Company Name: Sierra Telephone U#: 1016-C Report Year: Reporting Unit Type: **Reporting Unit Name: Total Company** Date filed Date filed Date filed (08/15/17)(12/16/17)(05/15/17)Measurement (Compile monthly, file quarterly) **1st Quarter** 2nd Quarter **3rd Quarter** Jan Feb Mar Apr May Jun Jul Aug Sep Total # of business davs 236.62 92.08 130.57 110.57 330.31 357.31 Installation Interval Total # of service orders 76 91 109 87 154 148 Min. standard = 5 bus. days 3.11 1.01 1.20 1.27 2.14 2.41 Avg. # of business days 180 Total # of installation commitments 151 158 126 206 199 Installation Commitment 149 158 176 126 206 199 Total # of installation commitment met Min. standard = 95% commitment Total # of installation commitment missed 2 0 4 0 0 0 met 100.00 98.68 100.00 97.78 100.00 100.00 % of commitment met Customers Acct # for voice or bundle, res+bus 14289 14285 14227 14264 14198 14143 Customer Trouble Report 16668 16617 16631 16562 16630 16583 Total # of working lines 6% (6 per 100 working lines fo 357 Total # of trouble reports 304 253 181 107 132 units w/ \geq 3,000 lines) Standard 2.14 1.83 1.52 1.09 0.64 % of trouble reports 0.80 Total # of working lines 8% (8 per 100 working lines for Total # of trouble reports units w/ 1,001 - 2,999 lines) % of trouble reports Min. Total # of working lines 10% (10 per 100 working lines Total # of trouble reports for units $w \le 1,000$ lines) % of trouble reports Total # of outage report tickets 57 59 59 59 24 25 57 59 59 59 24 Total # of repair tickets restored in < 24hrs 24 Adjusted % of repair tickets restored \leq 24 Hours 100.00 100.00 100.00 100.00 100.00 96.00 Out of Service Report Sum of the duration of all outages (hh:mm) 471:48 405:40 251:35 227:36 355:22 86:24 Min. standard = 90% within 24 hrs Avg. outage duration (hh:mm) 8:16 6:52 4:15 3:51 3:36 14:12 No No Indicate if catastrophic event is in month No No No No 226 209 Total # of unadjusted outage report tickets 169 122 57 72 185 163 122 Unadjusted Total # of all repair tickets restored in \leq 24hrs 201 56 70 96.45 Out of Service Report % of repair tickets restored \leq 24 Hours 88.94 88.52 100.00 98.25 97.22 3095:30 Sum of the duration of all outages (hh:mm) 2368:30 941:01 507:59 1067:11 880:16 Avg. unadjusted outage duration (hh:mm) 13:41 11:19 5:34 4:09 18:43 12:13 Number of customers who received refunds 0 0 0 0 0 C Refunds 0 Monthly amount of refunds 0 0 0 0 0 Answer Time (Trouble Reports "TR", Billing Total # of calls for TR, Billing & Non-Billing 5901 5336 6389 9281 6198 5390 & Non-Billing) Min. standard = 80% of calls ≤ 245075 235914 707651 223680 271359 95357 Total # of call seconds to reach live agent 60 seconds to reach live agent (w/ a menu $\% \leq 60$ seconds 88.87% 83.60% 87.74% 80.21% 91.17% 98.05% option to reach live agent)

Primary Utility Contact Information

Name: Linda Burton

Phone: 559-642-0229

Email: lindab@stcg.net

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)

✓ Total Exchan Wire

2017

	-		
		Date filed	
		(02/15/18)	
		4th Quarter	
)	Oct	Nov	Dec

☐ Total Exchan √ Wire

Company Name: Sierra Telephone U#: 1016-C Report Year: 2017

Reporting Unit Type:

Reporting Unit Name:

Oakhurst (Host)

