☑ Total Excha Wire

| Co | mpany Name: | Sierra Telephone | | | | | U#: | 1016-C | | I | Report Year | : | 2017 | - | |
|------------|---|---|--------------------------|------------------------------------|--------|--------------------------|--------------------|--------|--------------------------|--------------------|-------------|-----|--------------------------|----------|--|
| Re | porting Unit Type: | | | Reporting Unit Name: Total Company | | | | | | | | | | | |
| | Measurement (Com | pile monthly, file quarterly) | Date filed (05/15/17) | | | Date filed (08/15/17) | | | Date filed (11/15/17) | | | | Date filed (02/15/18) | | |
| | | ······································ | Jan | 1st Quarter Feb | Mar | Apr | 2nd Quarter May | Jun | Jul | Brd Quarter Aug | Sep | Oct | 4th Quarte Nov | r Dec | |
| | | Total # of business days | 236.62 | 92.08 | 130.57 | 110.57 | 330.31 | 357.31 | 539.54 | 435.22 | 364.09 | 001 | NOV | Dec | |
| | Illation Interval | Total # of service orders | 76 | 91 | 109 | 87 | 154 | 148 | 147 | 149 | 173 | | | | |
| Min. | standard = 5 bus. days | Avg. # of business days | 3.11 | 1.01 | 1.20 | 1.27 | 2.14 | 2.41 | 3.67 | 2.92 | 2.10 | | | | |
| | | Total # of installation commitments | 151 | 158 | 180 | 126 | 206 | 199 | 177 | 191 | 206 | | | | |
| | Illation Commitment | Total # of installation commitment met | 149 | 158 | 176 | 126 | 206 | 199 | 177 | 191 | 206 | | | | |
| | standard = 95% commitment | Total # of installation commitment missed | 2 | 0 | 4 | 0 | 200 | 0 | 0 | 0 | 0 | | 1 | | |
| net | | % of commitment met | 98.68 | 100.00 | 97.78 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | | | | |
| Cust | omers | Acct # for voice or bundle, res+bus | 14289 | 14285 | 14227 | 14264 | 14198 | 14143 | 14121 | 14075 | 14040 | | 1 | | |
| | omer Trouble Report | | 200 | 200 | | 20 . | | | | | | | | - | |
| | • | Total # of working lines | 16668 | 16617 | 16631 | 16562 | 16630 | 16583 | 16484 | 16504 | 16412 | | | | |
| | 6% (6 per 100 working lines for | Total # of trouble reports | 357 | 304 | 253 | 181 | 107 | 132 | 104 | 120 | 107 | | | | |
| 2 | units w/ 3,000 lines) | % of trouble reports | 2.14 | 1.83 | 1.52 | 1.09 | 0.64 | 0.80 | 0.63 | 0.73 | 0.65 | | | | |
| Standard | | Total # of working lines | | | | | | | | | | | | | |
| tan | 8% (8 per 100 working lines for | Total # of trouble reports | | | | | | | | | | | | | |
| | units w/ 1,001 - 2,999 lines) | % of trouble reports | | | | | | | | | | | | | |
