.00	0.00	1.00	
	Total # of service orders	1	1	0	5	1	5	3	2	1	5	0	1	
	Avg. # of business days	1.00	1.00	0.00	1.80	1.00	1.20	1.00	1.50	1.00	1.20	0.00	1.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	1	0	5	1	5	4	2	1	5	0	1	
	Total # of installation commitment met	1	1	0	5	1	5	4	2	1	5	0	1	
	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%	0%	100%	
Customers	Acct # for voice or bundle, res+bus	117	117	115	122	121	126	129	128	125	127	122	120	
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	164	165	164	170	170	175	176	176	173	175	169	166
		Total # of trouble reports	0	0	0	0	0	0	0	0	0	0	1	1
		% of trouble reports	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.59%	0.60%
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	1	1	
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	0	0	0	1	1	
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	100%	
	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	04:14	04:50	
	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	04:14	04:50	
	Indicate if catastrophic event is in a month	No	No	No	NO	NO	NO	NO	NO	NO	NO	NO	NO	
Unadjusted Out of Service Report	Total # of outage report tickets	0	0	0	0	0	0	0	0	0	0	1	1	
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	0	0	0	1	1	
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	100%	
	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	04:14	04:50	
	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	04:14	04:50	
Refunds	Number of customers who received refunds	0	0	0	0	0	0	1	0	0	0	21	0	
	Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.25	\$0.00	\$0.00	\$0.00	\$7.46	\$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: Mark Apland

Phone: 530-467-6149

Email: m.apland@siskiyoutelephone.com

Date Adopted: 7/28/09
 Date Revised: 12/08/09 (Corrects typographical errors)
 Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O. 133-C)
 Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

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

Company Name: SISKIYOU TELEPHONE

U#: 1017-C

Report Year: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: OAK KNOLL EXCHANGE

Measurement (Compile monthly, file quarterly)		5/7/2021 1st Quarter			7/21/2021 2nd Quarter			10/29/2021 3rd Quarter			Date filed 01/25/2022 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	4.00	0.00	2.00	2.00	1.00	0.00	2.00	5.00	1.00	6.00	1.00	1.00	
	Total # of service orders	3	0	2	2	1	0	2	3	1	4	1	1	
	Avg. # of business days	1.33	0.00	1.00	1.00	1.00	0.00	1.00	1.67	1.00	1.50	1.00	1.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	3	0	4	2	1	0	2	3	1	4	1	1	
	Total # of installation commitment met	3	0	4	2	1	0	2	3	1	4	1	1	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
Customers	% of commitment met	100%	0%	100%	100%	100%	0%	100%	100%	100%	100%	100%	100%	
	Acct # for voice or bundle, res+bus	169	169	173	173	173	173	175	177	178	181	181	179	
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	239	239	242	240	239	239	240	241	242	244	244	242
		Total # of trouble reports	0	0	0	0	0	0	0	1	2	1	2	1
		% of trouble reports	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.41%	0.83%	0.41%	0.82%	0.41%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0	0	0	0	0	1	2	1	0	1	
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	1	2	1	0	1	
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	0%	100%	100%	100%	0%	100%	
	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	05:42	06:26	22:02	00:00	03:00
	Avg. outage duration (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	5:42	03:13	22:02	00:00	03:00
	Indicate if catastrophic event is in a month	No	No	No	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
Unadjusted Out of Service Report	Total # of outage report tickets	0	0	0	0	0	0	0	1	2	1	0	1	
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	1	0	1	0	1	
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	0%	100%	0%	100%	0%	100%	
	Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00	00:00	05:42	06:26	22:02	00:00	03:00	
	Avg. outage duration (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00	00:00	05:42	03:13	22:02	00:00	03:00	
	Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$160.23	\$17.16	\$0.00	
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	1	13	0	
	Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$160.23	\$17.16	\$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: Mark Apland

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Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

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

Company Name: SISKIYOU TELEPHONE

U#: 1017-C

Reporting Year: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: ETNA EXCHANGE

