✓	Total	Exchan	Wire

Company Name:	Sierra Telephone	U#: <u>10</u>	016-C	Report Year:	2017
Reporting Unit Type:		Reporting Uni	nit Name: <u>To</u>	tal Company	

	Mossuroment (Com	npile monthly, file quarterly)		Date filed (05/15/17)			Date filed (08/15/17)			Date filed (12/16/17)			Date filed (02/15/18)	
	Measurement (Con	ipile monthly, me quarterly)	1	st Quarter			2nd Quarter		3rd Quarter			4th Quarter		r
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Insta		Total # of business days	236.62	92.08	130.57									
	standard – 5 bus, davs	Total # of service orders	76	91	109									
IVIIII.	Standard = 5 bds. days	Avg. # of business days	3.11	1.01	1.20									
Incto	Ilation Commitment	Total # of installation commitments	151	158	180									
	standard = 95% commitment	Total # of installation commitment met	149	158	176									
met	Standard = 95 % commitment	Total # of installation commitment missed	2	0	4									
inet		% of commitment met	98.68	100.00	97.78									
Cust	omers	Acct # for voice or bundle, res+bus	14289	14285	14227									
Cust	omer Trouble Report													
	60/ (6 per 100 working lines for	Total # of working lines	16668	16617	16631									
l _	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports	357	304	253									
ard	urills w/ 2 3,000 lines)	% of trouble reports	2.14	1.83	1.52									
Standard	8% (8 per 100 working lines for	Total # of working lines												
ital	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	uriits 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												
	ioi units w = 1,000 inles)	% of trouble reports												
		Total # of outage report tickets	57	59	59									
Adju	stad	Total # of repair tickets restored in ≤ 24hrs	57	59	59									
	of Service Report	% of repair tickets restored ≤ 24 Hours	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									
IVIII I. 3	Standard = 90 % Within 24 his	Avg. outage duration (hh:mm)	8:16	6:52	4:15									
		Indicate if catastrophic event is in month	No	No	No									
		Total # of unadjusted outage report tickets	226	209	169									
	ljusted	Total # of all repair tickets restored in ≤ 24hrs	201	185	163									
Out o	of Service Report	% 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									
Refu	nas	Number of customers who received refunds	0	0	0									
Neiu	iius	Monthly amount of refunds	0	0	0									
Answ	er Time (Trouble Reports "TR", Billing -Billing) Min. standard = 80% of calls ≤	Total # of calls for TR, Billing & Non-Billing	5901	5336	6389									
	conds to reach live agent (w/ a menu	Total # of call seconds to reach live agent	245075	223680	235914									
	to reach live agent)	% ≤ 60 seconds	89%	84%	88%									

Primary Utility Contact Information

Name: Linda Burton	Phone: 559-642-0229	Email: lindab@stcg.net
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Date Adopted: 7/28/09

Tdtal	Excl√	Wire
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Company Name:	Sierra Telephone	U#: <u>1016-C</u>	Report Year:	2017
Reporting Unit Type:		Reporting Unit Name:	Oakhurst (Host)	