| Min. | 10% (10 per 100 working lines | Total # of working lines | | | | | | | | | | | | | |
| - | for units w/ 1,000 lines) | Total # of trouble reports | | | | | | | | | | | | | |
| | | % of trouble reports | | | | | | | | | | | | | |
| | | Total # of outage report tickets | 57 | 59 | 59 | 59 | 24 | 25 | 28 | 36 | 19 | | | | |
| ر مانیہ | sted | Total # of repair tickets restored in < 24hrs | 57 | 59 | 59 | 59 | 24 | 24 | 28 | 36 | 19 | | | | |
| | of Service Report | % of repair tickets restored 24 Hours | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 96.00 | 100.00 | 100.00 | 100.00 | | | | |
| | standard = 90% within 24 hrs | Sum of the duration of all outages (hh:mm) | 471:48 | 405:40 | 251:35 | 227:36 | 86:24 | 355:22 | 83:01 | 99:00 | 37:40 | | | | |
| vill I. 3 | 310000 = 30/0 within 24 IIIS | Avg. outage duration (hh:mm) | 8:16 | 6:52 | 4:15 | 3:51 | 3:36 | 14:12 | 2:57 | 2:45 | 1:58 | | | | |
| | | Indicate if catastrophic event is in month | No | No | No | No | No | No | Yes | No | No | | | | |
| | | Total # of unadjusted outage report tickets | 226 | 209 | 169 | 122 | 57 | 72 | 63 | 71 | 52 | | | | |
| | ljusted | Total # of all repair tickets restored in < 24hrs | 201 | 185 | 163 | 122 | 56 | 70 | 61 | 69 | 49 | | | | |
| Dut o | of Service Report | % of repair tickets restored 24 Hours | 88.94 | 88.52 | 96.45 | 100.00 | 98.25 | 97.22 | 96.83 | 97.18 | 94.23 | | | | |
| | | Sum of the duration of all outages (hh:mm) | 3095:30 | 2368:30 | 941:01 | 507:59 | 1067:11 | 880:16 | 550:10 | 346:25 | 323:21 | | 1 | | |
| | | Avg. unadjusted outage duration (hh:mm) | 13:41 | 11:19 | 5:34 | 4:09 | 18:43 | 12:13 | 8:43 | 4:52 | 6:13 | | | | |
| Refu | nds | Number of customers who received refunds | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | |
| | | Monthly amount of refunds | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | |
| inew | or Time (Trouble Deports "TD" Dilling | | | | | | | | | | | | | | |
| | on-Billing) Min. standard = 80% of calls econds to reach live agent (w/ a menu | Total # of calls for TR, Billing & Non-Billing | 5901 | 5336 | 6389 | 9281 | 6198 | 5390 | 6444 | 6328 | 4432 | | | | |
| | | Total # of call seconds to reach live agent | 245075 | 223680 | 235914 | 707651 | 271359 | 95357 | 6781 | 11428 | 5870 | | | | |
| | | % 60 seconds | 88.87% | 83.60% | 87.74% | 80.21% | 91.17% | 98.05% | 96.94% | 97.23% | 97.43% | | | | |