Measurement (Compile monthly, file quarterly)		5/7/2021 1st Quarter			7/21/2021 2nd Quarter			10/29/2021 3rd Quarter			Date filed 01/25/2022 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	10.00	7.00	10.00	15.00	14.00	21.00	15.00	9.00	7.00	9.00	3.00	3.00	
	Total # of service orders	7	6	6	11	11	14	9	7	6	9	3	3	
	Avg. # of business days	1.43	1.17	1.67	1.36	1.27	1.50	1.67	1.29	1.17	1.00	1.00	1.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	7	7	6	11	11	14	9	7	6	9	3	3	
	Total # of installation commitment met	7	7	6	11	11	14	9	7	6	9	3	3	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
Customers	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Acct # for voice or bundle, res+bus	1,118	1,120	1,121	1,125	1,128	1,129	1,129	1,154	1,150	1,114	1,108	1,103	
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	1,358	1,356	1,355	1,359	1,361	1,364	1,364	1,388	1,383	1,345	1,338	1,336
		Total # of trouble reports	2	1	1	2	1	0	1	0	1	1	3	1
		% of trouble reports	0.15%	0.07%	0.07%	0.15%	0.07%	0.00%	0.07%	0.00%	0.07%	0.07%	0.22%	0.07%
	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	2	1	1	2	1	0	0	0	1	0	2	0	
	Total # of repair tickets restored in ≤ 24hrs	2	1	1	2	1	0	0	0	1	0	2	0	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	0%	0%	0%	100%	0%	100%	0%	
	Sum of the duration of all outages (hh:mm)	03:46	22:23	01:08	06:20	07:24	00:00	00:00	00:00	03:07	00:00	31:50	00:00	
	Avg. outage duration (hh:mm)	01:53	22:23	01:08	03:10	07:24	00:00	00:00	00:00	03:07	00:00	15:55	00:00	
	Indicate if catastrophic event is in a month	No	No	No	NO	NO	NO	NO	NO	NO	NO	NO	NO	
Unadjusted Out of Service Report	Total # of outage report tickets	2	1	1	2	1	0	0	0	1	0	2	0	
	Total # of repair tickets restored in ≤ 24hrs	2	1	1	2	1	0	0	0	1	0	2	0	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	0%	0%	0%	100%	0%	100%	0%	
	Sum of the duration of all outages (hh:mm)	03:46	22:23	01:08	06:20	07:24	00:00	00:00	00:00	03:07	00:00	31:50	00:00	
	Avg. outage duration (hh:mm)	01:53	22:23	01:08	03:10	07:24	00:00	00:00	00:00	03:07	00:00	15:55	00:00	
	Indicate if catastrophic event is in a month	No	No	No	NO	NO	NO	NO	NO	NO	NO	NO	NO	
Refunds	Number of customers who received refunds	0	0	0	0	0	0	58	13	0	0	0	0	
	Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$27.60	\$7.44	\$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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**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: SISKIYOU TELEPHONE

U#: 1017-C

Reporting Year: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: FT. JONES EXCHANGE

Measurement (Compile monthly, file quarterly)		5/7/2021 1st Quarter			7/21/2021 2nd Quarter			10/29/2021 3rd Quarter			Date filed 01/25/2022 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	22.00	16.00	13.00	24.00	18.00	21.00	22.00	7.00	9.00	12.00	15.00	15.00	
	Total # of service orders	16	13	9	18	14	13	14	5	9	9	12	9	
	Avg. # of business days	1.38	1.23	1.44	1.33	1.29	1.62	1.57	1.40	1.00	1.33	1.25	1.67	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	16	14	9	18	14	13	14	6	9	9	12	9	
	Total # of installation commitment met	16	14	9	18	14	13	14	6	9	9	12	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	1,299	1,308	1,312	1,318	1,319	1,314	1,320	1,317	1,316	1,310	1,309	1,307	
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	1,638	1,640	1,642	1,644	1,646	1,642	1,647	1,648	1,643	1,639	1,639	1,636
		Total # of trouble reports	4	2	2	1	3	2	0	3	4	4	4	4
		% of trouble reports	0.24%	0.12%	0.12%	0.06%	0.18%	0.12%	0.00%	0.18%	0.24%	0.24%	0.24%	0.24%
	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	4	2	2	1	3	2	0	3	3	0	1	2	
	Total # of repair tickets restored in ≤ 24hrs	4	2	2	1	3	2	0	3	3	0	1	2	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	0%	100%	100%	0%	100%	100%	
	Sum of the duration of all outages (hh:mm)	21:38	37:04	05:54	04:51	11:15	07:27	00:00	33:19	28:52	00:00	19:19	04:39	
	Avg. outage duration (hh:mm)	05:24	18:32	02:57	04:51	03:45	03:43	00:00	11:06	09:37	00:00	19:19	02:19	
	Indicate if catastrophic event is in a month	No	No	No	NO	NO	NO	NO	NO	NO	NO	NO	NO	
Unadjusted Out of Service Report	Total # of outage report tickets	4	2	2	1	3	2	0	3	3	0	1	2	
	Total # of repair tickets restored in ≤ 24hrs	4	2	2	1	3	2	0	3	3	0	1	2	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	0%	100%	100%	0%	100%	100%	
	Sum of the duration of all outages (hh:mm)	21:38	37:04	05:54	04:51	11:15	07:27	00:00	33:19	28:52	00:00	19:19	04:39	
	Avg. outage duration (hh:mm)	05:24	18:32	02:57	04:51	03:45	03:43	00:00	11:06	09:37	00:00	19:19	02:19	
	Indicate if catastrophic event is in a month	No	No	No	NO	NO	NO	NO	NO	NO	NO	NO	NO	
Refunds	Number of customers who received refunds	1	0	0	2	0	0	25	3	0	1	0	1	
	Monthly amount of refunds	\$233.99	\$0.00	\$0.00	\$9,878.24	\$0.00	\$0.00	\$8.75	\$1.98	\$0.00	\$55.00	\$0.00	\$9.08	
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: Mark Apland

