Vire

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

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

Measurement (Compile monthly, file quarterly)			Date filed (05/15/18) 1st Quarter			Date filed (08/15/18) 2nd Quarter	r		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
Inoto	llation Interval	Total # of business days	235.96	0.00	0.00	-								
	standard = 5 bus. days	Total # of service orders	154	320	266									
IVIII I.	standard – 5 bus. days	Avg. # of business days	1.53	0.00	0.00									
	Hatian Camanitan ant	Total # of installation commitments	195	360	302									
	Illation Commitment standard = 95% commitment	Total # of installation commitment met	194	360	302									
	Standard - 95% Commitment	Total # of installation commitment missed	1	0	0									
met		% of commitment met	99.49	100.00	100.00									
Cust	omers	Acct # for voice or bundle, res+bus	13820	13764	13730									
Customer Trouble Report		·												
	6% (6 per 100 working lines for	Total # of working lines	16156	16087	16087									
	" ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' '	Total # of trouble reports	116	88	211									
<u>r</u>		% of trouble reports	0.72	0.55	1.31									
Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
ţa		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	18	18	40									
۸ طنب	atad	Total # of repair tickets restored in ≤ 24hrs	18	18	40									
Adju	sted 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)	68:39	34:42	123:12									
IVIII 1.	standard = 90% Within 24 hrs	Avg. outage duration (hh:mm)	3:48	1:55	3:04									
		Indicate if catastrophic event is in month												
		Total # of unadjusted outage report tickets	61	46	153									
Unac	ljusted	Total # of all repair tickets restored in ≤ 24hrs	61	46	148									
Out	of Service Report	% of repair tickets restored ≤ 24 Hours	100.00	100.00	96.73									
		Sum of the duration of all outages (hh:mm)	197:53	78:50	786:90									
		Avg. unadjusted outage duration (hh:mm)	3:14	1:42	5:08									
Refu	nds	Number of customers who received refunds	0	0	0									
Reiu	iius	Monthly amount of refunds	0	0	0	•								
	The Carlot Broad III S													
	er Time (Trouble Reports "TR", Billing -Billing) Min. standard = 80% of calls ≤	Total # of calls for TR, Billing & Non-Billing	5456	4860	5590									
	conds to reach live agent (w/ a menu	Total # of call seconds to reach live agent	83276	79392	89445									
	to reach live agent)	% ≤ 60 seconds	96.81%	95.95%	96.80%									1

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

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

Measurement (Compile monthly, file guarterly)		oile monthly, file quarterly)		Date filed (05/15/18)			Date filed (08/15/18)			Date filed (11/15/18)			Date filed (02/15/19)	
	` .	, , , , , , , , , , , , , , , , , , ,	Jan	1st Quarter Feb	Mar	Apr	2nd Quarter May	r Jun	Jul	3rd Quarter	Sep	Oct	4th Quarter	Dec
		Total # of business days	106.03	0.00	0.00	Арі	Iviay	Juli	Jui	Aug	Зер	OCI	NOV	Dec
	Illation Interval	Total # of service orders	84	145	142									<u> </u>
Min.	standard = 5 bus. days	Avg. # of business days	1.26	0.00	0.00									<u> </u>
		Total # of installation commitments	107	164	158									
	Illation Commitment	Total # of installation commitment met	106	164	158									
	standard = 95% commitment	Total # of installation commitment missed	1	0	0									
met		% of commitment met	99.07	100.00	100.00									
Cust	omers	Acct # for voice or bundle, res+bus	7999	7960	7939									<u> </u>
	omer Trouble Report	7.000 01 Bullio, 100 Bud	, 555	. 500	7 300									
3430		Total # of working lines	8237	8194	8194									
	6% (6 per 100 working lines for	Total # of trouble reports	50	46	71									
5		% of trouble reports	0.61	0.56	0.87									
Standard	20/ /2 /22 / / /	Total # of working lines												
tar		Total # of trouble reports												
		% of trouble reports												
Min.	400/ (40 400 10 10 10	Total # of working lines												
_	1070 (10 por 100 monthing miles T/	Total # of trouble reports												
	for units w/ ≤ 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	8	11	18									
Adju	atad	Total # of repair tickets restored in ≤ 24hrs	8	11	18									
•	stea 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)	35:55	28:04	54:58									
IVIII1.	standard = 90% Within 24 hrs	Avg. outage duration (hh:mm)	4:29	2:33	3:33									
		Indicate if catastrophic event is in month												
		Total # of unadjusted outage report tickets	27	27	53									
	djusted	Total # of all repair tickets restored in ≤ 24hrs	27	27	53									
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)	91:03	41:53	198:38									
		Avg. unadjusted outage duration (hh:mm)	3:22	1:33	3:44									
Refu	nde	Number of customers who received refunds	0	0	0									
· \c.u		Monthly amount of refunds	0	0	0									L
	er Time (Trouble Reports "TR", Billing & illing) Min. standard = 80% of calls ≤ 60	Total # of calls for TR, Billing & Non-Billing	5456	4860	5590									
	ds to reach live agent (w/ a menu option	Total # of call seconds to reach live agent	83276	79392	89445									
	ch live agent)	% ≤ 60 seconds	96.81%	95.95%	96.80%									<u> </u>

