

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

Company Name: Siskiyou Telephone Company

U#: 1017-C

Report Year: 2025

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Company Total

Measurement (Compile monthly, file quarterly)		Date filed (04/04/2025) 1st Quarter			Date filed (08/04/2025) 2nd Quarter			Date filed (10/23/2025) 3rd Quarter			Date filed (01/06/2026) 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	60	51	48	56	67	49	56	65	84	55
		Total # of service orders	60	47	48	34	44	26	36	35	41	32	34	21
		Avg. # of business days	1.0	1.1	1.0	1.6	1.5	1.9	1.6	1.9	2.0	1.7	1.9	1.8
<b>Installation Commitment</b> Min. standard = 95% commitment met		Total # of installation commitments	60	47	48	36	47	26	43	37	40	39	37	22
		Total # of installation commitment met	60	47	48	36	47	26	43	37	40	39	37	22
		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%
<b>Customers</b>		Acct # for voice or bundle, res+bus	3474	3466	3471	3475	3481	3481	3489	3466	3462	3447	3453	3458
<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	2,951	2,949	2,958	2,962	2,964	2,964	2,967	2,960	2,957	2,957	2,964	2,965
		Total # of trouble reports	5	9	3	12	10	12	21	32	36	23	6	16
		% of trouble reports	0.2%	0.3%	0.1%	0.4%	0.3%	0.4%	0.7%	1.1%	1.2%	0.8%	0.2%	0.5%
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	1677	1675	1679	1687	1688	1689	1,695	1,692	1,698	1,689	1,701	1,716
		Total # of trouble reports	10	6	2	6	8	5	11	18	10	12	6	11
		% of trouble reports	0.6%	0.4%	0.1%	0.4%	0.5%	0.3%	0.6%	1.1%	0.6%	0.7%	0.4%	0.6%
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	1	0	5	13	5	14	22	16	11	7	14	
	Total # of repair tickets restored in < 24hrs	0	1	0	5	13	5	14	22	16	11	7	14	
	% of repair tickets restored ≤ 24 Hours	0%	100%	0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Sum of the duration of all outages (hh:mm)	0:00	25:15	0:00	39:03	65:20	47:50	79:04	74:36	62:11	27:11	63:20	58:54	
	Avg. outage duration (hh:mm)	0:00	25:15	0:00	7:48	5:01	9:34	5:38	3:23	3:53	2:28	9:02	4:12	
	Indicate if catastrophic event is in a month	No	No	No	No	No	No	No	No	No	No	No	No	
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	3	6	3	5	13	5	14	22	16	11	7	14	
	Total # of repair tickets restored in < 24hrs	3	6	3	5	12	4	13	21	16	10	7	13	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	92%	80%	93%	95%	100%	91%	100%	93%	
	Sum of the duration of all outages (hh:mm)	25:06	16:16	4:08	39:03	159:34	115:39	174:50	140:49	62:11	99:18	63:20	134:37	
	Avg. outage duration (hh:mm)	8:22	2:42	1:22	7:48	12:16	23:07	12:29	6:24	3:53	9:01	9:02	9:36	
<b>Refunds</b>	Number of customers who received refunds	1	1	1	1	1	1	0	3	0	2	0	11	
	Monthly amount of refunds	\$25.96	\$41.44	\$34.60	\$1.60	\$2.44	\$64.37	\$0.00	\$171.34	\$0.00	\$8.96	\$0.00	\$308.96	
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	708	763	729	744	841	808	890	675	720	
	Total # of call seconds to reach live agent	7914	6620	5931	5185	5803	5618	5879	6117	5811	6,402	4,601	5,019	
	% < 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)