

**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: 2018

Reporting Unit Type: _____ Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed (05/15/18)			Date filed (08/15/18)			Date filed (11/15/18)			Date filed (02/15/19)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	235.96	206.88	207.30	187.62	206.06	241.80						
	Total # of service orders	154	134	131	135	129	165						
	Avg. # of business days	1.53	1.54	1.58	1.39	1.60	1.47						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	195	174	167	178	211	218						
	Total # of installation commitment met	194	174	167	178	211	218						
	Total # of installation commitment missed	1	0	0									
	% 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
Customers	Acct # for voice or bundle, res+bus	13820	13764	13730	13743	13711	13697						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	16156	16087	16062	16024	16018	15975					
		Total # of trouble reports	116	88	211	126	119	91					
		% 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!
	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											
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	18	18	41	26	24	24						
	Total # of repair tickets restored in ≤ 24hrs	18	18	41	26	24	24						
	% 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!	
	Sum of the duration of all outages (hh:mm)	68:39	34:42	128:0	109:43	92:30	110:03						
	Avg. outage duration (hh:mm)	3:48	1:55	3:7	4:13	3:51	4:35						
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	61	46	153	63	72	46						
	Total # of all repair tickets restored in ≤ 24hrs	61	46	149	61	69	44						
	% 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!	
	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						
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0		
	Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0		
Answer Time (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	5456	4860	5590	4471	5189	4306						
	Total # of call seconds to reach live agent	83276	79392	89445	93605	94347	83994						
	% ≤ 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

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)

**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: 2018

Reporting Unit Type:

Reporting Unit Name: Oakhurst (Host)

Measurement (Compile monthly, file quarterly)		Date filed (05/15/18)			Date filed (08/15/18)			Date filed (11/15/18)			Date filed (02/15/19)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	106.03	76.82	114.68	67.83	64.83	130.31						
	Total # of service orders	84	57	69	66	1.1	84						
	Avg. # of business days	1.26	1.35	1.66	1.03	59.00	1.55						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	107	76	85	93	100	120						
	Total # of installation commitment met	106	76	85	93	100	120						
	Total # of installation commitment missed	1	0	0									
Customers	% 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!	
	Acct # for voice or bundle, res+bus	7999	7960	7939	7923	7904	7891						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	8237	8194	8194	8156	8155	8146					
		Total # of trouble reports	50	46	71	51	59	43					
		% of trouble reports	0.61	0.56	0.87	0.63	0.72	0.53	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	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											
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	8	11	18	11	11	13						
	Total # of repair tickets restored in ≤ 24hrs	8	11	18	11	11	13						
	% 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!		
	Sum of the duration of all outages (hh:mm)	35:55	28:04	54:58	16:2	25:25	85:25						
	Avg. outage duration (hh:mm)	4:29	2:33	3:33	1:27	2:18	6:34						
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	27	27	53	23	38	22						
	Total # of all repair tickets restored in ≤ 24hrs	27	27	53	22	35	22						
	% 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!		
	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						
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0		
	Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0		
Answer Time (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	5456	4860	5590	4471	5189	4306						
	Total # of call seconds to reach live agent	83276	79392	89445	93605	94347	83994						
	% ≤ 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

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)

**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: 2018

Reporting Unit Type:

Reporting Unit Name: YMLP

Measurement (Compile monthly, file quarterly)		Date filed (05/15/18)			Date filed (08/15/18)			Date filed (11/15/18)			Date filed (02/15/19)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	5.43	6.22	17.55	2.98	7.35	5.46						
	Total # of service orders	9	12	12	6	8	9						
	Avg. # of business days	0.60	0.52	1.46	0.50	0.92	0.61						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	12	16	14	9	12	10						
	Total # of installation commitment met	12	16	14	9	12	10						
	Total # of installation commitment missed	0	0	0									
	% 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!	
Customers	Acct # for voice or bundle, res+bus	812	803	801	793	790	791						
Customer Trouble Report													
Min. Standard	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	1181	1177	1177	1161	1161	1144					
		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!
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	1	1	3	1	0						
	Total # of repair tickets restored in ≤ 24hrs	0	1	1	3	1	0						
	% 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!	
	Sum of the duration of all outages (hh:mm)	0	2:54	0:01	34:80	6:55	0						
	Avg. outage duration (hh:mm)	0	2:54	0:01	12:22	6:55	0						
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	3	6	4	9	2	4						
	Total # of all repair tickets restored in ≤ 24hrs	3	6	4	9	2	3						
	% 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!	
	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						
Refunds	Number of customers who received refunds	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	
Answer Time (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												

Primary Utility Contact Information

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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: 2018

Reporting Unit Type:

