

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

Company Name: Siskiyou Telephone Company

U#: 1017-C

Report Year: 2023

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Company Total

Measurement (Compile monthly, file quarterly)		Date filed (04/07/2023) 1st Quarter			7/25/2023 2nd Quarter			Date filed (11/15/2016) 3rd Quarter			Date filed (xx/xx/xxxx) 4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	33	44	57	69	77	57				
	Total # of service orders	26	38	44	50	49	45						
	Avg. # of business days	1.3	1.2	1.3	1.4	1.6	1.3						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	25	38	44	50	49	45						
	Total # of installation commitment met	25	38	44	50	49	45						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	100%	100%	100%	100%	100%	100%						
<b>Customers</b>	Acct # for voice or bundle, res+bus	3571	3583	3579	3592	3613	3,629	0	0	0	0	0	
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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	2,958	2960	2961	2970	2981	2982	0	0	0	0	0
		Total # of trouble reports	12	5	14	4	2	8					
		% of trouble reports	0.4%	0.2%	0.5%	0.1%	0.1%	0.3%					
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	1650	1665	1666	1673	1691	1701	0	0	0	0	0
		Total # of trouble reports	9	9	16	1	7	4					
		% of trouble reports	0.5%	0.5%	1.0%	0.1%	0.4%	0.2%					
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	1	0	0	0						
	Total # of repair tickets restored in < 24hrs	0	0	0	0	0	0						
	% of repair tickets restored ≤ 24 Hours	100%	100%	0%	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)	0:00	0:00	25:48	0:00	0:00	0:00						
	Avg. outage duration (hh:mm)	0:00	0:00	25:48	0:00	0:00	0:00						
	Indicate if catastrophic event is in a month	No	No	Yes	No	No	No						
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	9	4	11	2	4	2						
	Total # of repair tickets restored in < 24hrs	9	4	11	2	4	2						
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)	23:33	21:24	22:59	7:49	9:58	0:10						
	Avg. outage duration (hh:mm)	2:37	5:21	4:16	3:54	2:29	12:05						
	<b>Refunds</b>	Number of customers who received refunds	1	1	4	0	0	6					
	Monthly amount of refunds	\$48.80	\$85.90	\$198.45	\$0.00	\$0.00	\$480.74						
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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	973	998	1045	978	996	970						
	Total # of call seconds to reach live agent	6701	7313	7566	7278	7400	6892						
	% < 60 seconds	100%	100%	100%	100%	100%	100%						

**Primary Utility Contact Information**

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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)