

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

Company Name: SISKIYOU TELEPHONE

U#: 1017-C

Reporting Year: 2022

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: COMPANY TOTAL

Measurement (Compile monthly, file quarterly)		4/28/2022 1st Quarter			7/28/2022 2nd Quarter			11/2/2022 3rd Quarter			Date filed 2/6/2023 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	36.00	31.00	82.00	60.00	60.00	75.00	78.00	62.00	51.00	61.00	53.00	60.00	
	Total # of service orders	29	25	59	49	46	56	55	49	39	45	47	43	
	Avg. # of business days	1.44	1.24	1.39	1.22	1.30	1.34	1.42	1.27	1.31	1.36	1.13	1.40	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	29	25	59	49	46	56	55	49	39	45	47	43	
	Total # of installation commitment met	29	25	59	49	46	56	55	49	39	45	47	43	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
<b>Customers</b>	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Acct # for voice or bundle, res+bus	3755	3755	3707	3712	3740	3728	3731	3668	3658	3585	3600	3592	
<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	4,738	4,736	4,693	4,700	4,762	4,758	4,772	4,685	4,620	4,632	4,643	
		Total # of trouble reports	10	7	12	8	9	6	3	8	10	5	3	5
		% of trouble reports	0.21%	0.15%	0.26%	0.17%	0.19%	0.13%	0.06%	0.17%	0.21%	0.11%	0.06%	0.11%
	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												
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	4	5	4	7	6	9	5	10	2	3	3	
	Total # of repair tickets restored in ≤ 24hrs	2	4	5	4	7	6	3	5	10	2	3	3	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	33%	100%	100%	100%	100%	100%	
	Sum of the duration of all outages (hh:mm)	23:04	29:00	07:55	16:50	44:01	36:57	866:24	19:32	33:26	10:17	10:39	08:18	
	Avg. outage duration (hh:mm)	11:32	07:15	01:35	04:12	06:17	06:09	96:16	03:54	03:20	05:08	03:33	02:46	
	Indicate if catastrophic event is in a month	No	No	No	NO	NO	NO	YES	NO	NO	NO	NO	NO	
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	2	4	5	4	7	6	9	5	10	2	1	3	
	Total # of repair tickets restored in ≤ 24hrs	2	4	5	4	7	6	3	5	10	2	1	3	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	33%	100%	100%	100%	100%	100%	
	Sum of the duration of all outages (hh:mm)	23:04	29:00	07:55	16:50	44:01	36:57	71:17	19:32	33:26	10:17	03:30	08:18	
	Avg. outage duration (hh:mm)	11:32	07:15	01:35	04:12	06:17	06:09	07:55	03:54	03:20	05:08	03:30	02:46	
	Number of customers who received refunds	3	0	3	0	0	6	1	4	0	0	0	1	
<b>Refunds</b>	Monthly amount of refunds	\$31.42	\$0.00	\$122.98	\$0.00	\$0.00	\$480.74	\$0.30	\$77.36	\$0.00	\$0.00	\$0.00	\$13.51	
	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								1035	1004	825	1120	
	Total # of call seconds to reach live agent								7319	6693	5601	7755		
	% ≤ 60 seconds								100%	100%	100%	100%		

**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)