☑ Total Excha Wire

Company Name: Sierra T		Sierra Telephone					U#:	1016-C		F	Report Year	: _	2017		
Reporting Unit Type:							Reporting l	Jnit Name:		Total Compa	any				
Measurement (Compile monthly, file guarterly)				Date filed (05/15/17)			Date filed (08/15/17)			Date filed (11/15/17)			Date filed (02/15/18)		
		Jan	1st Quarter Jan Feb Mar		2nd Quarter Apr May Jun			3rd Quarter Jul Aug Sep			4 Oct	th Quarter Nov	Dec		
_		Total # of business days	236.62	92.08	130.57	יקר 110.57	330.31	357.31	539.54	435.22	364.09	85.35	268.65	295.16	
	allation Interval	Total # of service orders	76	91	109	87	154	148	147	149	173	100	153	112	
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	0.85	1.76	2.64	
		Total # of installation commitments	151	158	180	126	206	199	177	191	206	184	194	134	
	allation Commitment	Total # of installation commitment met	149	158	176	126	206	199	177	191	206	184	194	134	
	standard = 95% commitment	Total # of installation commitment missed	2	130	4	120	200	139	0	0	200	104	0	0	
met		% of commitment met	98.68	100.00	97.78	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	
Cuet	tomers	Acct # for voice or bundle, res+bus	14289	14285	14227	14264	14198	14143	14121	14075	14040	13997	13941	13904	
	tomer Trouble Report		14203	14205	14221	14204	14130	14145	14121	14073	14040	13337	15541	15304	
Cuai	6% (6 per 100 working lines for units w/ 3,000 lines)	Total # of working lines	16668	16617	16631	16562	16630	16583	16484	16504	16412	16340	16269	16222	
		Total # of trouble reports	357	304	253	181	10000	132	10404	120	10412	112	95	97	
p		% of trouble reports	2.14	1.83	1.52	1.09	0.64	0.80	0.63	0.73	0.65	0.69	0.58	0.60	
dai	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) 10% (10 per 100 working lines for units w/ 1,000 lines)	Total # of working lines	2.14	1.05	1.52	1.03	0.04	0.00	0.05	0.75	0.00	0.03	0.50	0.00	
an		Total # of trouble reports													
		% of trouble reports													
Ŀ.		Total # of working lines													
≥		Total # of trouble reports													
		% of trouble reports													
		Total # of outage report tickets	57	59	59	59	24	25	28	36	19	34	23	25	
		Total # of repair tickets restored in < 24hrs	57	59	59	59	24	23	28	36	19	34	23	25	
	units w/ 3,000 lines) 1/1/1/1/1/1/1/1/1/1/1/1/1/1/1/1/1/1/1/	% of repair tickets restored 24 Hours	100.00	100.00	100.00	100.00	100.00	96.00	100.00	100.00	100.00	100.00	100.00	100.00	
	•	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	158:59	62:33	150:03	
Min.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	8:16	6:52	4:15	3:51	3:36	14:12	2:57	2:45	1:58	4:40	2:43	6:00	
		Indicate if catastrophic event is in month	No	No	No	No	No	No	Yes	No	No	No	No	No	
		Total # of unadjusted outage report tickets	226	209	169	122	57	72	63	71	52	64	58	54	
Unad	djusted	Total # of all repair tickets restored in < 24hrs	201	185	163	122	56	70	61	69	49	62	57	53	
	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	96.88	98.28	98.15	
		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	437:40	253:08	305:33	
		Avg. unadjusted outage duration (hh:mm)	13:41	11:19	5:34	4:09	18:43	12:13	8:43	4:52	6:13	6:50	4:21	5:39	
Refunds Number of c		Number of customers who received refunds	0	0	0.01	0	0.10	0	0.10	0	0.10	0.00	0	0.00	
		Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	0	
						-						-			
	rer Time (Trouble Reports "TR", Billing	Total # of calls for TR, Billing & Non-Billing	5901	5336	6389	9281	6198	5390	6444	6328	4432	5850	5006	4422	
	n-Billing) Min. standard = 80% of calls	Total # of call seconds to reach live agent	245075	223680	235914	707651	271359	95357	71756	70353	35851	53460	42577	38873	
	conds to reach live agent (w/ a menu n to reach live agent)	% 60 seconds	88.87%	83.60%	87.74%	80.21%	91.17%	98.05%	96.94%	97.23%	97.43%	97.01%	97.34%	97.54%	
opuon	to reach ive agenty						- ,•				,•	/-			