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

Company Name:	Sierra Telephone	. U#:	1016-C	Report Year:	2018
Reporting Unit Type:		Reporti	ng 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)	
		, , quarterly,		1st Quarter			2nd Quarte			3rd Quarter			4th Quarter	
-		T	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Insta	allation Interval	Total # of business days	5.43	0.00	0.00									
Min.	standard = 5 bus. days	Total # of service orders	9	45	31									
		Avg. # of business days	0.60	0.00	0.00									
Insta	allation Commitment	Total # of installation commitments	12	49	33									
	standard = 95% commitment	Total # of installation commitment met	12	49	33									<u> </u>
met	otandara 0070 dominianent	Total # of installation commitment missed	0	0	0									l .
mot		% of commitment met	100.00	100.00	100.00									ł
	tomers	Acct # for voice or bundle, res+bus	812	803	801									ĺ
Customer Trouble Report														
	6% (6 per 100 working lines for	Total # of working lines												ł
l _	units w/ ≥ 3,000 lines)	Total # of trouble reports												ĺ
ar		% of trouble reports												1
ğ		Total # of working lines	1181	1177	1177									1
ţa		Total # of trouble reports	10	10	7									1
	units w/ 1,001 - 2,999 lines)	% of trouble reports	0.85	0.85	0.59									1
Min.	10% (10 per 100 working lines	Total # of working lines												1
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports												1
	ioi units w/ ± 1,000 lines)	% of trouble reports												1
		Total # of outage report tickets	0	1	1									1
Adio	isted	Total # of repair tickets restored in ≤ 24hrs	0	1	1									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)	0	2:54	0:01									1
IVIII I .	Standard – 90% Within 24 hrs	Avg. outage duration (hh:mm)	0	2:54	0:01									i
		Indicate if catastrophic event is in month												i
		Total # of unadjusted outage report tickets	3	6	4									1
Una	djusted	Total # of all repair tickets restored in ≤ 24hrs	3	6	4									i
Out	of Service Report	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00									1
		Sum of the duration of all outages (hh:mm)	3:54	15:25	10:29									1
		Avg. unadjusted outage duration (hh:mm)	1:18	2:34	2:37									
Refu	unda	Number of customers who received refunds	0	0	0									
Keit	ilius	Monthly amount of refunds	0	0	0									
	er Time (Trouble Reports "TR", Billing &	Total # of calls for TR, Billing & Non-Billing												
	Billing) Min. standard = 80% of calls ≤ 60 ds to reach live agent (w/ a menu option	Total # of call seconds to reach live agent												
	ds to reach live agent (w/ a menu option ch live agent)	% ≤ 60 seconds												
to rea	on iive agenty													

