✓ Total	<pre>Exchang</pre>	Wire

Company Name:	Sierra Telephone	U#:	1016-C	Report Year:	2018
Reporting Unit Type:		Reportin	g Unit Name:	Total Company	

				Date filed			Date filed			Date filed			Date filed		
	Mossuromont (Con	npile monthly, file quarterly)	(05/15/18)		(08/15/18)			(11/15/18)			(02/15/19)				
	Measurement (Con	iplie monthly, me quarterly)		1st Quarter		2	nd Quarter	,		3rd Quarter			4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Ineta	llation Interval	Total # of business days	235.96	206.88	207.30	187.62	206.06	241.80							
1111010	standard = 5 bus. days	Total # of service orders	154	134	131	135	129	165							
IVIII I.	staridard = 3 bds. days	Avg. # of business days	1.53	1.54	1.58	1.39	1.60	1.47							
Inoto	llation Commitment	Total # of installation commitments	195	174	167	178	211	218							
	standard = 95% commitment	Total # of installation commitment met	194	174	167	178	211	218							
met	standard = 00 /0 00mmmmont	Total # of installation commitment missed	1	0	0										
11101		% of commitment met	99.49	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	100.00	100.00	100.00	
Cust	omers	Acct # for voice or bundle, res+bus	13820	13764	13730	13743	13711	13697							
Cust	omer Trouble Report														
	6% (6 per 100 working lines for	Total # of working lines	16156	16087	16062	16024	16018	15975							
l _	units w/ ≥ 3,000 lines)	Total # of trouble reports	116	88	211	126	119	91							
Standard	units w/ = 3,000 inles/	% of trouble reports	0.72	0.55	1.31	0.79	0.74	0.57	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
lg	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines													
Sta		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													
	ioi dilits w/ = 1,000 lilles)	% of trouble reports													
		Total # of outage report tickets	18	18	41	26	24	24							
Adju	stad	Total # of repair tickets restored in ≤ 24hrs	18	18	41	26	24	24							
_	of Service Report	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	68:39	34:42	128:0	109:43	92:30	110:03							
IVIII I.	Staridard = 90 % Within 24 ms	Avg. outage duration (hh:mm)	3:48	1:55	3:7	4:13	3:51	4:35							
		Indicate if catastrophic event is in month													
		Total # of unadjusted outage report tickets	61	46	153	63	72	46							
Unac	ljusted	Total # of all repair tickets restored in ≤ 24hrs	61	46	149	61	69	44							
Out o	of Service Report	% of repair tickets restored ≤ 24 Hours	100.00	100.00	97.39	96.83	95.83	95.65	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
		Sum of the duration of all outages (hh:mm)	197:53	78:50	762:90	513:50	929:51	301:35							
		Avg. unadjusted outage duration (hh:mm)	3:14	1:42	4:58	8:8	12:54	6:33							
Refu	Refunds Number of customers who received refunds		0	0	0	0	0	0	0	0	0	0	0	0	
IX-CIU		Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	0	
	er Time (Trouble Reports "TR", Billing Billing) Min. standard = 80% of calls ≤	Total # of calls for TR, Billing & Non-Billing	5456	4860	5590	4471	5189	4306							
	onds to reach live agent (w/ a menu	Total # of call seconds to reach live agent	83276	79392	89445	93605	94347	83994							
	to reach live agent)	% ≤ 60 seconds	96.81%	95.95%	96.80%	96.98%	96.67%	97.58%							

Primary Utility Contact Information

Name: Monika Brandle	Phone: 559-642-1380	Email: monikab@stcg.net
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☐ Total	Exchang Wire

Company Name:	Sierra Telephone	U#: <u>1016-C</u>	Report Year:	2018
Reporting Unit Type:		Reporting Unit Name:	Oakhurst (Host)	