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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)

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

Company Name: SISKIYOU TELEPHONE

U#: 1017-C

Report Year: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: SOMES BAR EXCHANGE

Measurement (Compile monthly, file quarterly)		5/7/2021 1st Quarter			7/21/2021 2nd Quarter			10/29/2021 3rd Quarter			Date filed 01/25/2022 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	1.00	2.00	2.00	5.00	2.00	5.00	1.00	3.00	0.00	0.00	5.00	
	Total # of service orders	1	1	2	2	3	2	2	1	2	0	0	2	
	Avg. # of business days	1.00	1.00	1.00	1.00	1.67	1.00	2.50	1.00	1.50	0.00	0.00	2.50	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	1	2	2	3	2	2	1	2	0	0	2	
	Total # of installation commitment met	1	1	2	2	3	2	2	1	2	0	0	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%	100%	100%	0%	0%	100%	
Customers	Acct # for voice or bundle, res+bus	136	134	133	133	135	136	136	136	138	134	133	133	
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	181	181	182	181	182	182	183	184	187	183	183	183
		Total # of trouble reports	0	0	0	0	0	0	1	1	1	0	0	1
		% of trouble reports	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.55%	0.54%	0.53%	0.00%	0.00%	0.55%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0	0	0	0	1	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	1	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00	03:46	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	03:46	00:00	00:00	00:00	00:00	00:00	
	Indicate if catastrophic event is in a month	No	No	No	NO	NO	NO	NO	NO	NO	NO	NO	NO	
Unadjusted Out of Service Report	Total # of outage report tickets	0	0	0	0	0	0	1	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	1	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	00:00	00:00	00:00	00:00	00:00	00:00	3:46	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	03:46	00:00	00:00	00:00	00:00	00:00	
	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	1	6	0	
Refunds	Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$150.03	\$3.32	\$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: Mark Apland

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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)

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

Company Name: SISKIYOU TELEPHONE

U#: 1017-C

Report Year: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: HAPPY CAMP EXCHANGE