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 Exchai

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

Reporting Unit Type:

Reporting Unit Name:

Oakhurst (Host)

| | Measurement (Comp | vile monthly, file quarterly) | Date filed (05/15/17) 1st Quarter | | | Date filed (08/15/17) 2nd Quarter | | | | Date filed (11/15/17) 3rd Quarter | | Date filed (02/15/18) 4th Quarter | | |
|------------|---|--|---|--------|--------|---|--------|--------|--------|--|--------|---|-----|-----|
| I | | - | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
| Incto | llation Interval | Total # of business days | 117.71 | 63.03 | 82.45 | 44.63 | 115.38 | 107.50 | 306.30 | 222.62 | 177.8 | | | |
| | standard = 5 bus. days | Total # of service orders | 36 | 50 | 60 | 45 | 76 | 61 | 65 | 70 | 96 | | | |
| IVIII 1. 3 | standard = 5 bus. days | Avg. # of business days | 3.27 | 1.26 | 1.37 | 0.99 | 1.52 | 1.76 | 4.71 | 3.18 | 1.85 | | | |
| Inche | Ilation Commitment | Total # of installation commitments | 65 | 69 | 80 | 64 | 98 | 88 | 83 | 95 | 114 | | | |
| | | Total # of installation commitment met | 65 | 69 | 78 | 64 | 98 | 88 | 83 | 95 | 114 | | | |
| | standard = 95% commitment | Total # of installation commitment missed | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| met | | % of commitment met | 100.00 | 100.00 | 97.50 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | | | |
| Cust | omers | Acct # for voice or bundle, res+bus | 6977 | 6971 | 6938 | 6947 | 6911 | 6873 | 6851 | 6831 | 6811 | | | |
| Cust | omer Trouble Report | | | | | | | | | | | | | |
| | 60/ (6 per 100 working lines for | Total # of working lines | 8564 | 8540 | 8534 | 8501 | 8464 | 8433 | 8401 | 8411 | 8375 | | | |
| _ | 6% (6 per 100 working lines for units w/ 3,000 lines) | Total # of trouble reports | 156 | 108 | 77 | 61 | 41 | 65 | 48 | 58 | 52 | | | |
| Standard | | % of trouble reports | 1.82 | 1.26 | 0.90 | 0.72 | 0.48 | 0.77 | 0.57 | 0.69 | 0.62 | | | |
| ğ | 8% (8 por 100 working lines for | Total # of working lines | | | | | | | | Î | | | | |
| tar | 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) | Total # of trouble reports | | | | | | | | | | | | |
| | units w/ 1,001 - 2,999 lines) | % of trouble reports | | | | | | | | | | | | |
| Min. | 10% (10 per 100 working lines | Total # of working lines | | | | | | | | | | | | |
| | for units w/ 1,000 lines) | Total # of trouble reports | | | | | | | | | | | | |
| 1 | | % of trouble reports | | | | | | | | | | | | |
| 1 | | Total # of outage report tickets | 28 | 19 | 18 | 16 | 7 | 15 | 15 | 11 | 5 | | | |
| Adju | stad | Total # of repair tickets restored in \leq 24hrs | 28 | 19 | 18 | 16 | 7 | 15 | 15 | 11 | 5 | | | |
| | of Service Report | % of repair tickets restored 24 Hours | 100.00 | 100.00 | 100.00 | 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 | 55:21 | 24:28 | 14:48 | | | |
| IVIIII. S | standard = 90% within 24 hrs | Avg. outage duration (hh:mm) | 10:32 | 5:01 | 5:25 | 3:58 | 3:25 | 3:45 | 3:41 | 2:13 | 2:57 | | | |
| | | Indicate if catastrophic event is in month | No | No | No | No | No | No | No | No | No | | | |
| 1 | | Total # of unadjusted outage report tickets | 92 | 77 | 45 | 36 | 20 | 33 | 26 | 28 | 22 | | | |
| Unac | ljusted | Total # of all repair tickets restored in < 24hrs | 78 | 68 | 45 | 36 | 19 | 33 | 26 | 27 | 22 | | | |
| Out | of Service Report | % of repair tickets restored 24 Hours | 84.78 | 88.31 | 100.00 | 100.00 | 95.00 | 100.00 | 100.00 | 96.43 | 100.00 | | | |
| I | | Sum of the duration of all outages (hh:mm) | 1743:31 | 858:14 | 181:17 | 133:10 | 919:10 | 137:16 | 88:13 | 150:33 | 77:43 | | | |
| | | Avg. unadjusted outage duration (hh:mm) | 18:57 | 11:08 | 4:01 | 3:41 | 45:57 | 4:09 | 3:23 | 5:22 | 3:31 | | | |
| Refu | nds | Number of customers who received refunds | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| u | | Monthly amount of refunds | 0 | 0 | 0 | 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 | 5390 | 6444 | 6328 | 4432 | | | |
| | ds to reach live agent (w/ a menu option | Total # of call seconds to reach live agent | 245075 | 223680 | 235914 | 707651 | 271359 | 95357 | 6781 | 11428 | 5870 | | | |
| | ch live agent) | % 60 seconds | 88.87% | 83.60% | 87.74% | 80.21% | 91.17% | 98.05% | 96.94% | 97.23% | 97.43% | | | |

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)

Total Exchai

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

Reporting Unit Type:

Reporting Unit Name:

| | Measurement (Com | pile monthly, file quarterly) | | Date filed (05/15/17) 1st Quarter | | | Date filed (08/15/17) Ind Quarter | | | Date filed (11/15/17) rd Quarter | | | Date filed (02/15/18) 4th Quarter | , |
|----------|---|--|--------|---|--------|--------|---|--------|--------|--|--------|-----|---|----|
| | | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | De |
| mot | allation Interval | Total # of business days | 4.30 | 8.22 | 6.52 | 2.42 | 21.16 | 34.04 | 15.25 | 18.52 | 0.21 | | | |
| | | Total # of service orders | 5 | 8 | 4 | 3 | 13 | 10 | 12 | 14 | 8 | | | |
| win. | standard = 5 bus. days | Avg. # of business days | 0.86 | 1.03 | 1.63 | 0.81 | 1.63 | 3.40 | 1.27 | 1.32 | 0.03 | | | |
| | | Total # of installation commitments | 5 | 13 | 5 | 5 | 15 | 13 | 14 | 18 | 11 | | | |
| | allation Commitment | Total # of installation commitment met | 5 | 13 | 5 | 5 | 15 | 13 | 14 | 18 | 11 | | | |
| | standard = 95% commitment | Total # of installation commitment missed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| met | | % of commitment met | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | | | |
| Cus | tomers | Acct # for voice or bundle, res+bus | 1227 | 1221 | 1215 | 1214 | 1197 | 1186 | 1173 | 1173 | 1172 | | | |
| Cus | tomer Trouble Report | | | | | | | | | | | | | |
| | 6% (6 per 100 working lines for | Total # of working lines | | | | | | | | | | | | |
| _ | units w/ 3,000 lines) | Total # of trouble reports | | | | | | | | | | | | |
| Standard | units w/ 3,000 lines) | % of trouble reports | | | | | | | | | | | | |
| ğ | 8% (8 per 100 working lines for | Total # of working lines | 1286 | 1282 | 1281 | 1262 | 1250 | 1239 | 1240 | 1237 | 1231 | | | |
| tai | 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) | Total # of trouble reports | 22 | 12 | 6 | 14 | 6 | 8 | 12 | 6 | 6 | | | |
| | units w/ 1,001 - 2,999 lines) | % of trouble reports | 1.71 | 0.94 | 0.47 | 1.11 | 0.48 | 0.65 | 0.97 | 0.49 | 0.49 | | | |
| Min. | 10% (10 per 100 working lines | Total # of working lines | | | | | | | | | | | | |
| _ | for units w/ 1,000 lines) | Total # of trouble reports | | | | | | | | | | | | |
| | for units w/ 1,000 lines) | % of trouble reports | | | | | | | | | | | | |
| | | Total # of outage report tickets | 5 | 1 | 2 | 1 | 0 | 1 | 3 | 2 | 0 | | | |
| ۸diu | isted | Total # of repair tickets restored in \leq 24hrs | 5 | 1 | 2 | 1 | 0 | 1 | 3 | 2 | 0 | | | |
| | of Service Report | % of repair tickets restored 24 Hours | 100.00 | 100.00 | 100.00 | 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) | 16:47 | :41 | 20:27 | 2:07 | 0 | 5:26 | 10:29 | 4:36 | 0 | | | |
| wiiri. | stanuard = 90% within 24 hrs | Avg. outage duration (hh:mm) | 3:21 | :41 | 10:13 | 2:07 | 0 | 5:26 | 3:29 | 2:18 | 0 | | | |
| | | Indicate if catastrophic event is in month | No | No | No | No | No | No | No | No | No | | | |
| | | Total # of unadjusted outage report tickets | 17 | 7 | 4 | 6 | 1 | 6 | 7 | 4 | 4 | | | |
| | djusted | Total # of all repair tickets restored in < 24hrs | 16 | 7 | 4 | 6 | 1 | 6 | 6 | 4 | 4 | | | |
| Out | of Service Report | % of repair tickets restored 24 Hours | 94.12 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 85.71 | 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 | 227:20 | 6:35 | 13:43 | | | |
| | | Avg. unadjusted outage duration (hh:mm) | 8:12 | 4:27 | 10:32 | 7:56 | 3:25 | 2:29 | 32:28 | 1:38 | 3:25 | | | |
| Refi | unds | Number of customers who received refunds | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| Tert | | Monthly amount of refunds | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| | | | | | | | | | | | | | | |
| | ver Time (Trouble Reports "TR", Billing & Billing) Min. standard = 80% of calls 60 | Total # of calls for TR, Billing & Non-Billing | | | | | | | | | | | | |
| | nds to reach live agent (w/ a menu option | Total # of call seconds to reach live agent | | | | | | | | | | | | |
| | ich live agent) | % 60 seconds | | | | | | | | | | | | |