	Measurement (Comp	oile monthly, file quarterly)		Date filed (05/15/18) 1st Quarter		(08/15/18)			Date filed (11/15/18) 3rd Quarter			Date filed (02/15/19) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
lucato	llation Intornal	Total # of business days	106.03	76.82	114.68	67.83	64.83	130.31			,			
	Illation Interval	Total # of service orders	84	57	69	66	1.1	84						
iviin.	standard = 5 bus. days	Avg. # of business days	1.26	1.35	1.66	1.03	59.00	1.55						
		Total # of installation commitments	107	76	85		100	120						
	allation Commitment standard = 95% commitment	Total # of installation commitment met	106	76	85	93	100	120						
	standard = 95% commitment	Total # of installation commitment missed	1	0	0									
met		% of commitment met	99.07	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Cust	omers	Acct # for voice or bundle, res+bus	7999	7960	7939	7923	7904	7891						
	omer Trouble Report	·												
	-	Total # of working lines	8237	8194	8194	8156	8155	8146						
	6% (6 per 100 working lines for	Total # of trouble reports	50	46	71	51	59	43						
ard	units w/ ≥ 3,000 lines)	% of trouble reports	0.61	0.56	0.87	0.63	0.72	0.53	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Standard	20/ (0 per 400 weaking lines for	Total # of working lines												
taı	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/ \(\sigma\),000 lines)	% of trouble reports												
	•	Total # of outage report tickets	8	11	18	11	11	13						
۸۵:۰۰	otod	Total # of repair tickets restored in ≤ 24hrs	8	11	18	11	11	13						
Adju	of Service Report	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	35:55	28:04	54:58	16:2	25:25	85:25						
IVIII1.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	4:29	2:33	3:33	1:27	2:18	6:34						
		Indicate if catastrophic event is in month												
		Total # of unadjusted outage report tickets	27	27	53	23	38	22						
Unad	djusted	Total # of all repair tickets restored in ≤ 24hrs	27	27	53	22	35	22						
Out	of Service Report	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	95.65	92.11	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	91:03	41:53	198:38	89:20	796:39	106:34						
		Avg. unadjusted outage duration (hh:mm)	3:22	1:33	3:44	3:53	20:57	4:51						
Refu	unde	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
Keiu	ilius	Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	0
Anow	er Time (Trouble Reports "TR", Billing						-					•		
	er Time (Trouble Reports TR , Billing IIIIII) I-Billing) Min. standard = 80% of calls ≤	Total # of calls for TR, Billing & Non-Billing	5456	4860	5590	4471	5189	4306						
	conds to reach live agent (w/ a menu	Total # of call seconds to reach live agent	83276	79392	89445	93605	94347	83994						
	to reach live agent)	% ≤ 60 seconds	99.19%	95.95%	96.80%	96.98%	96.67%	97.58%						

Primary Utility Contact Information

Name: Monika Brandle	Phone: 559-642-1380	Email: monikab@stcg.net
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Date Adopted: 7/28/09

Tota	╻□	Exchang 🗸	Wire

Company Name:	Sierra Telephone	U#:	1016-C		Report Year:	2018
Reporting Unit Type:		Reporting	g Unit Name:	YMLP		

	Measurement (Comp	oile monthly, file quarterly)		Date filed (05/15/18) 1st Quarter			Date filed (08/15/18) 2nd Quarter		Date filed (11/15/18) 3rd Quarter			Date filed (02/15/19) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	5.43	6.22	17.55	2.98	7.35	5.46		719	Сор		- 1101	
	liation interval	Total # of service orders	9	12	12	6	8	9						
Min. s	standard = 5 bus. days	Avg. # of business days	0.60	0.52	1.46	0.50	0.92	0.61						
		Total # of installation commitments	12	16	14	9	12	10						
	llation Commitment	Total # of installation commitment met	12	16	14	9	12	10						
	standard = 95% commitment	Total # of installation commitment missed	0	0	0									
met		% of commitment met	100.00	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Cust		Acct # for voice or bundle, res+bus	812	803	801	793	790	791						1
	omer Trouble Report	,												1
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
Standard	I Inite W/ > 3 (IOO linge)	% of trouble reports												
Jds	00/ (0 400	Total # of working lines	1181	1177	1177	1161	1161	1144						
tar	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports	10	10	7	15	5	7						
		% of trouble reports	0.85	0.85	0.59	1.29	0.43	0.61	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
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	0	1	1	3	1	0						
۸ طاند	otod	Total # of repair tickets restored in ≤ 24hrs	0	1	1	3	1	0						
Adjus		% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	of Service Report	Sum of the duration of all outages (hh:mm)	0	2:54	0:01	34:80	6:55	0						
iviin. S	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	0	2:54	0:01	12:22	6:55	0						
		Indicate if catastrophic event is in month												
		Total # of unadjusted outage report tickets	3	6	4	9	2	4						
Unad	ljusted	Total # of all repair tickets restored in < 24hrs	3	6	4	9	2	3						
Out o	of Service Report	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	75.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	3:54	15:25	10:29	72:50	8:8	25:48						
		Avg. unadjusted outage duration (hh:mm)	1:18	2:34	2:37	8:5	4:4	6:22						
Refu	nde	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
Neiu	iius	Monthly amount of refunds		0	0	0	0	0	0	0	0	0	0	0
	Time (Treath Day 1 TD)													
Non-Pi	er Time (Trouble Reports "TR", Billing & illing) Min. standard = 80% of calls ≤ 60	Total # of calls for TR, Billing & Non-Billing												
second	ds to reach live agent (w/ a menu option	Total # of call seconds to reach live agent												
	th live agent)	% ≤ 60 seconds												