Measurement (Compile monthly, file quarterly)			Date filed (05/15/17) 1st Quarter		Date filed (08/15/17) 2nd Quarter				Date filed (12/16/17) 3rd Quarter	r	Date filed (02/15/18) 4th Quarter			
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Incto	Illation Interval	Total # of business days	117.71	63.03	82.45	44.63	115.38	107.50						
		Total # of service orders	36	50	60	45	76	61						
Min. standard = 5 bus. days		Avg. # of business days	3.27	1.26	1.37	0.99	1.52							
		Total # of installation commitments	65	69	80	64	98	88						
	Illation Commitment	Total # of installation commitment met	65	69	78	64	98	88						
	standard = 95% commitment	Total # of installation commitment missed	0	0	2	0	0	0						
met		% of commitment met	100.00	100.00	97.50	100.00	100.00	100.00						
Cust		Acct # for voice or bundle, res+bus	6977	6971	6938	6947	6911	6873						
Customer Trouble Report		·												
	•	Total # of working lines	8564	8540	8534	8501	8464	8433						
	6% (6 per 100 working lines for	Total # of trouble reports	156	108	77	61	41	65						
Standard	$11015 W/ \ge 3 (100 1000)$	% of trouble reports	1.82	1.26	0.90	0.72	0.48							
βρι	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
tar		Total # of trouble reports												
		% of trouble reports												
Min.	10% (10 per 100 working lines	Total # of working lines												
	for units w/ \leq 1,000 lines)	Total # of trouble reports												
	for units $W \leq 1,000$ lines)	% of trouble reports												
		Total # of outage report tickets	28	19	18	16	7	15						
Adju	stad	Total # of repair tickets restored in \leq 24hrs	28	19	18	16	7	15						
-	of Service Report	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00						
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	295:14	95:24	97:44	63:42	24:01	56:25						
IVIIII.	stanuaru = 90% within 24 his	Avg. outage duration (hh:mm)	10:32	5:01	5:25	3:58	3:25	3:45						
		Indicate if catastrophic event is in month	No	No	No	No	No							
		Total # of unadjusted outage report tickets	92	77	45	36	20							
	-	Total # of all repair tickets restored in < 24hrs	78	68	45	36	19							
Out	•	% of repair tickets restored ≤ 24 Hours	84.78	88.31	100.00	100.00	95.00	100.00						
		Sum of the duration of all outages (hh:mm)	1743:31	858:14	181:17	133:10	919:10	137:16						
		Avg. unadjusted outage duration (hh:mm)	18:57	11:08	4:01	3:41	45:57	4:09						
Refu	nde	Number of customers who received refunds	0	0	0	0	0	0						
Neiu		Monthly amount of refunds	0	0	0	0	0	0						
	er Time (Trouble Reports "TR", Billing & illing) Min. standard = 80% of calls ≤ 60	Total # of calls for TR, Billing & Non-Billing	5901	5336	6389	9281	6198							
	ds to reach live agent (w/ a menu option	Total # of call seconds to reach live agent	245075	223680	235914	707651	271359							
	ch live agent)	% ≤ 60 seconds	88.87%	83.60%	87.74%	80.21%	91.17%	98.05%						

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Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

☐ Total Exchan Wire

Company Name: **Report Year:** Sierra Telephone U#: 1016-C 2017

Reporting Unit Type:

Reporting Unit Name:

YMLP

	Measurement (Compile monthly, file quarterly)			Date filed (05/15/17) 1st Quarter			Date filed (08/15/17) 2nd Quarter			Date filed (12/16/17) 3rd Quarter		Date filed (02/15/18) 4th Quarter		
		-	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	4.30	8.22	6.52	2.42	21.16	34.04			•			
	allation Interval	Total # of service orders	5	8	4	3	13	10						
win.	. standard = 5 bus. days	Avg. # of business days	0.86	1.03	1.63	0.81	1.63	3.40						
		Total # of installation commitments	5	13	5	5	15	13						
	allation Commitment	Total # of installation commitment met	5	13	5	5	15	13						
	standard = 95% commitment	Total # of installation commitment missed	0	0	0	0	0	0						
met		% of commitment met	100.00	100.00	100.00	100.00	100.00	100.00						
Cus		Acct # for voice or bundle, res+bus	1227	1221	1215	1214	1197	1186						
Customer Trouble Report														
	· ·	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
Standard		% of trouble reports												
lda		Total # of working lines	1286	1282	1281	1262	1250	1239						
tar	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports	22	12	6	14	6	8						
		% of trouble reports	1.71	0.94	0.47	1.11	0.48	0.65						
Min.		Total # of working lines												
2	10% (10 per 100 working lines	Total # of trouble reports												
	for units w/ \leq 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	5	1	2	1	0	1						
A	vete d	Total # of repair tickets restored in \leq 24hrs	5	1	2	1	0	1						
-	usted	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00						
	of Service Report	Sum of the duration of all outages (hh:mm)	16:47	:41	20:27	2:07	0	5:26						
iviin.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	3:21	:41	10:13	2:07	0	5:26						
		Indicate if catastrophic event is in month	No	No	No	No	No	No						
		Total # of unadjusted outage report tickets	17	7	4	6	1	6						
Una	djusted	Total # of all repair tickets restored in < 24hrs	16	7	4	6	1	6						
Out	of Service Report	% of repair tickets restored ≤ 24 Hours	94.12	100.00	100.00	100.00	100.00	100.00						
	-	Sum of the duration of all outages (hh:mm)	139:38	31:15	42:09	47:38	3:25	14:56						
		Avg. unadjusted outage duration (hh:mm)	8:12	4:27	10:32	7:56	3:25	2:29						
Dof		Number of customers who received refunds	0	0	0	0	0	0						
Refl	unus	Monthly amount of refunds	0	0	0	0	0	0						
	ver Time (Trouble Reports "TR", Billing &	Total # of calls for TR, Billing & Non-Billing												
	Billing) Min. standard = 80% of calls ≤ 60 nds to reach live agent (w/ a menu option	Total # of call seconds to reach live agent												
	ach live agent)	% ≤ 60 seconds												
to reach live agent)														<u> </u>

