

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

Company Name: Siskiyou Telephone Company

U#: 1017-C

Report Year: 2024

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Company Total

Measurement (Compile monthly, file quarterly)		4/11/2024 1st Quarter			7/11/2024 2nd Quarter			10/10/2024 3rd Quarter			Date filed 01/15/2025 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	55	47	39	49	58	70	46	34	42	31	33	24	
	Total # of service orders	38	39	26	36	40	56	38	30	32	20	27	18	
	Avg. # of business days	1.4	1.2	1.5	1.4	1.5	1.3	1.2	1.1	1.3	1.6	1.2	1.3	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	38	41	26	36	40	56	38	30	32	20	27	18	
	Total # of installation commitment met	38	41	26	36	40	56	38	30	32	20	27	18	
	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	3561	3569	3573	3561	3592	3583	3571	3555	3548	3508	3496	3483	
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	2,943	2,942	2,944	2,948	2,964	2,969	2,965	2,962	2,963	2,948	2,953	2,946
		Total # of trouble reports	4	15	4	0	3	3	1	8	1	3	3	1
		% of trouble reports	0.1%	0.5%	0.1%	0.0%	0.1%	0.1%	0.0%	0.3%	0.0%	0.1%	0.1%	0.0%
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	1662	1671	1672	1662	1690	1688	1691	1693	1699	1,687	1,683	1,679
		Total # of trouble reports	4	3	3	5	0	1	3	1	0	0	3	0
		% of trouble reports	0.2%	0.2%	0.2%	0.3%	0.0%	0.1%	0.2%	0.1%	0.0%	0.0%	0.2%	0.0%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	9	16	5	4	3	4	3	5	1	1	5	0	
	Total # of repair tickets restored in ≤ 24hrs	9	16	5	4	3	4	3	5	1	1	5	0	
	% 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)	21:41	3:49	24:33	7:08	9:30	6:02	0:47	15:50	4:00	2:12	5:11	0:00	
	Avg. outage duration (hh:mm)	2:24	3:14	4:54	1:47	3:10	7:30	8:15	3:10	4:00	2:12	5:50	0:00	
	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	8	16	5	4	3	4	3	5	1	1	5	0
Total # of repair tickets restored in ≤ 24hrs		8	16	5	4	3	4	3	5	1	1	5	0	
% 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)		21:41	3:49	0:33	7:08	9:30	6:02	0:47	15:50	4:00	2:12	5:11	0:00	
Refunds	Avg. outage duration (hh:mm)	2:42	1:44	4:54	1:47	3:10	7:30	8:15	3:10	4:00	2:12	5:50	0:00	
	Number of customers who received refunds	0	0	3	1	3	2	2	1	1	2	1	0	
	Monthly amount of refunds	\$0.00	\$0.00	\$4.47	\$22.75	\$4.47	\$355.49	\$281.57	\$16.95	\$18.69	\$2.98	\$1.49	\$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	1012	876	806	950	763	815	787	727	847	769	628	779	
	Total # of call seconds to reach live agent	7914	6620	5931	6670	5176	5907	5143	5161	6665	5684	4280	5970	
	% ≤60 seconds	100%	100%	100%	100%	100%	100%	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)