Primary Utility Contact Information

Name: Monika Brandle	Phone: 559-642-1380	Email: monikab@stcg.net

Date Adopted: 7/28/09

Г	Total	☐ Exchar	ng√ Wire

Company Name:	Sierra Telephone	U#:	1016-C		Report Year:	2018
Reporting Unit Type:		Reporti	ng Unit Name:	BSLK		

	Measurement (Comp	oile monthly, file quarterly)		Date filed (05/15/18) 1st Quarter			Date filed (08/15/18) 2nd Quarter			Date filed (11/15/18) 3rd Quarter		Date filed (02/15/19) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
l 4 .	Hatian Intonnal	Total # of business days	1.39	13.32	5.97	0.08	44.36	27.09						
	llation Interval	Total # of service orders	1	1	4	9	7	12						
iviin. s	standard = 5 bus. days	Avg. # of business days	1.39	13.32	1.49	0.01	6.34	2.26						
		Total # of installation commitments	1	2	5	10	8	12						
	llation Commitment	Total # of installation commitment met	1	2	5	10	8	12						
	standard = 95% commitment	Total # of installation commitment missed	0	0	0									1
met		% of commitment met	100.00	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Cust		Acct # for voice or bundle, res+bus	460	454	453	456	459	466						1
	omer Trouble Report													
	•	Total # of working lines												1
	6% (6 per 100 working lines for	Total # of trouble reports												1
Standard	units w/ ≥ 3,000 lines)	% of trouble reports												1
βρι		Total # of working lines												
tar		Total # of trouble reports												
_		% of trouble reports												
Min	100/ /10 per 100 werking lines	Total # of working lines	534	530	530	534	539	544						
	ITOT LIDITE W/ \$ 1 (101) IIDAS)	Total # of trouble reports	0	1	2	3	1	4						
		% of trouble reports	0.00	0.19	0.38	0.56	0.19	0.74	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of outage report tickets	0	0	1	0	0	2						
A 41:		Total # of repair tickets restored in ≤ 24hrs	0	0	1	0	0	2						
Adju		% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	of Service Report	Sum of the duration of all outages (hh:mm)	0	0	2:30	0	0	4:12						
iviin. s	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	0	0	2:30	0	0	2:06						
		Indicate if catastrophic event is in month												
		Total # of unadjusted outage report tickets	0	0	0:00	3	0	3						
Unac	ljusted	Total # of all repair tickets restored in ≤ 24hrs	0	0	0:00	3	0	2						
Out o	of Service Report	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	66.67	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	0	0	10:47	11:14	0	103:46						(
		Avg. unadjusted outage duration (hh:mm)	0	0	5:23	3:44	0	34:28						(
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	(
Neiu	iius	Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	(
Answe	er Time (Trouble Reports "TR", Billing &	Total # of calls for TR, Billing & Non-Billing												
second	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												

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	П	Exchang	Wire
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Company Name:	Sierra Telephone	U#:	1016-C	Report Year:	2018
Reporting Unit Type:		Reportir	ng Unit Name:	MMPA	

	Measurement (Comp	oile monthly, file quarterly)		Date filed (05/15/18) 1st Quarter			Date filed (08/15/18) 2nd Quarter			Date filed (11/15/18) 3rd Quarter	r	Date filed (02/15/19) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Incta	llation Interval	Total # of business days	35.47	57.14	40.44	49.95	31.63	22.23						
	standard = 5 bus. days	Total # of service orders	28	24	24	27	20	22						
IVIII I. S	standard = 5 bus. days	Avg. # of business days	1.27	2.38	1.80	1.85	1.58	1.01						
Inata	llation Commitment	Total # of installation commitments	34	32	32	31	32	27						
	standard = 95% commitment	Total # of installation commitment met	34	32	32	31	32	27						
	standard = 95% commitment	Total # of installation commitment missed	0	0	0									
met		% of commitment met	100.00	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Cust		Acct # for voice or bundle, res+bus	1086	1083	1079	1058	1054	1053						
Cust	omer Trouble Report	·					1							
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
ard	units w/ ≥ 3,000 lines)	% of trouble reports												
_ غور	units w/ 1,001 - 2,999 lines)	Total # of working lines	2660	2644	2644	2601	2590	2584						
tar		Total # of trouble reports	22	9	32	14	13	13						
		% of trouble reports	0.83	0.34	1.21	0.54	0.50	0.50	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
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	4	0	8	2	2	2						
A ali	2404	Total # of repair tickets restored in ≤ 24hrs	4	0	8	2	2	2						
Adjus		% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	of Service Report	Sum of the duration of all outages (hh:mm)	10:37	0	32:52	16:59	5:50	6:04						
IVIIN. S	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	2:39	0	4:60	8:29	2:55	3:02						
		Indicate if catastrophic event is in month												
		Total # of unadjusted outage report tickets	11	0	23	6	6	6						
Unad	justed	Total # of all repair tickets restored in < 24hrs	11	0	19	6	6	6						
Out o	of Service Report	% of repair tickets restored ≤ 24 Hours	100.00	100.00	82.61	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	22:29	0	232:45	28:6	12:52	22:30						
		Avg. unadjusted outage duration (hh:mm)	2:20	0	10:07	4:41	2:8	7:19						
Refu	nde	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
Neiu	ius	Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	0
	- (- II -													
	lling) Min otondord — 900/ of collo 🗲 60 - I	Total # of calls for TR, Billing & Non-Billing												
	Is to reach live agent (w/ a menu ontion	Total # of call seconds to reach live agent												
	h live agent)	% ≤ 60 seconds												