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☐ Total Exchan √ Wire

Company Name: Sierra Telephone U#: 1016-C Report Year: 2017

Reporting Unit Type:

Reporting Unit Name:

BSLK

Measurement (Compile monthly, file quarterly)			Date filed (05/15/17) 1st Quarter			Date filed (08/15/17) 2nd Quarter			Date filed (12/16/17) 3rd Quarter		Date filed (02/15/18) 4th Quarter			
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	5.47	0.00	3.08	0.10	0.00	11.89	Uui	Aug	000	001		200
	allation Interval	Total # of service orders	4	3	5	3	2	10					+ +	
Min.	standard = 5 bus. days	Avg. # of business days	1.37	0.00	0.62	0.030	0.00	1.19					+ +	
		Total # of installation commitments	6	5	5	4	10	12					1 1	
	allation Commitment	Total # of installation commitment met	6	5	5	4	10	12					1	
	standard = 95% commitment	Total # of installation commitment missed	0	0	0	0	0	0					+ +	
met		% of commitment met	100.00	100.00	100.00	100.00	100.00	100.00					+	
Cust	tomers	Acct # for voice or bundle, res+bus	477	474	471	173	470	476					+	
	tomer Trouble Report							., 0					+ +	
		Total # of working lines											+ +	
	6% (6 per 100 working lines for	Total # of trouble reports											+ +	
rd	units w/ ≥ 3,000 lines)	% of trouble reports											+ +	
Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines											1 1	
tan		Total # of trouble reports												
		% of trouble reports												
Min.	10% (10 per 100 working lines for units w/ \leq 1,000 lines)	Total # of working lines	551	546	547	547	555	563					1	
2		Total # of trouble reports	6	5	7	7	6	9					1	
		% of trouble reports	1.09	0.92	1.28	1.28	1.08	1.60					1	
	•	Total # of outage report tickets	0	1	2	3	1	1						
A	et e d	Total # of repair tickets restored in \leq 24hrs	0	1	2	3	1	1						
Adju		% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00						
	of Service Report	Sum of the duration of all outages (hh:mm)	0:00	5:06	2:22	33:27	0	3:43						
win.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	0:00	5:06	1:11	11:09	0	3:43						
		Indicate if catastrophic event is in month	No	No	No	No	No	No						
		Total # of unadjusted outage report tickets	6	4	4	4	5	5						
Una	djusted	Total # of all repair tickets restored in < 24hrs	6	4	4	4	5	5						
Out	of Service Report	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00						
		Sum of the duration of all outages (hh:mm)	15:12	14:30	9:41	37:54	8:53	6:42						
		Avg. unadjusted outage duration (hh:mm)	2:32	3:37	2:25	9:28	1:46	1:20						
Refu	unde	Number of customers who received refunds	0	0	0	0	0	0						
Reit		Monthly amount of refunds	0	0	0	0	0	0						
	er Time (Trouble Reports "TR", Billing & Billing) Min. standard = 80% of calls ≤ 60	Total # of calls for TR, Billing & Non-Billing												
	ds to reach live agent (w/ a menu option	Total # of call seconds to reach live agent												
	ch live agent)	% ≤ 60 seconds												

