

**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	230.65	268.4	153.75	159.66	112.09	106.05	
	Total # of service orders	154	134	131	135	129	165	159	118	99	108	122	76	
	Avg. # of business days	1.53	1.54	1.58	1.39	1.60	1.47	1.45	2.27	1.55	1.48	0.92	1.40	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	195	174	167	178	211	218	243	182	151	200	172	125	
	Total # of installation commitment met	194	174	167	178	211	218	243	182	151	200	172	125	
	Total # of installation commitment missed	1	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	99.49	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	
Customers	Acct # for voice or bundle, res+bus	13820	13764	13730	13743	13711	13697	13652	13578	13520	13591	13577	13553	
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	16003	15946	15855	15754	15708	15689
		Total # of trouble reports	116	88	211	126	119	91	94	99	70	110	152	76
		% of trouble reports	0.72	0.55	1.31	0.79	0.74	0.57	0.59	0.62	0.44	0.70	0.97	0.48
	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	22	30	24	36	35	9	
	Total # of repair tickets restored in ≤ 24hrs	18	18	41	26	24	24	22	30	24	36	35	9	
	% 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	
	Sum of the duration of all outages (hh:mm)	68:39	34:42	128:0	109:43	92:30	110:03	65:9	67:56	45:22	155:54	142:7	71:30	
	Avg. outage duration (hh:mm)	3:48	1:55	3:7	4:13	3:51	4:35	2:57	2:15	1:53	4:19	4:3	7:56	
	Indicate if catastrophic event is in month													
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	61	46	153	63	72	46	49	61	38	66	79	27	
	Total # of all repair tickets restored in ≤ 24hrs	61	46	149	61	69	44	47	60	37	62	77	27	
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	97.39	96.83	95.83	95.65	95.92	98.36	97.37	93.94	97.47	100.00	
	Sum of the duration of all outages (hh:mm)	197:53	78:50	762:90	513:50	929:51	301:35	277:1	188:48	154:17	363:22	457:41	186:29	
	Avg. unadjusted outage duration (hh:mm)	3:14	1:42	4:58	8:8	12:54	6:33	5:39	3:5	4:3	5:30	5:47	6:54	
Refunds	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	
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	4833	4560	3599	5485	4573	4588	
	Total # of call seconds to reach live agent	83276	79392	89445	93605	94347	83994	54145	37336	35717	133740	114836	123132	
	% ≤ 60 seconds	96.81%	95.95%	96.80%	96.98%	96.67%	97.58%	94.25%	97.92%	96.89%	95.42%	95.28%	95.07%	

Primary Utility Contact Information

Name: Monika Brandle

Phone: 559-642-0369

Email: regulatory@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: OKHRCAXA (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	159.64	175.64	76.2	52.34	66.22	37.36	
	Total # of service orders	84	57	69	66	1.1	84	104	60	49	54	72	38	
	Avg. # of business days	1.26	1.35	1.66	1.03	59.00	1.55	1.54	2.93	1.56	0.97	0.92	0.98	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	107	76	85	93	100	120	143	88	75	102	98	66	
	Total # of installation commitment met	106	76	85	93	100	120	143	88	75	102	98	66	
	Total # of installation commitment missed	1	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	99.07	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	
Customers	Acct # for voice or bundle, res+bus	7999	7960	7939	7923	7904	7891	7867	7824	7789	7824	7807	7788	
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	8181	8138	8060	7983	7959	7955
		Total # of trouble reports	50	46	71	51	59	43	41	59	30	52	62	31
		% of trouble reports	0.61	0.56	0.87	0.63	0.72	0.53	0.50	0.72	0.37	0.65	0.78	0.39
	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	9	19	6	18	13	4	
	Total # of repair tickets restored in ≤ 24hrs	8	11	18	11	11	13	9	19	6	18	13	4	
	% 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	
	Sum of the duration of all outages (hh:mm)	35:55	28:04	54:58	16:2	25:25	85:25	15:31	53:23	7:17	79:51	61:41	39:17	
	Avg. outage duration (hh:mm)	4:29	2:33	3:33	1:27	2:18	6:34	1:43	2:48	1:12	4:26	4:44	9:49	
	Indicate if catastrophic event is in month													
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	27	27	53	23	38	22	20	34	13	30	30	11	
	Total # of all repair tickets restored in ≤ 24hrs	27	27	53	22	35	22	19	33	12	29	30	11	
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	95.65	92.11	100.00	95.00	97.06	92.31	96.67	100.00	100.00	
	Sum of the duration of all outages (hh:mm)	91:03	41:53	198:38	89:20	796:39	106:34	102:39	128:9	92:44	137:57	89:19	54:55	
	Avg. unadjusted outage duration (hh:mm)	3:22	1:33	3:44	3:53	20:57	4:51	5:7	3:46	7:8	4:35	2:58	4:59	
Refunds	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	
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	4833	4560	3599	5485	4573	4588	
	Total # of call seconds to reach live agent	83276	79392	89445	93605	94347	83994	54145	37336	35717	133740	114836	123132	
	% ≤ 60 seconds	99.19%	95.95%	96.80%	96.98%	96.67%	97.58%	94.25%	97.92%	96.89%	95.42%	95.28%	95.07%	