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)

Total Exchai

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

Reporting Unit Type:

Reporting Unit Name:

| | Measurement (Com | pile monthly, file quarterly) | | Date filed (05/15/17) | | | Date filed (08/15/17) | | | Date filed (11/15/17) | | | Date filed (02/15/18) | |
|----------|---|---|--------|--------------------------|--------|--------|--------------------------|--------|--------|--------------------------|--------|-----|--------------------------|----------|
| | | | Jan | Ist Quarter Feb | Mar | Apr | nd Quarter May | Jun | Jul | Brd Quarter Aug | Sep | Oct | 4th Quarter | r Dec |
| | | Total # of business days | 5.47 | 0.00 | 3.08 | 0.10 | 0.00 | 11.89 | 17.33 | 0.00 | 0.01 | | | |
| | allation Interval | Total # of service orders | 4 | 3 | 5 | 3 | 2 | 10 | 9 | 1 | 2 | | | |
| Min. | standard = 5 bus. days | Avg. # of business days | 1.37 | 0.00 | 0.62 | 0.030 | 0.00 | 1.19 | 1.93 | 0.00 | 0.00 | | | |
| _ | | Total # of installation commitments | 6 | 5 | 5 | 4 | 10 | 12 | 9 | 1 | 3 | | | |
| | allation Commitment | Total # of installation commitment met | 6 | 5 | 5 | 4 | 10 | 12 | 9 | 1 | 3 | | | |
| | standard = 95% commitment | Total # of installation commitment missed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | 1 |
| met | | % of commitment met | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | | + | 1 |
| Cust | tomers | Acct # for voice or bundle, res+bus | 477 | 474 | 471 | 173 | 470 | 476 | 484 | 487 | 485 | | + | <u>+</u> |
| | tomer Trouble Report | | | | | | | | | | .30 | | + | <u>+</u> |
| | 6% (6 per 100 working lines for units w/ 3,000 lines) | Total # of working lines | | | | | | | | | | | - | |
| | | Total # of trouble reports | | | | | | | | | | | | |
| Standard | | % of trouble reports | | | | | | | | | | | | |
| | | Total # of working lines | | | | | | | | | | | - | |
| tar | 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) | Total # of trouble reports | | | | | | | | | | | | |
| | units W/ 1,001 - 2,999 lines) | % of trouble reports | | | | | | | | | | | | 1 |
| Min. | 10% (10 per 100 working lines | Total # of working lines | 551 | 546 | 547 | 547 | 555 | 563 | 565 | 562 | 550 | | | |
| ~ | for units w/ 1 000 lines) | Total # of trouble reports | 6 | 5 | 7 | 7 | 6 | 9 | 5 | 10 | 6 | | | 1 |
| | | % of trouble reports | 1.09 | 0.92 | 1.28 | 1.28 | 1.08 | 1.60 | 0.88 | 1.78 | 1.09 | | | 1 |
| | | Total # of outage report tickets | 0 | 1 | 2 | 3 | 1 | 1 | 1 | 8 | 0 | | | 1 |
| ۰ مانی | sted | Total # of repair tickets restored in ≤ 24hrs | 0 | 1 | 2 | 3 | 1 | 1 | 1 | 8 | 0 | | | |
| | of Service Report | % of repair tickets restored 24 Hours | 100.00 | 100.00 | 100.00 | 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) | 0:00 | 5:06 | 2:22 | 33:27 | 0 | 3:43 | 2:16 | 38:43 | 0 | | | |
| win. | standard = 90% within 24 hrs | Avg. outage duration (hh:mm) | 0:00 | 5:06 | 1:11 | 11:09 | 0 | 3:43 | 2:16 | 4:50 | 0 | | | |
| | | Indicate if catastrophic event is in month | No | No | No | No | No | No | No | No | No | | | |
| | | Total # of unadjusted outage report tickets | 6 | 4 | 4 | 4 | 5 | 5 | 4 | 9 | 3 | | | |
| | djusted | Total # of all repair tickets restored in < 24hrs | 6 | 4 | 4 | 4 | 5 | 5 | 4 | 9 | 2 | | | |
| Out | of Service Report | % of repair tickets restored 24 Hours | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 66.67 | | | |
| | | Sum of the duration of all outages (hh:mm) | 15:12 | 14:30 | 9:41 | 37:54 | 8:53 | 6:42 | 8:22 | 38:44 | 126:36 | | | |
| | | Avg. unadjusted outage duration (hh:mm) | 2:32 | 3:37 | 2:25 | 9:28 | 1:46 | 1:20 | 2:05 | 4:18 | 42:12 | | | |
| Refunds | | Number of customers who received refunds | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| | | Monthly amount of refunds | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | <u> </u> | |
| • • • • | en Time (Trouble Deporte "TD" Dilling 9 | | | | | | | | | | | | | |
| | er Time (Trouble Reports "TR", Billing & Billing) Min. standard = 80% of calls 60 | Total # of calls for TR, Billing & Non-Billing | | | | | | | | | | | _ | <u> </u> |
| | ds to reach live agent (w/ a menu option | Total # of call seconds to reach live agent | | | | | | | | | | | ┥ | <u> </u> |
| | ch live agent) | % 60 seconds | | | | | | | | | | | | |

