

**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 (XX/XX/XXXX) 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	36.00	31.00	82.00	60.00	60.00	75.00	78.00	62.00	51.00	0.00	0.00	0.00	
	Total # of service orders	29	25	59	49	46	56	55	49	39	0	0	0	
	Avg. # of business days	1.44	1.24	1.39	1.22	1.30	1.34	1.42	1.27	1.31	#DIV/0!	#DIV/0!	#DIV/0!	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	29	25	59	49	46	56	55	49	39	0	0	0	
	Total # of installation commitment met	29	25	59	49	46	56	55	49	39	0	0	0	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
Customers	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	
	Acct # for voice or bundle, res+bus	3755	3755	3707	3712	3740	3728	3731	3668	3658	0	0	0	
Customer Trouble Report														
Min. Standard	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	0	0	0	
		Total # of trouble reports	10	7	12	8	9	6	3	8	10	0	0	0
		% of trouble reports	0.21%	0.15%	0.26%	0.17%	0.19%	0.13%	0.06%	0.17%	0.21%	#DIV/0!	#DIV/0!	#DIV/0!
	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												
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	4	5	4	7	6	9	5	10	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	2	4	5	4	7	6	3	5	10	0	0	0	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	33%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	
	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	00:00	00:00	00:00	
	Avg. outage duration (hh:mm)	11:32	07:15	01:35	04:12	06:17	06:09	96:16	03:54	03:20	#DIV/0!	#DIV/0!	#DIV/0!	
	Indicate if catastrophic event is in a month	No	No	No	NO	NO	NO	YES	NO	NO				
Unadjusted Out of Service Report	Total # of outage report tickets	2	4	5	4	7	6	9	5	10	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	2	4	5	4	7	6	3	5	10	0	0	0	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	33%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	
	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	00:00	00:00	00:00	
	Avg. outage duration (hh:mm)	11:32	07:15	01:35	04:12	06:17	06:09	07:55	03:54	03:20	#DIV/0!	#DIV/0!	#DIV/0!	
	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	\$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									1035				
	Total # of call seconds to reach live agent									7319				
	% ≤ 60 seconds									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)