Primary Utility Contact Information

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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: BSLKCAF

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	14.78	1.6	0	0.04	0.04	1.02	
	Total # of service orders	1	1	4	9	7	12	4	3	1	3	1	2	
	Avg. # of business days	1.39	13.32	1.49	0.01	6.34	2.26	3.7	0.53	0.00	0.01	0.04	0.51	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	2	5	10	8	12	8	3	1	5	1	3	
	Total # of installation commitment met	1	2	5	10	8	12	8	3	1	5	1	3	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
	% 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	
Customers	Acct # for voice or bundle, res+bus	460	454	453	456	459	466	493	494	490	488	484	481	
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	545	537	531	529	525	518
		Total # of trouble reports	0	1	2	3	1	4	2	0	1	2	3	2
		% of trouble reports	0.00	0.19	0.38	0.56	0.19	0.74	0.37	0.00	0.19	0.38	0.57	0.39
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	1	0	0	2	0	0	0	1	1	0	
	Total # of repair tickets restored in ≤ 24hrs	0	0	1	0	0	2	0	0	0	1	1	0	
	% 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	
	Sum of the duration of all outages (hh:mm)	0	0	2:30	0	0	4:12	0	0	0	2:30	3:6	0	
	Avg. outage duration (hh:mm)	0	0	2:30	0	0	2:06	0	0	0	2:30	3:6	0	
	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	1	0	0	1	1	1	
	Total # of all repair tickets restored in ≤ 24hrs	0	0	0:00	3	0	2	1	0	0	1	1	1	
	% 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	
	Sum of the duration of all outages (hh:mm)	0	0	10:47	11:14	0	103:46	0	0	0	2:30	3:6	17:58	
	Avg. unadjusted outage duration (hh:mm)	0	0	5:23	3:44	0	34:28	0	0	0	2:30	3:6	17:58	
Refunds	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	
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													

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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: MRPSCAXF

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	32.83	42.88	48.64	46.19	32.56	31.69	
	Total # of service orders	32	40	22	27	35	38	32	33	27	22	23	16	
	Avg. # of business days	2.74	1.33	1.30	2.47	1.65	1.49	1.03	1.30	1.80	2.10	1.42	1.98	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	41	48	31	35	59	49	56	55	37	44	35	24	
	Total # of installation commitment met	41	48	31	35	59	49	56	55	37	44	35	24	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
	% 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	
Customers	Acct # for voice or bundle, res+bus	3507	3313	3317	3513	3504	3496	3500	3486	3476	3477	3478	3486	
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3544	3542	3542	3572	3573	3557	3559	3565	3561	3562	3562	3558
		Total # of trouble reports	33	22	99	43	41	24	24	24	23	23	52	28
		% of trouble reports	0.93	0.62	2.80	1.20	1.15	0.67	0.67	0.67	0.65	0.65	1.46	0.79
	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	6	8	11	5	13	1	
	Total # of repair tickets restored in ≤ 24hrs	6	6	12	10	10	7	6	8	11	5	13	1	
	% 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	
	Sum of the duration of all outages (hh:mm)	22:07	3:43	32:50	42:32	54:18	42:43	17:56	6:33	25:58	30:17	46:45	4:28	
	Avg. outage duration (hh:mm)	3:41	0:37	2:44	4:15	5:25	2:30	2:59	0:49	2:21	6:3	3:35	4:28	
	Indicate if catastrophic event is in month													
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	19	13	71	22	26	11	13	16	16	14	27	8	
	Total # of all repair tickets restored in ≤ 24hrs	19	13	70	21	26	11	12	16	16	11	26	8	
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	98.59	95.45	100.00	100.00	92.31	100.00	100.00	78.57	96.30	100.00	
	Sum of the duration of all outages (hh:mm)	78:59	21:31	333:28	311:33	112:10	14:22	128:11	18:28	39:25	151:0	224:58	73:52	
	Avg. unadjusted outage duration (hh:mm)	4:09	1:39	4:41	14:9	4:18	3:53	9:51	1:9	2:27	10:47	8:19	9:14	
Refunds	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	
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													