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)

Total Exchand

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

Reporting Unit Type:

Reporting Unit Name:

MMPA

2017

| | Measurement (Comp | bile monthly, file quarterly) | | Date filed (05/15/17) st Quarter | | | Date filed (08/15/17) 2nd Quarter | | | Date filed (11/15/17) Brd 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 | 86.62 | 104.88 | 49.12 | | | |
| | Ilation Interval | Total # of service orders | 16 | 14 | 18 | 14 | 25 | 31 | 24 | 30 | 30 | | | |
| vin. | standard = 5 bus. days | Avg. # of business days | 3.50 | 0.29 | 1.06 | 1.44 | 2.81 | 3.52 | 3.61 | 3.50 | 1.64 | | | |
| | | Total # of installation commitments | 37 | 33 | 43 | 22 | 34 | 39 | 28 | 33 | 37 | | | |
| | Illation Commitment | Total # of installation commitment met | 37 | 33 | 42 | 22 | 34 | 39 | 28 | 33 | 37 | | | |
| | standard = 95% commitment | Total # of installation commitment missed | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| net | | % of commitment met | 100.00 | 100.00 | 97.67 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | | <u> </u> | |
| Cust | omers | Acct # for voice or bundle, res+bus | 2097 | 2102 | 2100 | 2117 | 2104 | 2094 | 2093 | 2077 | 2074 | | | |
| Customer Trouble Report | | | | 2.02 | 2.00 | | 2.01 | 2001 | 2000 | 2011 | 2011 | | | - |
| | | Total # of working lines | | | | | | | | | | | | 1 |
| | 6% (6 per 100 working lines for units w/ 3,000 lines) | Total # of trouble reports | | | | | | | | | | | | 1 |
| Standard | | % of trouble reports | | | | | | | | | | | | 1 |
| g | | Total # of working lines | 2793 | 2783 | 2798 | 2775 | 2777 | 2769 | 2707 | 2712 | 2699 | | | 1 |
| tar | 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) | Total # of trouble reports | 48 | 61 | 33 | 26 | 19 | 20 | 16 | 20 | 18 | | | |
| | units w/ 1,001 - 2,999 lines) | % of trouble reports | 1.72 | 2.19 | 1.18 | 0.94 | 0.68 | 0.72 | 0.59 | 0.74 | 0.67 | | | |
| Min. | 10% (10 per 100 working lines | Total # of working lines | | | | | | | | | | | | |
| ~ | 10% (10 per 100 working lines for units w/ 1,000 lines) | Total # of trouble reports | | | | | | | | | | | | |
| | | % of trouble reports | | | | | | | | | | | | |
| | | Total # of outage report tickets | 6 | 13 | 6 | 18 | 5 | 3 | 5 | 8 | 5 | | | |
| \ diu | sted | Total # of repair tickets restored in < 24hrs | 6 | 13 | 6 | 18 | 5 | 2 | 5 | 8 | 5 | | | |
| | of Service Report | % of repair tickets restored 24 Hours | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 66.67 | 100.00 | 100.00 | 100.00 | | | |
| | 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 | 6:16 | 16:10 | 5:43 | | | |
| viiri. | standard = 90% within 24 hrs | Avg. outage duration (hh:mm) | 3:47 | 7:59 | 1:41 | 3:10 | 6:55 | 88:37 | 1:15 | 2:01 | 1:08 | | | |
| | | Indicate if catastrophic event is in month | No | No | No | No | No | No | Yes | No | No | | | |
| | | Total # of unadjusted outage report tickets | 27 | 42 | 15 | 21 | 13 | 13 | 11 | 13 | 7 | | | |
| | ljusted | Total # of all repair tickets restored in < 24hrs | 24 | 38 | 12 | 21 | 13 | 11 | 11 | 13 | 7 | | | |
| Out o | of Service Report | % of repair tickets restored 24 Hours | 88.89 | 90.48 | 80.00 | 100.00 | 100.00 | 84.62 | 100.00 | 100.00 | 100.00 | | | |
| | | Sum of the duration of all outages (hh:mm) | 290:42 | 540:43 | 207:31 | 65:54 | 79:56 | 640:36 | 44:51 | 30:07 | 12:59 | | | |
| | | Avg. unadjusted outage duration (hh:mm) | 10:46 | 12:52 | 13:50 | 3:08 | 6:08 | 49:16 | 4:04 | 2:19 | 1:51 | | | |
| ?efu | nds | Number of customers who received refunds | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| toru | 103 | Monthly amount of refunds | 0 | 0 | 0 | 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 | | | | | | | | | | | L | |
| seconds to reach live agent (w/ a menu option | | Total # of call seconds to reach live agent | | | | | | | | | | | | <u> </u> |
| | ch live agent) | % 60 seconds | | | | | | | | | | | | |