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☐ Total Exchan Wire

Company Name: U#: Sierra Telephone 1016-C **Report Year:** 2017

Reporting Unit Type:

to reach live agent)

Reporting Unit Name:

MMPA

	Measurement (Compile monthly, file quarterly)			Date filed (05/15/17) 1st Quarter			Date filed (08/15/17) 2nd Quarter			Date filed (12/16/17) 3rd Quarter		Date filed (02/15/18) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	55.96	4.09	19.08	20.11	70.14	109.27	Jui		Jep			
	allation Interval	Total # of service orders	16	14	18	14	25	31				-		
Min. standard = 5 bus. days		Avg. # of business days	3.50	0.29	1.06	1.44		3.52				-		
		Total # of installation commitments	37	33	43	22		39						1
	allation Commitment	Total # of installation commitment met	37	33	42	22	34	39						
	standard = 95% commitment	Total # of installation commitment missed	0	0	1	0	0	0						
met		% of commitment met	100.00	100.00	97.67	100.00	100.00	100.00						
Customers		Acct # for voice or bundle, res+bus	2097	2102	2100	2117	2104	2094						
	tomer Trouble Report	ŕ											1	1
	6% (6 per 100 working lines for	Total # of working lines												
		Total # of trouble reports												
Standard	units w/ ≥ 3,000 lines)	% of trouble reports												
ŋd	8% (8 per 100 working lines for	Total # of working lines	2793	2783	2798	2775	2777	2769						
ŝtal	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	48	61	33	26	19	20						
	,	% of trouble reports	1.72	2.19	1.18	0.94	0.68	0.72						
Min.	for units $w \le 1.000$ lines)	Total # of working lines												
-		Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	6	13	6	18		3						
۸dii	usted	Total # of repair tickets restored in \leq 24hrs	6	13	6	18		2						
-	of Service Report	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	66.67						
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	22:43	103:59	10:07	57:16	34:35	265.53						
171111.		Avg. outage duration (hh:mm)	3:47	7:59	1:41	3:10		88:37						
		Indicate if catastrophic event is in month	No	No	No	No	No	No						
		Total # of unadjusted outage report tickets	27	42	15	21	13	13						
	djusted	Total # of all repair tickets restored in < 24hrs	24	38	12	21	13	11						
Out	of Service Report	% of repair tickets restored ≤ 24 Hours	88.89	90.48	80.00	100.00	100.00	84.62						
		Sum of the duration of all outages (hh:mm)	290:42	540:43	207:31	65:54	79:56	640:36						
		Avg. unadjusted outage duration (hh:mm)	10:46	12:52	13:50	3:08	6:08	49:16						
Refunds	Number of customers who received refunds	0	0	0	0	-	0							
Kerunas		Monthly amount of refunds	0	0	0	0	0	0						
A:														
	ver Time (Trouble Reports "TR", Billing & Billing) Min. standard = 80% of calls ≤ 60	Total # of calls for TR, Billing & Non-Billing												L
	nds to reach live agent (w/ a menu option	Total # of call seconds to reach live agent												
to reach live agent (w/ a menu option		% ≤ 60 seconds												