Measurement (Compile monthly, file quarterly)		5/7/2021 1st Quarter			7/21/2021 2nd Quarter			10/29/2021 3rd Quarter			Date filed 01/25/2022 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	14.00	10.00	4.00	10.00	6.00	29.00	12.00	10.00	13.00	14.00	1.00	4.00	
	Total # of service orders	12	4	4	10	4	18	7	7	8	7	1	3	
	Avg. # of business days	1.17	2.50	1.00	1.00	1.50	1.61	1.71	1.43	1.63	2.00	1.00	1.33	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	12	4	4	10	4	18	7	7	9	7	1	3	
	Total # of installation commitment met	12	4	4	10	4	18	7	7	9	7	1	3	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
Customers	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Acct # for voice or bundle, res+bus	497	496	497	505	502	508	512	516	520	520	512	512	
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	668	670	670	675	677	677	678	681	686	689	688	690
		Total # of trouble reports	2	1	0	0	0	0	0	0	0	1	0	2
		% of trouble reports	0.30%	0.15%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.15%	0.00%	0.29%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	1	0	0	0	0	0	0	0	0	0	2	
	Total # of repair tickets restored in ≤ 24hrs	2	1	0	0	0	0	0	0	0	0	0	2	
	% of repair tickets restored ≤ 24 Hours	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	
	Sum of the duration of all outages (hh:mm)	00:31	05:20	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	07:42
	Avg. outage duration (hh:mm)	00:15	05:20	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	03:51
	Indicate if catastrophic event is in a month	No	No	No	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
Unadjusted Out of Service Report	Total # of outage report tickets	2	1	0	0	0	0	0	0	0	0	0	2	
	Total # of repair tickets restored in ≤ 24hrs	2	1	0	0	0	0	0	0	0	0	0	2	
	% of repair tickets restored ≤ 24 Hours	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	
	Sum of the duration of all outages (hh:mm)	00:31	05:20	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	07:42
	Avg. outage duration (hh:mm)	00:15	05:20	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	03:51
	Number of customers who received refunds	2	0	0	0	0	0	3	0	0	0	3	0	
Refunds	Monthly amount of refunds	\$45.20	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1.14	\$0.00	\$0.00	\$0.00	\$1.51	\$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: Mark Apland

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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)

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

Company Name: SISKIYOU TELEPHONE

U#: 1017-C

Report Year: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: HAMBURG EXCHANGE

Measurement (Compile monthly, file quarterly)		5/7/2021 1st Quarter			7/21/2021 2nd Quarter			10/29/2021 3rd Quarter			Date filed 01/25/2022 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	8.00	4.00	6.00	4.00	8.00	9.00	5.00	0.00	4.00	8.00	3.00	3.00	
	Total # of service orders	8	3	5	3	6	3	3	0	3	3	3	3	
	Avg. # of business days	1.00	1.33	1.20	1.33	1.33	3.00	1.67	0.00	1.33	2.67	1.00	1.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	8	3	6	3	6	3	3	0	3	3	3	3	
	Total # of installation commitment met	8	3	6	3	6	3	3	0	3	3	3	3	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
Customers	% of commitment met	100%	100%	100%	100%	100%	100%	100%	0%	100%	100%	100%	100%	
	Acct # for voice or bundle, res+bus	387	389	392	392	398	399	399	395	395	393	387	389	
	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	484	484	489	487	488	489	490	486	486	485	481	481
		Total # of trouble reports	0	0	1	0	0	0	0	1	1	0	1	1
		% of trouble reports	0.00%	0.00%	0.20%	0.00%	0.00%	0.00%	0.00%	0.21%	0.21%	0.00%	0.21%	0.21%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	1	0	0	0	0	1	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	0	0	1	0	0	0	0	1	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	0%	0%	100%	0%	0%	0%	0%	100%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	00:00	00:00	01:09	00:00	00:00	00:00	00:00	03:13	00:00	00:00	00:00	00:00	
	Avg. outage duration (hh:mm)	00:00	00:00	01:09	00:00	00:00	00:00	00:00	03:13	00:00	00:00	00:00	00:00	
	Indicate if catastrophic event is in a month	No	No	No	NO	NO	NO	NO	NO	NO	NO	NO	NO	
Unadjusted Out of Service Report	Total # of outage report tickets	0	0	1	0	0	0	0	1	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	0	0	1	0	0	0	0	1	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	0%	0%	100%	0%	0%	0%	0%	100%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	00:00	00:00	01:09	00:00	00:00	00:00	00:00	03:13	00:00	00:00	00:00	00:00	
	Avg. outage duration (hh:mm)	00:00	00:00	01:09	00:00	00:00	00:00	00:00	03:13	00:00	00:00	00:00	00:00	
	Indicate if catastrophic event is in a month	No	No	No	NO	NO	NO	NO	NO	NO	NO	NO	NO	
Refunds	Number of customers who received refunds	1	0	0	0	0	0	0	0	0	0	20	0	
	Monthly amount of refunds	\$8.04	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$12.05	\$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													

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