

**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)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (xx/xx/xxxx)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun						
Installation Interval Min. standard = 5 bus. days	Total # of business days	33	44	57									
	Total # of service orders	26	38	44									
	Avg. # of business days	1.3	1.2	1.3									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	25	38	44									
	Total # of installation commitment met	25	38	44									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	3561	3583	3579									
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	2,958	2960	2961								
		Total # of trouble reports	12	5	14								
		% of trouble reports	0.4%	0.2%	0.5%								
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	1650	1665	1666								
		Total # of trouble reports	9	9	16								
		% of trouble reports	0.5%	0.5%	1.0%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	1									
	Total # of repair tickets restored in < 24hrs	0	0	0									
	% of repair tickets restored ≤ 24 Hours	100%	100%	0%									
	Sum of the duration of all outages (hh:mm)	0:00	0:00	25:48									
	Avg. outage duration (hh:mm)	0:00	0:00	25:48									
	Indicate if catastrophic event is in a month	No	No	Yes									
Unadjusted Out of Service Report	Total # of outage report tickets	9	4	11									
	Total # of repair tickets restored in < 24hrs	9	4	11									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	23:33	21:24	22:59									
	Avg. outage duration (hh:mm)	2:37	5:21	4:16									
Refunds	Number of customers who received refunds	1	1	4									
	Monthly amount of refunds	\$48.80	\$85.90	\$198.45									
	Total # of calls for TR, Billing & Non-Billing	973	998	1045									
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 call seconds to reach live agent	6701	7313	7566									
	% < 60 seconds	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)