

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

Total  Exchan  Wire

**Company Name:** Sierra Telephone

**U#:** 1016-C

**Report Year:** 2017

**Reporting Unit Type:**

**Reporting Unit Name:** Total Company

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)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	236.62	92.08	130.57									
	Total # of service orders	76	91	109									
	Avg. # of business days	3.11	1.01	1.20									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	151	158	180									
	Total # of installation commitment met	149	158	176									
	Total # of installation commitment missed	2	0	4									
	% of commitment met	98.68	100.00	97.78									
<b>Customers</b>	Acct # for voice or bundle, res+bus	14289	14285	14227									
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	16668	16617	16631								
		Total # of trouble reports	357	304	253								
		% of trouble reports	2.14	1.83	1.52								
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	57	59	59									
	Total # of repair tickets restored in ≤ 24hrs	57	59	59									
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00									
	Sum of the duration of all outages (hh:mm)	471:48	405:40	251:35									
	Avg. outage duration (hh:mm)	8:16	6:52	4:15									
	Indicate if catastrophic event is in month	No	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	226	209	169									
	Total # of all repair tickets restored in ≤ 24hrs	201	185	163									
	% of repair tickets restored ≤ 24 Hours	88.94	88.52	96.45									
	Sum of the duration of all outages (hh:mm)	3095:30	2368:30	941:01									
	Avg. unadjusted outage duration (hh:mm)	13:41	11:19	5:34									
<b>Refunds</b>	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	0	0	0									
<b>Answer Time</b> (Trouble Reports "TR", 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	5901	5336	6389									
	Total # of call seconds to reach live agent	245075	223680	235914									
	% ≤ 60 seconds	89%	84%	88%									

**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  Excl  Wire

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

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)			Date filed (08/15/17)			Date filed (12/16/17)			Date filed (02/15/18)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	117.71	63.03	82.45									
	Total # of service orders	36	50	60									
	Avg. # of business days	3.27	1.26	1.37									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	65	69	80									
	Total # of installation commitment met	65	69	78									
	Total # of installation commitment missed	0	0	2									
	% of commitment met	100.00	100.00	97.50									
<b>Customers</b>	Acct # for voice or bundle, res+bus	6977	6971	6938									
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	8564	8540	8534								
		Total # of trouble reports	156	108	77								
		% of trouble reports	1.82	1.26	0.90								
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	28	19	18									
	Total # of repair tickets restored in ≤ 24hrs	28	19	18									
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00									
	Sum of the duration of all outages (hh:mm)	295:14	95:24	97:44									
	Avg. outage duration (hh:mm)	10:32	5:01	5:25									
	Indicate if catastrophic event is in month	No	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	92	77	45									
	Total # of all repair tickets restored in ≤ 24hrs	78	68	45									
	% of repair tickets restored ≤ 24 Hours	84.78	88.31	100.00									
	Sum of the duration of all outages (hh:mm)	1743:31	858:14	181:17									
	Avg. unadjusted outage duration (hh:mm)	18:57	11:08	4:01									
<b>Refunds</b>	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	0	0	0									
<b>Answer Time</b> (Trouble Reports "TR", 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												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

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Total  Excl  Wire

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

Company Name: Sierra Telephone

U#: 1016-C

Report Year: 2017

Reporting Unit Type:

Reporting Unit Name: YMLP

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)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	4.30	8.22	6.52									
	Total # of service orders	5	8	4									
	Avg. # of business days	0.86	1.03	1.63									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	5	13	5									
	Total # of installation commitment met	5	13	5									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100.00	100.00	100.00									
<b>Customers</b>	Acct # for voice or bundle, res+bus	1227	1221	1215									
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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	1286	1282	1281								
		Total # of trouble reports	22	12	6								
		% of trouble reports	1.71	0.94	0.47								
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	5	1	2									
	Total # of repair tickets restored in ≤ 24hrs	5	1	2									
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00									
	Sum of the duration of all outages (hh:mm)	16:47	:41	20:27									
	Avg. outage duration (hh:mm)	3:21	:41	10:13									
	Indicate if catastrophic event is in month	No	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	17	7	4									
	Total # of all repair tickets restored in ≤ 24hrs	16	7	4									
	% of repair tickets restored ≤ 24 Hours	94.12	100.00	100.00									
	Sum of the duration of all outages (hh:mm)	139:38	31:15	42:09									
	Avg. unadjusted outage duration (hh:mm)	8:12	4:27	10:32									
<b>Refunds</b>	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	0	0	0									
<b>Answer Time</b> (Trouble Reports "TR", 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												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