Primary Utility Contact Information

Name: Monika Brandle	Phone: 559-642-1380	Email: monikab@stcg.net	
monta Diana.	1 1101101 000 012 1000		

Date Adopted: 7/28/09

Company Name:	Sierra Telephone	U#:	1016-C	Report Year:	2018
Reporting Unit Type:		Report	ing Unit Name:	MRPS	

	Measurement (Con	npile monthly, file quarterly)		Date filed (05/15/18) 1st Quarter			Date filed (08/15/18) 2nd Quarter			Date filed (11/15/18) 3rd Quarter			Date filed (02/15/19) 4th Quarte	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	87.64	53.38	28.66	66.78	57.89	56.71	- Juli	rug	СОР		1101	500
	allation Interval	Total # of service orders	32	40	22	27	35	38						
Min.	standard = 5 bus. days	Avg. # of business days	2.74	1.33	1.30	2.47	1.65	1.49						
		Total # of installation commitments	41	48	31	35	59	49						
	allation Commitment	Total # of installation commitment met	41	48	31	35	59	49						
	standard = 95% commitment	Total # of installation commitment missed	0	0	0		- 00	10					<u> </u>	
met		% of commitment met	100.00	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Cus	tomers	Acct # for voice or bundle, res+bus	3507	3313	3317	3513	3504	3496	#D1770:	#51770:	#DIV/0:	#DIV/0:	#DIV/0:	#DIV/0:
	tomer Trouble Report	Note in 101 volue of bullate, 163±bus	3307	3313	3317	5515	3304	J+30						
Cus		Total # of working lines	3544	3542	3542	3572	3573	3557						
	6% (6 per 100 working lines for	Total # of trouble reports	33	22	99	43	41	24						
5	units w/ ≥ 3,000 lines)	% of trouble reports	0.93	0.62	2.80	1.20	1.15	0.67	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Standard		Total # of working lines	0.55	0.02	2.00	1.20	1.10	0.07	#51770:	#51770:	#51770:	#51770:	#51770:	#51770:
an	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												
2	10% (10 per 100 working lines	Total # of trouble reports												
	for units w/ ≤ 1,000 lines)	% of trouble reports												
	<u> </u>	Total # of outage report tickets	6	6	12	10	10	7						
		Total # of repair tickets restored in < 24hrs	6	6	12	10	10	7						
	ısted	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	of Service Report	Sum of the duration of all outages (hh:mm)	22:07	3:43	32:50	42:32	54:18	42:43		1101170.	1101770.	1/2/17/0.	#B1V/0.	#B1770.
Min.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	3:41	0:37	2:44	4:15	5:25	2:30						
		Indicate if catastrophic event is in month	0.11	0.07	2.11	1.10	0.20	2.00					<u> </u>	1
		Total # of unadjusted outage report tickets	19	13	71	22	26	11						
Una	djusted	Total # of all repair tickets restored in ≤ 24hrs	19	13	70	21	26	11						
	of Service Report	% of repair tickets restored ≤ 24 Hours	100.00	100.00	98.59	95.45	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
- -	or control report	Sum of the duration of all outages (hh:mm)	78:59	21:31	333:28	311:33	112:10	14:22	<i>"DIV70.</i>	#B1770.	<i>11</i> D 1 V 7 O .	7/21170.	<i>"Biv</i> "	<i>"D1170</i> .
		Avg. unadjusted outage duration (hh:mm)	4:09	1:39	4:41	14:9	4:18	3:53						
Ni		Number of customers who received refunds	0	0	0	0	0	0.00	0	0	0	0	0	(
Refu	inds	Monthly amount of refunds	0	0	0	0	0	0		0	0	0	_	
			9	9	-	<u> </u>	<u> </u>					<u>`</u>	<u>. </u>	1
	ver Time (Trouble Reports "TR", Billing	Total # of calls for TR, Billing & Non-Billing					I							
	n-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)		77 - 22 22 22 20 20 20 20 20 20 20 20 20 20												

Primary Utility Contact Information

Name: Monika Brandle	Phone: 559-642-1380	Email: monikab@stcg.net
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Date Adopted: 7/28/09