	Measurement (Comp	oile monthly, file quarterly)		Date filed (05/15/17) 1st Quarter			Date filed (08/15/17) 2nd Quarter	r	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
Incta	llation Interval	Total # of business days	117.71	63.03	82.45									
	standard = 5 bus. days	Total # of service orders	36	50	60									
IVIII I. 3	Standard = 5 bus. days	Avg. # of business days	3.27	1.26	1.37									
luata	llation Commitment	Total # of installation commitments	65	69	80									
	Illation Commitment standard = 95% commitment	Total # of installation commitment met	65	69	78									
	standard = 95% commitment	Total # of installation commitment missed	0	0	2									
met		% of commitment met	100.00	100.00	97.50		1							
Cust		Acct # for voice or bundle, res+bus	6977	6971	6938		1							
Cust	omer Trouble Report	·					1	İ						
		Total # of working lines	8564	8540	8534		1	Ì						
	6% (6 per 100 working lines fo	Total # of trouble reports	156	108	77									
l g	units w/ ≥ 3,000 lines)	% of trouble reports	1.82	1.26	0.90									
Standard	00/ (0 per 400 werking lines for	Total # of working lines												
tal	_	Total # of trouble reports												
		% of trouble reports												
Min	10% (10 per 100 working lines	Total # of working lines												
	for units w/ ≤ 1,000 lines)	Total # of trouble reports												
	ior units w/ \(\sigma\) 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	28	19	18									
Adju	stod	Total # of repair tickets restored in ≤ 24hrs	28	19	18									
_	of Service Report	% of repair tickets restored ≤ 24 Hours	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									
IVIII :	Standard = 90% Within 24 hrs	Avg. outage duration (hh:mm)	10:32	5:01	5:25									
		Indicate if catastrophic event is in month	No	No	No									
		Total # of unadjusted outage report tickets	92	77	45									
	•	Total # of all repair tickets restored in ≤ 24hrs	78	68	45									
Out o	•	% 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									
Refu	nde	Number of customers who received refunds	0	0	0									
Neiu	iius	Monthly amount of refunds	0	0	0									
l														
	illing) Min atandard — 900/ of calls < 60	Total # of calls for TR, Billing & Non-Billing												
	ds to reach live agent (w/ a menu ontion	Total # of call seconds to reach live agent												
to reach live agent)		% ≤ 60 seconds												

Primary Utility Contact Information

Name: Linda Burton	Phone: 559-642-0229	Email: lindab@stcg.net
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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)

Company Name:	Sierra Telephone	U#: <u>1016</u>	6-C	Report Year:	2017
Reporting Unit Type:		Reporting Unit N	Name: YMLP		

	Measurement (Comp	oile 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	Дрі	- Way	Vali	Out	Aug	ОСР		1107	
	illation interval	Total # of service orders	5	8	4									
Min.	etandard – 5 bue dave	Avg. # of business days	0.86	1.03	1.63									
		Total # of installation commitments	5	13	5									
	Illation Commitment	Total # of installation commitment met	5	13	5									
	standard = 95% commitment	Total # of installation commitment missed	0	0	0									
met		% of commitment met	100.00	100.00	100.00									
Cust		Acct # for voice or bundle, res+bus	1227	1221	1215									
	omer Trouble Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
Standard	Hinite W/ > 3 Hill linger	% of trouble reports												
اگو	00/ /0 = = 400 line = line = for	Total # of working lines	1286	1282	1281									
tar	8% (8 per 100 working lines for	Total # of trouble reports	22	12	6									
_	units w/ 1,001 - 2,999 lines)	% of trouble reports	1.71	0.94	0.47									
Min	10% (10 per 100 working lines	Total # of working lines												
_	for units w/ ≤ 1,000 lines)	Total # of trouble reports												1
	ior units w/ \(\sigma\) 1,000 lines)	% of trouble reports												1
		Total # of outage report tickets	5	1	2									1
Adju	stod	Total # of repair tickets restored in ≤ 24hrs	5	1	2									1
	of Service Report	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00									i
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	16:47	:41	20:27									1
IVIII I. 3	Standard = 90% Within 24 ms	Avg. outage duration (hh:mm)	3:21	:41	10:13									
		Indicate if catastrophic event is in month	No	No	No									
		Total # of unadjusted outage report tickets	17	7	4									
	-	Total # of all repair tickets restored in < 24hrs	16	7	4									
Out o	•	% 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									
Refunds		Number of customers who received refunds	0	0	0									
Ciu		Monthly amount of refunds	0	0	0									
A m a	er Time (Trouble Reports "TR", Billing &												,	
	er Time (Trouble Reports "TR", Billing & illing) 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					1							<u></u>
to reach live agent)		% ≤ 60 seconds												

Primary Utility Contact Information

Name: Linda Burton	Phone: 559-642-0229	Email: lindab@stcg.net
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Date Adopted: 7/28/09