Reporting Unit Name: BSLK

Measurement (Compile monthly, file quarterly)		Date filed (05/15/18)			Date filed (08/15/18)			Date filed (11/15/18)			Date filed (02/15/19)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	1.39	13.32	5.97	0.08	44.36	27.09						
	Total # of service orders	1	1	4	9	7	12						
	Avg. # of business days	1.39	13.32	1.49	0.01	6.34	2.26						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	2	5	10	8	12						
	Total # of installation commitment met	1	2	5	10	8	12						
	Total # of installation commitment missed	0	0	0									
	% 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!	
Customers	Acct # for voice or bundle, res+bus	460	454	453	456	459	466						
Customer Trouble Report													
Min. Standard	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	534	530	530	534	539	544					
		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!
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	1	0	0	2						
	Total # of repair tickets restored in ≤ 24hrs	0	0	1	0	0	2						
	% 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!	
	Sum of the duration of all outages (hh:mm)	0	0	2:30	0	0	4:12						
	Avg. outage duration (hh:mm)	0	0	2:30	0	0	2:06						
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	0	0	0:00	3	0	3						
	Total # of all repair tickets restored in ≤ 24hrs	0	0	0:00	3	0	2						
	% 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!	
	Sum of the duration of all outages (hh:mm)	0	0	10:47	11:14	0	103:46					0	
	Avg. unadjusted outage duration (hh:mm)	0	0	5:23	3:44	0	34:28					0	
Refunds	Number of customers who received refunds	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	
Answer Time (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												

Primary Utility Contact Information

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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: 2018

Reporting Unit Type:

Reporting Unit Name: MMPA

Measurement (Compile monthly, file quarterly)		Date filed (05/15/18)			Date filed (08/15/18)			Date filed (11/15/18)			Date filed (02/15/19)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	35.47	57.14	40.44	49.95	31.63	22.23						
	Total # of service orders	28	24	24	27	20	22						
	Avg. # of business days	1.27	2.38	1.80	1.85	1.58	1.01						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	34	32	32	31	32	27						
	Total # of installation commitment met	34	32	32	31	32	27						
	Total # of installation commitment missed	0	0	0									
	% 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!	
Customers	Acct # for voice or bundle, res+bus	1086	1083	1079	1058	1054	1053						
Customer Trouble Report													
Min. Standard	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	2660	2644	2644	2601	2590	2584					
		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!
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	4	0	8	2	2	2						
	Total # of repair tickets restored in ≤ 24hrs	4	0	8	2	2	2						
	% 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!	
	Sum of the duration of all outages (hh:mm)	10:37	0	32:52	16:59	5:50	6:04						
	Avg. outage duration (hh:mm)	2:39	0	4:60	8:29	2:55	3:02						
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	11	0	23	6	6	6						
	Total # of all repair tickets restored in ≤ 24hrs	11	0	19	6	6	6						
	% 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!	
	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						
Refunds	Number of customers who received refunds	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	
Answer Time (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												

Primary Utility Contact Information

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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: 2018

Reporting Unit Type:

Reporting Unit Name: MRPS

Measurement (Compile monthly, file quarterly)		Date filed (05/15/18)			Date filed (08/15/18)			Date filed (11/15/18)			Date filed (02/15/19)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	87.64	53.38	28.66	66.78	57.89	56.71						
	Total # of service orders	32	40	22	27	35	38						
	Avg. # of business days	2.74	1.33	1.30	2.47	1.65	1.49						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	41	48	31	35	59	49						
	Total # of installation commitment met	41	48	31	35	59	49						
	Total # of installation commitment missed	0	0	0									
Customers	% 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!	
Customer Trouble Report	Acct # for voice or bundle, res+bus	3507	3313	3317	3513	3504	3496						
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3544	3542	3542	3572	3573	3557					
		Total # of trouble reports	33	22	99	43	41	24					
		% 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!
	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											
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	6	6	12	10	10	7						
	Total # of repair tickets restored in ≤ 24hrs	6	6	12	10	10	7						
	% 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!	
	Sum of the duration of all outages (hh:mm)	22:07	3:43	32:50	42:32	54:18	42:43						
	Avg. outage duration (hh:mm)	3:41	0:37	2:44	4:15	5:25	2:30						
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	19	13	71	22	26	11						
	Total # of all repair tickets restored in ≤ 24hrs	19	13	70	21	26	11						
	% 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!	
	Sum of the duration of all outages (hh:mm)	78:59	21:31	333:28	311:33	112:10	14:22						
	Avg. unadjusted outage duration (hh:mm)	4:09	1:39	4:41	14:9	4:18	3:53						
Refunds	Number of customers who received refunds	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	
Answer Time (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												

Primary Utility Contact Information

Name: Monika Brandle

Phone: 559-642-1380

Email: monikab@stcg.net

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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)