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

Company Name:	Sierra Telephone	U#: <u>1016-C</u>	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) 2nd Quarter			Date filed (11/15/18)			Date filed (02/15/19) 4th Quarter				
	` .	, , , , , , , , , , , , , , , , , , ,	Jan	1st Quarter Feb	Mar	Apr	2nd Quarter May	r Jun	Jul	3rd Quarter Aug	Sep	Oct	4th Quarter Nov	Dec
		Total # of business days	1.39	0.00	0.00	Apı	IVIAY	Juli	Jui	Aug	Sep	OCI	NOV	Dec
	llation Interval	Total # of business days Total # of service orders	1.59	0.00	5			1						
Min. s	standard = 5 bus. days	Avg. # of business days	1.39	0.00	0.00									
		Total # of installation commitments	1.59	5.00	6.00									
Insta	Illation Commitment	Total # of installation commitment met	1	5	6									
Min. s	standard = 95% commitment		1	5	0		-						-	
met		Total # of installation commitment missed	100.00	100.00	U			1						
04		% of commitment met	100.00	100.00	100.00			1						
Customers		Acct # for voice or bundle, res+bus	460	454	453			!						
Customer Trouble Report		T-4-1 # -f diin n lin						!						
	6% (6 per 100 working lines for	Total # of working lines												
ъ	units w/ 2 3,000 lines)	Total # of trouble reports												
Jar		% of trouble reports												
JU.	8% (8 per 100 working lines for	Total # of working lines												
Sta	unite w/ 1 001 - 2 000 lines)	Total # of trouble reports												
Min.	,	% of trouble reports	=0.4	500	=00									
Ξ	10% (10 per 100 working lines	Total # of working lines	534	530	530									
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	0	1	2									
		% of trouble reports	0.00	0.19	0.38									
		Total # of outage report tickets	0	0	1									
Adjus	sted	Total # of repair tickets restored in ≤ 24hrs	0	0	1									
•	of Service Penort	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00									
	etandard = 90% within 24 hre	Sum of the duration of all outages (hh:mm)	0	0	2:30									
	otandara 00% Within 21 inc	Avg. outage duration (hh:mm)	0	0	2:30									
		Indicate if catastrophic event is in month												
		Total # of unadjusted outage report tickets	0	0	2									
	ljusted	Total # of all repair tickets restored in ≤ 24hrs	0	0	2									
Out o	of Service Report	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00									
		Sum of the duration of all outages (hh:mm)	0	0	10:47									
		Avg. unadjusted outage duration (hh:mm)	0	0	5:23									
Refu	nde	Number of customers who received refunds	0	0	0									
Reiui	1143	Monthly amount of refunds	0	0	0									
Answe	er Time (Trouble Reports "TR", Billing &	Total # of calls for TR, Billing & Non-Billing												
	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												