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Total  Excl  Wire

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

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)			Date filed (08/15/17)			Date filed (12/16/17)			Date filed (02/15/18)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	5.47	0.00	3.08									
	Total # of service orders	4	3	5									
	Avg. # of business days	1.37	0.00	0.62									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	6	5	5									
	Total # of installation commitment met	6	5	5									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100.00	100.00	100.00									
<b>Customers</b>	Acct # for voice or bundle, res+bus	477	474	471									
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	551	546	547								
		Total # of trouble reports	6	5	7								
		% of trouble reports	1.09	0.92	1.28								
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	1	2									
	Total # of repair tickets restored in ≤ 24hrs	0	1	2									
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00									
	Sum of the duration of all outages (hh:mm)	0:00	5:06	2:22									
	Avg. outage duration (hh:mm)	0:00	5:06	1:11									
	Indicate if catastrophic event is in month	No	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	6	4	4									
	Total # of all repair tickets restored in ≤ 24hrs	6	4	4									
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00									
	Sum of the duration of all outages (hh:mm)	15:12	14:30	9:41									
	Avg. unadjusted outage duration (hh:mm)	2:32	3:37	2:25									
<b>Refunds</b>	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	0	0	0									
<b>Answer Time</b> (Trouble Reports "TR", 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												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

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

Total  Exchange  Wire

Company Name: Sierra Telephone

U#: 1016-C

Report Year: 2017

Reporting Unit Type:

Reporting Unit Name: MMPA

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)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	55.96	4.09	19.08									
	Total # of service orders	16	14	18									
	Avg. # of business days	3.50	0.29	1.06									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	37	33	43									
	Total # of installation commitment met	37	33	42									
	Total # of installation commitment missed	0	0	1									
	% of commitment met	100.00	100.00	97.67									
<b>Customers</b>	Acct # for voice or bundle, res+bus	2097	2102	2100									
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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	2793	2783	2798								
		Total # of trouble reports	48	61	33								
		% of trouble reports	1.72	2.19	1.18								
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	6	13	6									
	Total # of repair tickets restored in ≤ 24hrs	6	13	6									
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00									
	Sum of the duration of all outages (hh:mm)	22:43	103:59	10:07									
	Avg. outage duration (hh:mm)	3:47	7:59	1:41									
	Indicate if catastrophic event is in month	No	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	27	42	15									
	Total # of all repair tickets restored in ≤ 24hrs	24	38	12									
	% of repair tickets restored ≤ 24 Hours	88.89	90.48	80.00									
	Sum of the duration of all outages (hh:mm)	290:42	540:43	207:31									
	Avg. unadjusted outage duration (hh:mm)	10:46	12:52	13:50									
<b>Refunds</b>	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	0	0	0									
<b>Answer Time</b> (Trouble Reports "TR", 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												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

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Total  Excl  Wire

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

**Company Name:** Sierra Telephone

**U#:** 1016-C

**Report Year:** 2017

**Reporting Unit Type:**

**Reporting Unit 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)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	53.18	16.75	19.44									
	Total # of service orders	15	16	22									
	Avg. # of business days	3.55	1.05	0.88									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	38	38	47									
	Total # of installation commitment met	36	38	46									
	Total # of installation commitment missed	2	0	1									
	% of commitment met	94.74	100.00	97.87									
<b>Customers</b>	Acct # for voice or bundle, res+bus	3511	3517	3503									
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3474	3466	3471								
		Total # of trouble reports	125	118	130								
		% of trouble reports	3.60	3.40	3.75								
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	18	25	31									
	Total # of repair tickets restored in ≤ 24hrs	18	25	31									
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00									
	Sum of the duration of all outages (hh:mm)	137:03	200:28	120:52									
	Avg. outage duration (hh:mm)	7:36	8:01	3:35									
	Indicate if catastrophic event is in month	No	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	84	79	101									
	Total # of all repair tickets restored in ≤ 24hrs	77	68	98									
	% of repair tickets restored ≤ 24 Hours	91.67	86.08	97.03									
	Sum of the duration of all outages (hh:mm)	906:25	923:46	500:21									
	Avg. unadjusted outage duration (hh:mm)	10:47	11:41	4:57									
<b>Refunds</b>	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	0	0	0									
<b>Answer Time</b> (Trouble Reports "TR", 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												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

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