

**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			7/11/2024			Date filed (11/15/2016)			Date filed (xx/xx/xxxx)		
		1st Quarter			2nd Quarter			3rd Quarter			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						
	Total # of service orders	38	39	26	36	40	56						
	Avg. # of business days	1.4	1.2	1.5	1.4	1.5	1.3						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	38	41	26	36	40	56						
	Total # of installation commitment met	38	41	26	36	40	56						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	100%	100%	100%	100%	100%	100%						
Customers	Acct # for voice or bundle, res+bus	3561	3569	3573	3561	3592	3583						
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	2942	2,944	2,948	2,964	2,969					
		Total # of trouble reports	4	15	4	0	3	3					
		% of trouble reports	0.1%	0.5%	0.1%	0.0%	0.1%	0.1%					
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	1662	1671	1672	1662	1690	1688					
		Total # of trouble reports	4	3	3	5	0	1					
		% of trouble reports	0.2%	0.2%	0.2%	0.3%	0.0%	0.1%					
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	9	16	5	4	3	4						
	Total # of repair tickets restored in ≤ 24hrs	9	16	5	16	16	16						
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)	21:41	9:25	25:52	7:08	9:30	3:48						
	Avg. outage duration (hh:mm)	2:24	0:00	5:10	0:00	0:00	0:00						
	Indicate if catastrophic event is in a month	No	No	Yes	No	No	No						
Unadjusted Out of Service Report	Total # of outage report tickets	8	16	5	4	3	4						
	Total # of repair tickets restored in ≤ 24hrs	8	16	5	4	3	4						
	% of repair tickets restored ≤ 24 Hours	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						
	Avg. outage duration (hh:mm)	2:42	1:44	4:54	1:47	3:10	7:30						
Refunds	Number of customers who received refunds	0	0	3	3	1	2						
	Monthly amount of refunds	\$0.00	\$0.00	\$4.47	\$22.75	\$4.47	\$355.49						
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						
	Total # of call seconds to reach live agent	7914	6620	5931	6670	5176	5907						
	% ≤ 60 seconds	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)