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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: MRPSCAXG

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	19.23	45.46	19.03	53.90	9.97	29.45	
	Total # of service orders	28	24	24	27	20	22	11	18	15	21	19	16	
	Avg. # of business days	1.27	2.38	1.80	1.85	1.58	1.01	1.75	2.53	1.27	2.57	0.52	1.84	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	34	32	32	31	32	27	22	27	27	39	30	26	
	Total # of installation commitment met	34	32	32	31	32	27	22	27	27	39	30	26	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
	% 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	
Customers	Acct # for voice or bundle, res+bus	1086	1083	1079	1058	1054	1053	1051	1043	1038	1061	1066	1059	
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	2575	2567	2568	2546	2538	2536
		Total # of trouble reports	22	9	32	14	13	13	19	15	6	22	22	11
		% of trouble reports	0.83	0.34	1.21	0.54	0.50	0.50	0.74	0.58	0.23	0.86	0.87	0.43
	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	4	2	2	8	5	3	
	Total # of repair tickets restored in ≤ 24hrs	4	0	8	2	2	2	4	2	2	8	5	3	
	% 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	
	Sum of the duration of all outages (hh:mm)	10:37	0	32:52	16:59	5:50	6:04	11:57	6:7	5:3	34:0	2:8	26:5	
	Avg. outage duration (hh:mm)	2:39	0	4:60	8:29	2:55	3:02	2:59	3:3	2:31	4:15	0:25	8:41	
	Indicate if catastrophic event is in month													
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	11	0	23	6	6	6	9	10	2	15	13	5	
	Total # of all repair tickets restored in ≤ 24hrs	11	0	19	6	6	6	9	10	2	15	12	5	
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	82.61	100.00	100.00	100.00	100.00	100.00	100.00	100.00	92.31	100.00	
	Sum of the duration of all outages (hh:mm)	22:29	0	232:45	28:6	12:52	22:30	22:20	40:19	5:3	59:15	91:29	35:58	
	Avg. unadjusted outage duration (hh:mm)	2:20	0	10:07	4:41	2:8	7:19	2:28	4:1	2:31	3:57	7:2	7:11	
Refunds	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	
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: 559-642-0369

Email: regulatory@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: YMLPCAXF

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	4.17	2.82	9.88	7.19	3.30	6.53	
	Total # of service orders	9	12	12	6	8	9	8	4	7	8	7	4	
	Avg. # of business days	0.60	0.52	1.46	0.50	0.92	0.61	0.52	0.7	1.41	0.90	0.47	1.63	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	12	16	14	9	12	10	14	9	11	10	8	6	
	Total # of installation commitment met	12	16	14	9	12	10	14	9	11	10	8	6	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
	% 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	
Customers	Acct # for voice or bundle, res+bus	812	803	801	793	790	791	780	773	770	783	781	777	
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	1143	1139	1135	1134	1124	1122
		Total # of trouble reports	10	10	7	15	5	7	8	1	10	11	13	4
		% of trouble reports	0.85	0.85	0.59	1.29	0.43	0.61	0.70	0.09	0.88	0.97	1.16	0.36
	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	3	1	5	4	3	1	
	Total # of repair tickets restored in ≤ 24hrs	0	1	1	3	1	0	3	1	5	4	3	1	
	% 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	
	Sum of the duration of all outages (hh:mm)	0	2:54	0:01	34:80	6:55	0	19:44	1:51	7:2	9:16	28:25	1:40	
	Avg. outage duration (hh:mm)	0	2:54	0:01	12:22	6:55	0	6:34	1:51	1:24	2:19	9:28	1:40	
	Indicate if catastrophic event is in month													
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	3	6	4	9	2	4	6	1	7	6	8	2	
	Total # of all repair tickets restored in ≤ 24hrs	3	6	4	9	2	3	6	1	7	6	8	2	
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	75.00	100.00	100.00	100.00	100.00	100.00	100.00	
	Sum of the duration of all outages (hh:mm)	3:54	15:25	10:29	72:50	8:8	25:48	23:50	1:51	17:40	12:38	48:47	3:45	
	Avg. unadjusted outage duration (hh:mm)	1:18	2:34	2:37	8:5	4:4	6:22	3:58	1:51	2:26	2:6	6:5	1:52	
Refunds	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	
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													
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