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

	Measurement (Comp	oile monthly, file quarterly)		Date filed (05/15/17)			Date filed (08/15/17) 2nd Quarter			Date filed (12/16/17) 3rd Quarter			Date filed (02/15/18) 4th Quarter	
			Jan	1st Quarter Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov Nov	Dec
		Total # of business days	5.47	0.00	3.08	Aþi	Iviay	Juli	Jui	Aug	Зер	OCI	1404	Dec
	iliation interval	Total # of service orders	4	3	5									
Min.	etandard - 5 bue dave	Avg. # of business days	1.37	0.00	0.62									
		Total # of installation commitments	6	5	5.52									
	Illation Commitment	Total # of installation commitment met	6	5	5									
	standard = 95% commitment	Total # of installation commitment missed	0	0	0									
met		% of commitment met	100.00	100.00	100.00		1							
Cust		Acct # for voice or bundle, res+bus	477	474	471									
	omer Trouble Report				., .		1							
33.		Total # of working lines					1							
	6% (6 per 100 working lines for	Total # of trouble reports												
Standard	111nite W// > 3 (100) linge)	% of trouble reports												
pq		Total # of working lines												
tar	6% (6 per 100 working lines for	Total # of trouble reports												
_	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Min		Total # of working lines	551	546	547									
_	10% (10 per 100 working lines	Total # of trouble reports	6	5	7									
	for units w/ ≤ 1,000 lines)	% of trouble reports	1.09	0.92	1.28									
		Total # of outage report tickets	0	1	2									
Adju	otod	Total # of repair tickets restored in ≤ 24hrs	0	1	2									
		% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00									
	of Service Report standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	0:00	5:06	2:22									
IVIII 1.	standard = 90% Within 24 hrs	Avg. outage duration (hh:mm)	0:00	5:06	1:11									
		Indicate if catastrophic event is in month	No	No	No									
		Total # of unadjusted outage report tickets	6	4	4									
	nadjusted	Total # of all repair tickets restored in ≤ 24hrs	6	4	4									
Out of Service Report	% 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									
Refunds		Number of customers who received refunds	0	0	0									
- Noru		Monthly amount of refunds	0	0	0									
A m a	er Time (Trouble Reports "TR", Billing &													
	er Time (Trouble Reports "TR", Billing & illing) 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					1							<u> </u>
	ch live agent)	% ≤ 60 seconds												<u> </u>

Primary Utility Contact Information

Name: Linda Burton	Phone: 559-642-0229	Email: lindab@stcg.net

Date Adopted: 7/28/09

Company Name:	Sierra Telephone	U#:	1016-C	Report Year:	2017
Reporting Unit Type:		Reporti	ng Unit Name:	ММРА	

	Measurement (Comp	pile monthly, file quarterly)		Date filed (05/15/17)			Date filed (08/15/17)			Date filed (12/16/17)			Date filed (02/15/18)	
			Jan	1st Quarter Feb	Mar	Apr	2nd Quarter May	Jun	Jul	3rd Quarter Aug	Sep	Oct	4th Quarter Nov	Dec
		Total # of business days	55.96	4.09	19.08	Aþi	Iviay	Juli	Jui	Aug	Зер	OCI	1404	Dec
	allation Interval	Total # of service orders	16	14	18		1							
Min.	standard = 5 bus. days	Avg. # of business days	3.50	0.29	1.06		1							
		Total # of installation commitments	37	33	43		 							
	allation Commitment	Total # of installation commitment met	37	33	42									
Min.	standard = 95% commitment	Total # of installation commitment missed	0	0	1		1							
met		% of commitment met	100.00	100.00	97.67		+							
Cust	tomers	Acct # for voice or bundle, res+bus	2097	2102	2100		+							
	tomer Trouble Report	Note in tol voice of buildie, leathus	2031	2102	2100		+							
Gust	•	Total # of working lines					+							
	6% (6 per 100 working lines for	Total # of trouble reports					+							
5	units w/ ≥ 3,000 lines)	% of trouble reports					+ -							
Standard		Total # of working lines	2793	2783	2798									
an	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports	48	61	33		+							
St		% of trouble reports	1.72	2.19	1.18		+							
Min.		Total # of working lines	1.12	2.10	1.10									
Σ	10% (10 per 100 working lines	Total # of trouble reports					+							
	for units w/ ≤ 1,000 lines)	% of trouble reports					+							
		Total # of outage report tickets	6	13	6		+							
		Total # of oddage report tickets Total # of repair tickets restored in ≤ 24hrs	6	13	6		+							
Adju		% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00		+							
	of Service Report	Sum of the duration of all outages (hh:mm)	22:43	100:50	10:07		1							
Min.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	3:47	7:59	1:41		1							
		Indicate if catastrophic event is in month	No	No	No		1							
		Total # of unadjusted outage report tickets	27	42	15		+							
Unac	djusted	Total # of all repair tickets restored in < 24hrs	24	38	12		+							
Out of Service Report	% 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		+							
Refunds		Number of customers who received refunds	10.40	12.02	10.00		+							
		Monthly amount of refunds	0	0	0		+							
		montain, amount of fordings	· ·		U			I.					ı	1
	er Time (Trouble Reports "TR", Billing &	Total # of calls for TR, Billing & Non-Billing					 						<u> </u>	
	Billing) Min. standard = 80% of calls ≤ 60	Total # of call seconds to reach live agent					 							
	ds to reach live agent (w/ a menu option	% ≤ 60 seconds					 							
to reach live agent)		/0 = 00 000011d0					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)