Primary Utility Contact Information

Name: Monika Brandle

Phone: 559-642-1380

Email: monikab@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 □ Exchail ✓ Wire

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

 Reporting Unit Type:
 Reporting Unit Name:
 Oakhurst (Host)

Date filed Date filed Date filed Date filed (05/15/17)(08/15/17)(11/15/17)(02/15/18)Measurement (Compile monthly, file guarterly) **1st Quarter** 2nd Quarter **3rd Quarter** 4th Quarter Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Total # of business days 117.71 63.03 82.45 44.63 115.38 107.50 306.30 222.62 177.8 61.80 103.82 184.22 Installation Interval Total # of service orders 36 60 45 76 61 65 70 96 53 73 48 Min. standard = 5 bus. days 3.27 1.26 1.37 0.99 1.52 1.76 4.71 3.18 1.85 1.17 1.42 3.84 Avg. # of business days 65 69 80 64 98 88 83 114 83 90 Total # of installation commitments 95 60 Installation Commitment 65 69 78 64 98 88 83 95 114 83 60 Total # of installation commitment met 90 Min. standard = 95% commitment Total # of installation commitment missed 0 0 2 0 0 0 0 0 0 0 0 0 met 100.00 100.00 97.50 100.00 100.00 100.00 100.00 100.00 100.00 % of commitment met 100.00 100.00 100.00 Customers Acct # for voice or bundle, res+bus 6977 6971 6938 6947 6911 6873 6851 6831 6811 6809 6787 6762 Customer Trouble Report 8564 8540 8534 8501 8464 8433 8401 8411 8375 8339 8303 8280 Total # of working lines 6% (6 per 100 working lines for Total # of trouble reports 156 108 77 61 41 65 48 58 52 54 47 47 units w/ 3,000 lines) Standard 1.82 1.26 0.90 0.72 0.48 0.77 0.57 0.69 0.62 0.65 0.57 0.57 % of trouble reports 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/ 1,000 lines) % of trouble reports Total # of outage report tickets 28 19 18 16 7 15 15 11 5 14 12 16 Total # of repair tickets restored in < 24hrs 28 19 18 16 15 15 11 5 14 12 16 Adjusted 100.00 100.00 100.00 100.00 100.00 100.00 100.00 100.00 100.00 100.00 % of repair tickets restored 24 Hours 100.00 100.00 Out of Service Report 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 53:35 26:03 71:16 Min. 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 3:49 2:10 4:27 Indicate if catastrophic event is in month No 92 22 Total # of unadjusted outage report tickets 77 45 36 20 33 26 28 29 29 26 Unadjusted Total # of all repair tickets restored in < 24hrs 78 68 45 36 19 33 26 27 22 28 28 26 100.00 % of repair tickets restored 24 Hours 84.78 88.31 100.00 95.00 100.00 100.00 96.43 100.00 96.55 96.55 100.00 Out of Service Report Sum of the duration of all outages (hh:mm) 1743:31 858:14 181:17 919:10 137:16 150:33 150:51 144:07 133:10 88:13 77:43 96:18 Avg. unadjusted outage duration (hh:mm) 11:08 45:57 4:09 3:31 18:57 4:01 3:41 3:23 5:22 5:12 4:58 3:42 Number of customers who received refunds 0 0 0 0 0 0 0 0 0 0 0 0 Refunds Monthly amount of refunds 0 0 0 0 0 0 0 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 6444 6328 4432 5850 5006 4422 Non-Billing) Min. standard = 80% of calls 60 71756 53460 Total # of call seconds to reach live agent 245075 223680 235914 707651 271359 95357 70353 42577 38873 seconds to reach live agent (w/ a menu option % 60 seconds 88.87% 83.60% 87.74% 80.21% 91.17% 98.05% 96.94% 97.23% 97.43% 97.01% 97.34% 97.54% to reach live agent)