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% ≤ 60 seconds

orting Unit Type:													-	
						Reporting l	Jnit Name:		MRPS				-	
Measurement (Compile monthly, file quarterly)			Date filed (05/15/17)			Date filed (08/15/17)			Date filed (12/16/17)			Date filed (02/15/18)		
MedSurement (CO	inplie montiny, nie quarterry)	1st Quarter				2nd Quarter	Jun	3rd Quarter			Oct	r Dec		
	Total # of business days	Jan 53.18	Feb 16.75	Mar 19.44	Apr 43.31	May 123.63	93.02	Jul	Aug	Sep		Nov	Dec	
andard = 5 bus. days														
- ('	Total # of installation commitments	38		47	31									
	Total # of installation commitment met	36		46	31	49								
andard = 95% commitment		2	0	1	0	0							<u> </u>	
		94 74	100.00	97 87	100.00	100.00	Ţ					1	+	
mers												1	+	
						00.0								
-	Total # of working lines	3474	3466	3471	3477	3584	3579							
	r ¥													
inits w/ \ge 3,000 lines)														
	Total # of working lines												1	
8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	v												1	
	% of trouble reports													
	Total # of working lines													
· · ·														
or units $W \le 1,000$ lines)														
		18	25	31	21	11	5							
kad	Total # of repair tickets restored in \leq 24hrs	18	25	31	21	11	5							
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00							
-	Sum of the duration of all outages (hh:mm)	137:03	200:28	120:52	71:02	27:47	23:53							
and and $= 90\%$ within 24 hrs	Avg. outage duration (hh:mm)	7:36	8:01	3:35	3:22	2:31	4:46							
	Indicate if catastrophic event is in month	No	No	No	No	No	No							
	Total # of unadjusted outage report tickets	84	79	101	55	18	14							
usted	Total # of all repair tickets restored in \leq 24hrs	77	68	98	55	18	14							
Service Report	% of repair tickets restored ≤ 24 Hours	91.67	86.08	97.03	100.00	100.00	100.00							
	Sum of the duration of all outages (hh:mm)	906:25	923:46	500:21	223:21	55:45								
	Avg. unadjusted outage duration (hh:mm)	10:47	11:41	4:57	4:03	3:05	5:33							
ds	Number of customers who received refunds	0	0	0	0	0	÷							
43	Monthly amount of refunds	0	0	0	0	0	0							
— (—), — — — — — — — — — —														
	Total # of calls for TR, Billing & Non-Billing													
	I otal # of call seconds to reach live agent													
	% ≤ 60 seconds													
	units w/ ≥ 3,000 lines) 8% (8 per 100 working lines fo units w/ 1,001 - 2,999 lines) 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) ted f Service Report tandard = 90% within 24 hrs f Service Report f Service Report f Service Report f Service Report f Service Report	tandard = 5 bus. days Total # of service orders Avg. # of business days tation Commitment tandard = 95% commitment tation Commitment tandard = 95% commitment Total # of installation commitments Total # of installation commitment met Total # of installation commitment met mers Acct # for voice or bundle, res+bus mer Trouble Report 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) Total # of working lines 7 Total # of trouble reports 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) Total # of trouble reports 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) Total # of trouble reports 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) Total # of outage report tickets 8 Total # of outage reports 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) Total # of outage reports 10% of trouble reports Total # of rouble reports 8 Total # of outage report tickets 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) Total # of outage report tickets 10% of repair tickets restored ≤ 24 Hours Sum of the duration of all outages (hin:mm) Avg. u	Total # of service orders15tandard = 5 bus. daysTotal # of service orders15Avg. # of business days3.55tandard = 95% commitmentTotal # of installation commitments38Total # of installation commitment met36Total # of installation commitment met36Total # of installation commitment met36mersAcct # for voice or bundle, res+bus3511mer Trouble ReportTotal # of working lines34746% (6 per 100 working lines for units w/ ≥ 3,000 lines)Total # of working lines3474704 # of trouble reports125% of trouble reports3.608% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)Total # of working lines710% (10 per 100 working lines for units w/ ≤ 1,000 lines)Total # of working lines110% (10 per 100 working lines for units w/ ≤ 1,000 lines)Total # of outage reports18for unble reports11% of repair tickets restored in ≤ 24hrs18Total # of outage report tickets18% of repair tickets restored ≤ 24 Hours100.00Sum of the duration of all outages (hh:mm)7:36Avg. unadjusted outage duration (hh:mm)7:36% of repair tickets restored ≤ 24 Hours91.67% of repair ti	ation interval tandard = 5 bus. daysTotal # of service orders1516Arg. # of business days3.551.05fation Commitment tandard = 95% commitmentTotal # of installation commitment met3638Total # of installation commitment met3638Total # of installation commitment met3638Total # of commitment met94.74100.00mersAcct # for voice or bundle, res+bus35113517mer Trouble ReportTotal # of working lines347434666% (6 per 100 working lines for units w/ ≥ 3,000 lines)Total # of trouble reports125118% of trouble reports3.603.40% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)Total # of trouble reports3.47410% (10 per 100 working lines for units w/ ≤ 1,000 lines)Total # of trouble reports0% of trouble reports1014 # 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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)

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