

**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) 1st Quarter			7/25/2023 2nd Quarter			10/9/2023 3rd Quarter			Date filed (01/09/2024) 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	33	44	57	69	77	57	32	23	63	56	49
	Total # of service orders	26	38	44	50	49	45	26	18	50	42	30	37	
	Avg. # of business days	1.3	1.2	1.3	1.4	1.6	1.3	1.2	1.3	1.3	1.3	1.6	1.6	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	25	38	44	50	49	45	26	18	50	42	30	37	
	Total # of installation commitment met	25	38	44	50	49	45	26	18	50	42	30	37	
	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	3571	3583	3579	3592	3613	3,629	3621	3596	3601	3585	3566	3564	
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	2970	2981	2982	2980	2971	2971	2955	2944	2946
		Total # of trouble reports	12	5	14	4	2	8	1	7	5	3	4	4
		% of trouble reports	0.4%	0.2%	0.5%	0.1%	0.1%	0.3%	0.0%	0.2%	0.2%	0.1%	0.1%	0.1%
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	1650	1665	1666	1673	1691	1701	1701	1682	1685	1682	1676	1665
		Total # of trouble reports	9	9	16	1	7	4	4	5	4	6	3	3
		% of trouble reports	0.5%	0.5%	1.0%	0.1%	0.4%	0.2%	0.2%	0.3%	0.2%	0.4%	0.2%	0.2%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	1	0	0	0	5	8	4	6	3	6	
	Total # of repair tickets restored in < 24hrs	0	0	0	0	0	0	5	8	4	6	3	6	
	% 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)	0:00	0:00	25:48	0:00	0:00	0:00	35:10	43:22	31:06	15:43	8:50	29:10	
	Avg. outage duration (hh:mm)	0:00	0:00	25:48	0:00	0:00	0:00	7:02	5:25	7:46	2:37	2:56	4:51	
	Indicate if catastrophic event is in a month	No	No	Yes	No	No	No	No	No	No	No	No	No	
Unadjusted Out of Service Report	Total # of outage report tickets	9	4	11	2	4	2	5	8	4	6	5	6	
	Total # of repair tickets restored in < 24hrs	9	4	11	2	4	2	5	8	4	6	5	6	
	% 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)	23:33	21:24	22:59	7:49	9:58	0:10	11:10	19:22	7:06	15:43	8:50	0:00	
	Avg. outage duration (hh:mm)	2:37	5:21	4:16	3:54	2:29	12:05	7:02	5:25	7:46	2:37	1:46	0:00	
Refunds	Number of customers who received refunds	1	1	4	0	0	6	0	0	0	0	3	5	
	Monthly amount of refunds	\$48.80	\$85.90	\$198.45	\$0.00	\$0.00	\$480.74	\$0.00	\$38.90	\$0.00	\$0.00	\$23.16	\$7.45	
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	973	998	1045	978	996	970	848	982	889	857	881	743	
	Total # of call seconds to reach live agent	6701	7313	7566	7278	7400	6892	6093	7572	6358	6,282	7,094	5,613	
	% < 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)