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

□ Total □ Exchai

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

 Reporting Unit Type:
 Reporting Unit Name:
 YMLP

Date filed Date filed Date filed Date filed (05/15/17)(08/15/17)(11/15/17)(02/15/18)Measurement (Compile monthly, file guarterly) **1st Quarter** 2nd Quarter **3rd Quarter** 4th Quarter Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Total # of business days 6.52 4.30 8.22 2.42 21.16 34.04 15.25 18.52 0.21 6.42 4.45 6.33 Installation Interval Total # of service orders 5 8 13 10 12 14 8 11 9 Min. standard = 5 bus. days 0.86 1.03 1.63 0.81 1.63 3.40 1.27 1.32 0.03 0.58 0.49 3.16 Avg. # of business days 13 18 11 Total # of installation commitments 5 5 5 15 13 14 18 10 4 Installation Commitment 5 13 5 5 15 13 14 18 11 18 10 Total # of installation commitment met Min. standard = 95% commitment Total # of installation commitment missed 0 0 0 0 0 0 0 0 0 0 0 0 met 100.00 100.00 100.00 100.00 100.00 100.00 100.00 100.00 100.00 % of commitment met 100.00 100.00 100.00 Customers Acct # for voice or bundle, res+bus 1227 1221 1215 1214 1197 1186 1173 1173 1172 1163 1155 1149 Customer Trouble Report Total # of working lines 6% (6 per 100 working lines for Total # of trouble reports units w/ 3,000 lines) Standard % of trouble reports 1286 1282 1281 1262 1250 1239 1240 1237 1231 1223 1206 1194 Total # of working lines 8% (8 per 100 working lines for Total # of trouble reports 22 12 14 8 12 6 3 6 6 6 4 units w/ 1,001 - 2,999 lines) 1.71 0.94 0.47 0.97 0.49 % of trouble reports 1.11 0 48 0.65 0.49 0.33 0.25 0.17 Min. Total # of working lines 10% (10 per 100 working lines Total # of trouble reports for units w/ 1,000 lines) % of trouble reports Total # of outage report tickets 5 0 0 1 0 Total # of repair tickets restored in < 24hrs 0 2 0 1 Ο 5 2 1 Λ Adjusted 100.00 100.00 100.00 100.00 100.00 100.00 100.00 % of repair tickets restored 24 Hours 100.00 100.00 100.00 100.00 100.00 Out of Service Report Sum of the duration of all outages (hh:mm) 16:47 :41 20:27 2:07 5:26 10:29 4:36 6:11 0 0 0 0 Min. standard = 90% within 24 hrs Avg. outage duration (hh:mm) 3:21 :41 10:13 2:07 0 5:26 3:29 2:18 0 0 6:11 0 Indicate if catastrophic event is in month No Total # of unadjusted outage report tickets 17 7 4 6 1 6 4 4 1 0 Unadjusted Total # of all repair tickets restored in < 24hrs 16 6 6 4 1 0 4 6 4 Out of Service Report % of repair tickets restored 24 Hours 94.12 100.00 100.00 100.00 100.00 100.00 85.71 100.00 100.00 100.00 100.00 100.00 Sum of the duration of all outages (hh:mm) 139:38 14:56 227:20 13:43 31:15 42:09 47:38 3:25 6:35 00:02 6:11 0 Avg. unadjusted outage duration (hh:mm) 4:27 10:32 3:25 2:29 32:28 1:38 3:25 8:12 7:56 00:02 6:11 0 Number of customers who received refunds 0 0 0 0 0 0 0 0 0 0 0 0 Refunds 0 Monthly amount of refunds 0 0 0 0 0 0 0 0 0 0 0 Answer Time (Trouble Reports "TR", Billing & Total # of calls for TR, Billing & Non-Billing Non-Billing) Min. standard = 80% of calls 60 Total # of call seconds to reach live agent seconds to reach live agent (w/ a menu option % 60 seconds to reach live agent)

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Total Exchai

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

Reporting Unit Type:

Reporting Unit Name:

Measurement (Compile 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		
		-	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Total # of business days Min. standard = 5 bus. days Total # of service orders Avg. # of business days Avg. # of business days		5.47	0.00	3.08	0.10	0.00	11.89	17.33	0.00	0.01	2.92	0.01	2.84	
		,	4	3	5	3	2	10	9	1	2	3	6	2
		Avg. # of business days	1.37	0.00	0.62	0.030	0.00	1.19	1.93	0.00	0.00	0.97	0.00	1.42
Installation Commitment		Total # of installation commitments	6	5	5	4	10	12	9	1	3	4	6	4
		Total # of installation commitment met	6	5	5	4	10	12	9	1	3	4	6	4
	standard = 95% commitment	Total # of installation commitment missed	0	0	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	100.00	100.00	100.00
Cust	tomers	Acct # for voice or bundle. res+bus	477	474	471	173	470	476	484	487	485	477	467	462
Customer Trouble Report								.10		.01	.50		.57	
		Total # of working lines												
	6% (6 per 100 working lines for units w/ 3,000 lines)	Total # of trouble reports												
Standard		% of trouble reports												
Ida	8% (8 per 100 working lines for units $w/1.001 - 2.999$ lines)	Total # of working lines												
tan		Total # of trouble reports												
		% of trouble reports												
Min.	10% (10 per 100 working lines for units w/ 1,000 lines)	Total # of working lines	551	546	547	547	555	563	565	562	550	539	537	534
2		Total # of trouble reports	6	5	7	7	6	9	5	10	6	7	1	C
		% of trouble reports	1.09	0.92	1.28	1.28	1.08	1.60	0.88	1.78	1.09	1.30	0.19	0.00
		Total # of outage report tickets	0	1	2	3	1	1	1	8	0	3	1	C
		Total # of repair tickets restored in < 24hrs	0	1	2	3	1	1	1	8	0	3	1	0
Adju		% of repair tickets restored 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00	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	2:16	38:43	0	6:35	1:43	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	2:11	1:43	0
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No
		Total # of unadjusted outage report tickets	6	4	4	4	5	5	4	9	3	6	1	C
Unad	djusted	Total # of all repair tickets restored in < 24hrs	6	4	4	4	5	5	4	9	2	6	1	(
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	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	8:22	38:44	126:36	33:55	1:43	(
		Avg. unadjusted outage duration (hh:mm)	2:32	3:37	2:25	9:28	1:46	1:20	2:05	4:18	42:12	5:39	1:43	C
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	C
		Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	C
	er Time (Trouble Reports "TR", Billing &	Total # of calls for TR, Billing & Non-Billing												
	Billing) Min. standard = 80% of calls 60 ds to reach live agent (w/ a menu option	Total # of call seconds to reach live agent												
	ch live agent)	% 60 seconds												

Primary Utility Contact Information

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

Total Exchand

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

Reporting Unit Type:

Reporting Unit Name:

Measurement (Compile 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		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Total # of business days Min. standard = 5 bus. days Total # of service orders Avg. # of business days Avg. # of business days		Total # of business days	55.96	4.09	19.08	20.11	70.14	109.27	86.62	104.88	49.12	4.36	64.06	46.24
			16	14	18	14	25	31	24	30	30	13	31	32
		Avg. # of business days	3.50	0.29	1.06	1.44	2.81	3.52	3.61	3.50	1.64	0.34	2.07	1.44
		Total # of installation commitments	37	33	43	22	34	39	28	33	37	30	38	34
	Illation Commitment	Total # of installation commitment met	37	33	42	22	34	39	28	33	37	30	38	34
	standard = 95% commitment	Total # of installation commitment missed	0	0	1	0	0	0	0	0	0	0	0	0
met		% of commitment met	100.00	100.00	97.67	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Cust	omers	Acct # for voice or bundle, res+bus	2097	2102	2100	2117	2104	2094	2093	2077	2074	2060	2044	2044
Customer Trouble Report			2001	2102	2100	2.17	2104	2004	2000	2011	2014	2000		
5431		Total # of working lines												
	6% (6 per 100 working lines for units w/ 3,000 lines)	Total # of trouble reports												
rd		% of trouble reports												
da	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	2793	2783	2798	2775	2777	2769	2707	2712	2699	2681	2675	2672
Standard		Total # of trouble reports	48	61	33	26	19	20	16	20	18	17	15	17
		% of trouble reports	1.72	2.19	1.18	0.94	0.68	0.72	0.59	0.74	0.67	0.63	0.56	0.64
Min.	10% (10 per 100 working lines for units w/ 1,000 lines)	Total # of working lines						-						
2		Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	6	13	6	18	5	3	5	8	5	8	4	3
		Total # of repair tickets restored in < 24hrs	6	13	6	18	5	2	5	8	5	8	4	3
Adju		% of repair tickets restored 24 Hours	100.00	100.00	100.00	100.00	100.00	66.67	100.00	100.00	100.00	100.00	100.00	100.00
	of Service Report	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	61:07	10:50	43:32
win.	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	7:38	2:42	14:30
		Indicate if catastrophic event is in month	No	No	No	No	No	No	Yes	No	No	No	No	No
		Total # of unadjusted outage report tickets	27	42	15	21	13	13	11	13	7	11	12	13
Unad	djusted	Total # of all repair tickets restored in < 24hrs	24	38	12	21	13	11	11	13	7	10	12	13
Out	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	90.91	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	182:30	45:17	89:58
		Avg. unadjusted outage duration (hh:mm)	10:46	12:52	13:50	3:08	6:08	49:16	4:04	2:19	1:51	16:35	3:46	6:55
		Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
		Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	0
													· · · ·	
	er Time (Trouble Reports "TR", Billing &	Total # of calls for TR, Billing & Non-Billing												
	illing) Min. standard = 80% of calls 60 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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Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