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)

☐ Total Excha √ Wire

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

| Co | mpany Name: | Sierra Telephone | | | | | U#: | 1016-C | | I | Report Yea | r: | 2017 | _ |
|----------|---|---|--------|--------------------------|------------|--------------------------|--------------------|-------------|----------|--------------------------|----------------------|-----|--------------------------|----------|
| Re | porting Unit Type: | | | | | | Reporting L | Jnit Name: | - | MRPS | | | | - |
| | Measurement (Cor | npile monthly, file quarterly) | | Date filed (05/15/17) | | Date filed (08/15/17) | | | | Date filed (11/15/17) | | | Date filed (02/15/18) | |
| | · · | | Jan | 1st Quarter Feb | Mar | Apr | 2nd Quarter May | Jun | Jul | Brd Quarter Aug | Sep | Oct | 4th Quarte Nov | r Dec |
| | | Total # of business days | 53.18 | 16.75 | 19.44 | 43.31 | 123.63 | 93.02 | 114.04 | 89.20 | 136.96 | 000 | | DCC |
| | allation Interval | Total # of service orders | 15 | 16 | 22 | 22 | 38 | 35 | 37 | 34 | 37 | | | |
| Min. | standard = 5 bus. days | Avg. # of business days | 3.55 | 1.05 | 0.88 | 1.97 | 3.25 | 2.66 | 3.08 | 2.62 | 3.70 | | | |
| | | Total # of installation commitments | 38 | 38 | 47 | 31 | 49 | 46 | 43 | 44 | 41 | | | |
| | allation Commitment | Total # of installation commitment met | 36 | 38 | 46 | 31 | 49 | 46 | 43 | 44 | 41 | | 1 | |
| | standard = 95% commitment | Total # of installation commitment missed | 2 | 30 | 40 | 0 | 49 | 40 | 43 | | 41 | | + | |
| met | | % of commitment met | 94.74 | 100.00 | 97.87 | 0 100.00 | 100.00 | 0 100.00 | 100.00 | 100.00 | 100.00 | | | |
| Cure | omers | Acct # for voice or bundle, res+bus | 3511 | 3517 | 3503 | 3513 | 3516 | 3514 | 3520 | 3507 | 3498 | | - | - |
| | tomers tomer Trouble Report | Acct # IOI VOICE OF BUTICIE, TES+BUS | 3011 | 3517 | 3503 | 3013 | 3516 | 3514 | 3520 | 3507 | 3490 | | | |
| Cus | | Total # of working lines | 3474 | 3466 | 3471 | 3477 | 3584 | 3579 | 3571 | 3582 | 3557 | | + | |
| | 6% (6 per 100 working lines fo | Total # of trouble reports | 125 | 118 | 130 | 73 | 3564 | 29 | 23 | 26 | 25 | | | |
| Ģ | units w/ 3,000 lines) | % of trouble reports | 3.60 | 3.40 | 3.75 | 2.10 | 0.98 | 0.81 | 0.64 | 0.73 | 0.70 | | + | |
| Standard | | Total # of working lines | 3.00 | 5.40 | 5.75 | 2.10 | 0.90 | 0.01 | 0.04 | 0.73 | 0.70 | | - | - |