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

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

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)				
	measurement (Compile monthly, me quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inst	allation Interval	Total # of business days	35.47	0.00	0.00									
	standard = 5 hus days	Total # of service orders	28	49	49									
IVIIII.	Staridard – 5 bus. days	Avg. # of business days	1.27	0.00	0.00									
Inct	allation Commitment	Total # of installation commitments	34	57	57									
	standard = 95% commitment	Total # of installation commitment met	34	57	57									
met	Standard – 95% Commitment	Total # of installation commitment missed	0	0	0									
met		% of commitment met	100.00	100.00	100.00									
Cus	tomers	Acct # for voice or bundle, res+bus	1086	1083	1079									
Cus	tomer Trouble Report													
	60/ (6 per 100 working !! f	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	00/ /0 400 1: 1: 5	Total # of working lines	2660	2644	2644									
ţ	8% (8 per 100 working lines for	Total # of trouble reports	22	9	32									
S.	units w/ 1,001 - 2,999 lines)	% of trouble reports	0.83	0.34	1.21									
Min.	10% (10 per 100 working lines	Total # of working lines												
_		Total # of trouble reports												
	for units w/ ≤ 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	4	0	8									
A -15.	-4-4	Total # of repair tickets restored in ≤ 24hrs	4	0	8									
	sted	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00									
	of Service Report	Sum of the duration of all outages (hh:mm)	10:37	0	32:52									
win.		Avg. outage duration (hh:mm)	2:39	0	4:06									
		Indicate if catastrophic event is in month												
		Total # of unadjusted outage report tickets	11	0	23									
Una	djusted	Total # of all repair tickets restored in < 24hrs	11	0	19									
Out	of Service Report	% of repair tickets restored ≤ 24 Hours	100.00	100.00	82.61									
·		Sum of the duration of all outages (hh:mm)	22:29	0	232:45									
		Avg. unadjusted outage duration (hh:mm)	2:20	0	10:07									
Refunds		Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	0	0	0									
								•				•		•
Answ	rer Time (Trouble Reports "TR", Billing &	Total # of calls for TR, Billing & Non-Billing												
	Billing) Min. standard = 80% of calls ≤ 60	Total # of call seconds to reach live agent												
	ids to reach live agent (w/ a menu option	% ≤ 60 seconds												
to reach live agent)														

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

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

		Date filed		Date filed			Date filed			Date filed				
	Measurement (Compile monthly, file quarterly)		(05/15/18)			(08/15/18)			(11/15/18)			(02/15/19)		
	measarement (Go)	inplie monthly, me quarterly,		1st Quarter		2nd Quarter			3rd Quarter			4th Quarter		
		1	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inst	allation Interval	Total # of business days	87.64	0.00	0.00									<u> </u>
	standard = 5 bus. days	Total # of service orders	32	77	39									<u> </u>
		Avg. # of business days	2.74	0.00	0.00									<u> </u>
Inet	allation Commitment	Total # of installation commitments	41	85	48									ļ
	standard = 95% commitment	Total # of installation commitment met	41	85	48									
met	Standard - 95 // Commitment	Total # of installation commitment missed	0	0	0									
met		% of commitment met	100.00	100.00	100.00									
Cus	tomers	Acct # for voice or bundle, res+bus	3507	3506	3500									
Cus	tomer Trouble Report													
	6% (6 per 100 working lines for	Total # of working lines	3544	3542	3542									
	units w/ ≥ 3,000 lines)	Total # of trouble reports	33	22	99									
E	units w/ ≥ 3,000 lines)	% of trouble reports	0.93	0.62	2.80									
Standard	8% (8 per 100 working lines for	Total # of working lines												
īā.	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	units w/ 1,001 - 2,999 inles)	% of trouble reports												
Min.	10% (10 per 100 working lines	Total # of working lines												
_	` .	Total # of trouble reports												
	for units w/ ≤ 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	6	6	12									
v 4:-	untod	Total # of repair tickets restored in ≤ 24hrs	6	6	12									
	ısted 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)	22:07	3:43	32:50									
IVIII1.	standard = 90% within 24 his	Avg. outage duration (hh:mm)	3:41	0:37	2:44									
		Indicate if catastrophic event is in month												
		Total # of unadjusted outage report tickets	19	13	71									
Una	djusted	Total # of all repair tickets restored in ≤ 24hrs	19	13	70									
Out	of Service Report	% of repair tickets restored ≤ 24 Hours	100.00	100.00	98.59									
-		Sum of the duration of all outages (hh:mm)	78:59	21:31	333:28									
		Avg. unadjusted outage duration (hh:mm)	4:09	1:39	4:41									
Refu	undo	Number of customers who received refunds	0	0	0									
Refl	ilius	Monthly amount of refunds	0	0	0									
	ver Time (Trouble Reports "TR", Billing &	Total # of calls for TR, Billing & Non-Billing												
	Billing) Min. standard = 80% of calls ≤ 60	Total # of call seconds to reach live agent												
	nds to reach live agent (w/ a menu option ich live agent)	% ≤ 60 seconds												
to reach into agent)					-									-

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