☐ Total Excha √ Wire

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

Company Name: Sierra Telephone		Sierra Telephone					U#: <u>1016-C</u>			I	Report Yea	r: _	2017		
Re	porting Unit Type:						Reporting	Unit Name:	<u> </u>	MRPS					
	Measurement (Compile monthly, file quarterly)			Date filed (05/15/17)			Date filed (08/15/17)			Date filed (11/15/17)			Date filed (02/15/18)		
				1st Quarter Jan Feb Mar		2nd Quarter Apr May Jun			3rd Quarter Jul Aug Sep			4th Quarter Oct Nov Dec			
Min. standard = 5 bus. days Tota Tota Tota		Total # of business days	53.18	16.75	19.44	43.31	May 123.63		114.04	Aug 89.20	136.96	9.85	96.32	55.52	
		Total # of service orders	15	16	22	22	38		37	34	37	20	34	28	
		Avg. # of business days	3.55	1.05	0.88	1.97	3.25		3.08	2.62	3.70	0.49	2.83	1.98	
		Total # of installation commitments	38	38	47	31	49		43	44	41	49	50	32	
Insta	Illation Commitment	Total # of installation commitment met	36	38	46	31	49		43	44	41	49	50	32	
Min. standard = 95% commitment		Total # of installation commitment missed	2	0	40	0	49	-	43	- 44	41	49	0		
met		% of commitment met	94.74	100.00	97.87	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	
Curet	omers	Acct # for voice or bundle, res+bus	3511	3517	3503	3513	3516		3520	3507	3498	3488	3488	3487	
	omer Trouble Report		3311	5517	3303	3313	3510	5514	3320	3307	5490	3400	3400	3407	
Cusi	•	Total # of working lines	3474	3466	3471	3477	3584	3579	3571	3582	3557	3558	3548	3542	
	6% (6 per 100 working lines for units w/ 3,000 lines)	Total # of trouble reports	125	118	130	73	35		23	26	25	3038	29	31	
p		% of trouble reports	3.60	3.40	3.75	2.10	0.98		0.64	0.73	0.70	0.84	0.82	0.88	
Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	5.00	5.40	5.75	2.10	0.30	0.01	0.04	0.75	0.70	0.04	0.02	0.00	
an		Total # of trouble reports													
		% of trouble reports													
Min.	10% (10 per 100 working lines for units w/ 1,000 lines)	Total # of working lines													
≥		Total # of trouble reports													
		% of trouble reports													
		Total # of outage report tickets	18	25	31	21	11	5	4	7	9	9	5	f	
		Total # of repair tickets restored in < 24hrs	18	25	31	21	11	-	4	7	9	9	5	6	
Adju		% of repair tickets restored 24 Hours	100.00	100.00	100.00	100.00	100.00	-	100.00	100.00	100.00	100.00	100.00	100.00	
	of Service Report	Sum of the duration of all outages (hh:mm)	137:03	200:28	120:52	71:02	27:47		8:38	15:02	17:09	37:41	17:43	35:14	
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	4:11	3:32	5:52	
		Indicate if catastrophic event is in month	No	No	No	No	No		Yes	No	No	No	No	No	
		Total # of unadjusted outage report tickets	84	79	101	55	18		15	17	16	17	15	15	
Unad	djusted	Total # of all repair tickets restored in < 24hrs	77	68	98	55	18		14	16	14	17	15	14	
	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	100.00	100.00	93.33	
		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	70:21	55:48	119:15	
		Avg. unadjusted outage duration (hh:mm)	10:47	11:41	4:57	4:03	3:05		12:05	7:04	5:46	4:08	3:43	7:57	
Refunds		Number of customers who received refunds	0	0	0	0	0		0	0	0	0	0	C	
		Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	0	
	er Time (Trouble Reports "TR", Billing	Total # of calls for TR, Billing & Non-Billing													
	I-Billing) Min. standard = 80% of calls conds to reach live agent (w/ a menu	Total # of call seconds to reach live agent													
	to reach live agent (w/ a menu	% 60 seconds													
option	to readining agoing														

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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)