| aŭ | 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 | | | | | | | | | | | | |
| Σ | 10% (10 per 100 working lines for units w/ 1,000 lines) | Total # of trouble reports | - | | | | | | | | | | + | |
| | | % of trouble reports | | | | | | | | | | | | |
| | | Total # of outage report tickets | 18 | 25 | 31 | 21 | 11 | 5 | 1 | 7 | 9 | | | |
| | | Total # of repair tickets restored in < 24hrs | 18 | 25 | 31 | 21 | 11 | 5 | 4 | 7 | 9 | | - | - |
| | sted | % of repair tickets restored 24 Hours | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 4 100.00 | 100.00 | 100.00 | | | |
| Out | of Service Report | Sum of the duration of all outages (hh:mm) | 137:03 | 200:28 | 120:52 | 71:02 | 27:47 | 23:53 | 8:38 | 15:02 | 17:09 | | | |
| Min. | standard = 90% within 24 hrs | Avg. outage duration (hh:mm) | 7:36 | 8:01 | 3:35 | 3:22 | 2:31 | 4:46 | 2:09 | 2:02 | 1:54 | | - | - |
| | | Indicate if catastrophic event is in month | No | No | 0.00 No | 0.22 No | No | No | Yes | No | No | | | |
| | | Total # of unadjusted outage report tickets | 84 | 79 | 101 | 55 | 18 | 14 | 15 | 17 | 16 | | - | - |
| Una | djusted | Total # of all repair tickets restored in < 24hrs | 77 | 68 | 98 | 55 | 18 | 14 | 14 | 16 | 10 | | | |
| | of Service Report | % of repair tickets restored 24 Hours | 91.67 | 86.08 | 97.03 | 100.00 | 100.00 | 100.00 | 93.33 | 94.12 | 87.50 | | | |
| out | | Sum of the duration of all outages (hh:mm) | 906:25 | 923:46 | 500:21 | 223:21 | 55:45 | 77:48 | 181:22 | 120:24 | 92:18 | | | |
| | | Avg. unadjusted outage duration (hh:mm) | 10:47 | 923.40 | 4:57 | 4:03 | 3:05 | 5:33 | 12:05 | 7:04 | <u>92.10</u> 5:46 | | + | 1 |
| | | Number of customers who received refunds | 10.47 | 0 | 4.37 | - 1 .03 | 3.03 | 0.05 | 12.00 | 1.04 | 0 | | - | |
| Refunds | | Monthly amount of refunds | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | + | |
| | | | 0 | 0 | 0 | 0 | U | 0 | 0 | 0 | 0 | | 1 | 1 |
| Answ | er Time (Trouble Reports "TR", Billing | Total # of calls for TR, Billing & Non-Billing | | | | | 1 | | | | | | | |
| | -Billing) Min. standard = 80% of calls | Total # of call seconds to reach live agent | | | | | | | | | | | - | |
| | conds to reach live agent (w/ a menu | % 60 seconds | | | | | | | | | | | | |
| option | to reach live agent) | | | | | | | | | | | | 1 | 1 |

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)