П	Tdtal	Excl✓	Wire
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Company Name:	Sierra Telephone	U#: <u>1016</u>	6-C Report Year:	2017
Reporting Unit Type:		Reporting Unit	Name: MRPS	

				Date filed (05/15/17)			Date filed (08/15/17)			Date filed (12/16/17)			Date filed (02/15/18)	
	Measurement (Con	npile monthly, file quarterly)		1st Quarter		2nd Quarter		3rd Quarter			4th Quarter		•	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inct	Illation Interval	Total # of business days	53.18	16.75	19.44									
		Total # of service orders	15	16	22									
IVIII.	standard = 5 bus. days	Avg. # of business days	3.55	1.05	0.88									
	Hadian Oamanitanand	Total # of installation commitments	38	38	47									
	Illation Commitment standard = 95% commitment	Total # of installation commitment met	36	38	46									
	standard = 95% commitment	Total # of installation commitment missed	2	0	1									
met		% of commitment met	94.74	100.00	97.87								1	
Cust	omers	Acct # for voice or bundle, res+bus	3511	3517	3503									
Cust	omer Trouble Report	·												
		Total # of working lines	3474	3466	3471									
	6% (6 per 100 working lines for	Total # of trouble reports	125	118	130									
ırd	units w/ ≥ 3,000 lines)	% of trouble reports	3.60	3.40	3.75									
g	00/ (0 400	Total # of working lines												
Standard	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												
	ior units w/ \(\sigma\) 1,000 lines)	% of trouble reports												
	•	Total # of outage report tickets	18	25	31									
\ A ii.	sted	Total # of repair tickets restored in ≤ 24hrs	18	25	31									
	of Service Report	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00									
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	137:03	200:28	120:52									
IVIII1.	standard = 90% Within 24 hrs	Avg. outage duration (hh:mm)	7:36	8:01	3:35									
		Indicate if catastrophic event is in month	No	No	No									
		Total # of unadjusted outage report tickets	84	79	101									
Una	Jnadjusted	Total # of all repair tickets restored in ≤ 24hrs	77	68	98									
Out	of Service Report	% 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									
Refu	nds	Number of customers who received refunds	0	0	0									
IV C IU	iius	Monthly amount of refunds	0	0	0									
1.														
	er Time (Trouble Reports "TR", Billing -Billing) Min. standard = 80% of calls ≤	Total # of calls for TR, Billing & Non-Billing												
	conds to reach live agent (w/ a menu	Total # of call seconds to reach live agent												
	to reach live agent)	% ≤ 60 seconds												
to roadin in a agoing			·	·	· · · · · · · · · · · · · · · · · · ·	·	· · · · · · · · · · · · · · · · · · ·		·	·		·	·	

Primary Utility Contact Information

Name: Linda Burton	Phone: 559-642-0229	Email: lindab@stcg.net
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Date Adopted: 7/28/09