

Total Exchange Wire

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

Company Name: Sierra Telephone

U#: 1016-C

Report Year: 2019

Reporting Unit Type:

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed (05/15/19)			Date filed (08/15/19)			Date filed (11/15/19)			Date filed (02/15/20)		
		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	125.14	131.17	103.53	172.44	283.73	128.61						
	Total # of service orders	82	60	77	91	103	87						
	Avg. # of business days	1.53	2.17	1.34	1.89	2.75	1.48						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	131	100	138	165	188	145						
	Total # of installation commitment met	131	100	138	165	188	145						
	Total # of installation commitment missed	0											
	% of commitment met	100.00	100.00	100.00	100.00	100.00	100.00						
Customers	Acct # for voice or bundle, res+bus	13559	13523	13495	13442	13439	13418						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	15640	15600	15561	15625	15597	15537					
		Total # of trouble reports	103	261	165	107	121	95					
		% of trouble reports	0.66	1.67	1.06	0.68	0.78	0.61					
	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	31	70	33	26	35	21						
	Total # of repair tickets restored in ≤ 24hrs	31	70	33	26	35	21						
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00						
	Sum of the duration of all outages (hh:mm)	145:34	623:36	274:2	243:36	195:27	131:49						
	Avg. outage duration (hh:mm)	4:43	8:54	8:18	9:22	5:35	6:16						
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	55	206	107	62	87	49						
	Total # of all repair tickets restored in ≤ 24hrs	50	183	90	45	74	41						
	% of repair tickets restored ≤ 24 Hours	90.91	88.83	84.11	72.58	85.06	83.67						
	Sum of the duration of all outages (hh:mm)	438:35	3253:9	3611:21	1864:55	2660:25	625:31						
	Avg. unadjusted outage duration (hh:mm)	7:58	15:47	33:45	30:40	30:34	12:45						
Refunds	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	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	5567	4031	4663	5256	5050	3523						
	Total # of call seconds to reach live agent	5007	3860	4455	4960	4790	3491						
	% ≤ 60 seconds	89.94%	95.76%	95.54%	94.37%	94.85%	99.09%						

Primary Utility Contact Information

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Total Exchange Wire

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

Company Name: Sierra Telephone

U#: 1016-C

Report Year: 2019

Reporting Unit Type:

Reporting Unit Name: OKHRCAXA (Host)

Measurement (Compile monthly, file quarterly)		Date filed (05/15/19)			Date filed (08/15/19)			Date filed (11/15/19)			Date filed (02/15/20)		
		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	37.59	63.36	53.96	51.38	200.00	61.15						
	Total # of service orders	34	34	41	37	51	45						
	Avg. # of business days	1.11	1.86	1.32	1.39	3.92	1.36						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	52	49	69	66	96	67						
	Total # of installation commitment met	52	49	69	66	96	67						
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100.00	100.00	100.00	100.00	100.00	100.00						
Customers	Acct # for voice or bundle, res+bus	7780	7757	7735	7692	7675	7653						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	7921	7901	7883	7844	7818	7786					
		Total # of trouble reports	55	114	78	55	65	45					
		% of trouble reports	0.69	1.44	0.99	0.70	0.83	0.58					
	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	19	33	18	14	19	9						
	Total # of repair tickets restored in ≤ 24hrs	19	33	18	14	19	9						
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00						
	Sum of the duration of all outages (hh:mm)	125:27	326:7	115:12	149:20	91:56	56:39						
	Avg. outage duration (hh:mm)	6:36	9:52	6:24	10:38	4:50	6:17						
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	33	88	53	33	53	21						
	Total # of all repair tickets restored in ≤ 24hrs	31	79	47	25	44	20						
	% of repair tickets restored ≤ 24 Hours	93.94	89.77	88.68	75.76	83.02	95.24						
	Sum of the duration of all outages (hh:mm)	277:24	1254:37	2282:23	876:43	1733:30	186:11						
	Avg. unadjusted outage duration (hh:mm)	8:24	14:15	43:3	26:34	32:42	8:51						
Refunds	Number of customers who received refunds	0	0	0	0	0	0						
	Monthly amount of refunds	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	5567	4031	4663	5256	5050	3523						
	Total # of call seconds to reach live agent	5007	3860	4455	4960	4790	3491						
	% ≤ 60 seconds	89.94%	95.76%	95.54%	94.37%	94.85%	99.09%						

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: 2019

Reporting Unit Type:

Reporting Unit Name: BSLKCAF

Measurement (Compile monthly, file quarterly)		Date filed (05/15/19)			Date filed (08/15/19)			Date filed (11/15/19)			Date filed (02/15/20)		
		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	1.32	0.00	1.64	6.66	9.09	1.90						
	Total # of service orders	4	1	1	5	7	3						
	Avg. # of business days	0.33	0.00	1.64	1.33	1.30	0.63						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	4	2	1	6	8	4						
	Total # of installation commitment met	4	2	1	6	8	4						
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100.00	100.00	100.00	100.00	100.00	100.00						
Customers	Acct # for voice or bundle, res+bus	476	473	473	473	476	476						
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	516	517	511	510	515	516					
		Total # of trouble reports	4	8	7	5	4	3					
		% of trouble reports	0.78	1.55	1.37	0.98	0.78	0.58					
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	3	2	1	2	1						
	Total # of repair tickets restored in ≤ 24hrs	2	3	2	1	2	1						
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00						
	Sum of the duration of all outages (hh:mm)	1:31	11:48	26:6	1:10	4:12	1:43						
	Avg. outage duration (hh:mm)	0:45	3:56	13:3	1:10	2:60	1:43						
Indicate if catastrophic event is in month													
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	2	7	5	2	4	1						
	Total # of all repair tickets restored in ≤ 24hrs	2	6	4	1	3	1						
	% of repair tickets restored ≤ 24 Hours	100.00	85.71	80.00	50.00	75.00	100.00						
	Sum of the duration of all outages (hh:mm)	1:31	179:7	78:6	95:42	36:51	1:43						
	Avg. unadjusted outage duration (hh:mm)	0:45	25:35	15:37	47:51	9:12	1:43						
Refunds	Number of customers who received refunds	0	0	0	0	0	0						
	Monthly amount of refunds	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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Total Exchange Wire

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

Company Name: Sierra Telephone

U#: 1016-C

Report Year: 2019

Reporting Unit Type:

Reporting Unit Name: MRPSCAXF

Measurement (Compile monthly, file quarterly)		Date filed (05/15/19)			Date filed (08/15/19)			Date filed (11/15/19)			Date filed (02/15/20)		
		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	26.20	58.02	24.21	70.3	47.81	25.00						
	Total # of service orders	15	10	21	22	29	22						
	Avg. # of business days	1.75	5.80	1.15	3.20	1.65	1.14						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	31	22	38	45	54	37						
	Total # of installation commitment met	31	22	38	45	54	37						
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100.00	100.00	100.00	100.00	100.00	100.00						
Customers	Acct # for voice or bundle, res+bus	3479	3480	3479	3473	3486	3486						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3529	3524	3523	3567	3573	3556					
		Total # of trouble reports	26	96	49	32	31	30					
		% of trouble reports	0.74	2.72	1.39	0.90	0.87	0.84					
	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	7	25	5	9	8	9						
	Total # of repair tickets restored in ≤ 24hrs	7	25	5	9	8	9						
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00						
	Sum of the duration of all outages (hh:mm)	10:48	188:44	50:9	68:38	37:11	54:59						
	Avg. outage duration (hh:mm)	1:32	7:32	10:1	7:37	4:38	6:60						
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	13	84	32	22	22	19						
	Total # of all repair tickets restored in ≤ 24hrs	12	77	22	15	20	13						
	% of repair tickets restored ≤ 24 Hours	92.31	91.67	68.75	68.18	90.91	68.42						
	Sum of the duration of all outages (hh:mm)	66:18	1145:42	1024:28	606:60	747:44	384:40						
	Avg. unadjusted outage duration (hh:mm)	5:6	13:38	32:0	27:33	33:59	20:12						
Refunds	Number of customers who received refunds	0	0	0	0	0	0						
	Monthly amount of refunds	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: 2019

Reporting Unit Type:

Reporting Unit Name: MRPSCAXG

Measurement (Compile monthly, file quarterly)		Date filed (05/15/19)			Date filed (08/15/19)			Date filed (11/15/19)			Date filed (02/15/20)		
		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	56.40	1.25	18.65	21.68	25.44	36.48						
	Total # of service orders	25	10	11	20	12	12						
	Avg. # of business days	2.26	0.12	1.70	1.08	2.12	3.04						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	38	20	26	38	22	27						
	Total # of installation commitment met	38	20	26	38	22	27						
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100.00	100.00	100.00	100.00	100.00	100.00						
Customers	Acct # for voice or bundle, res+bus	1053	1050	1044	1047	1050	1055						
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	2563	2551	2550	2616	2610	2609					
		Total # of trouble reports	11	30	23	12	13	12					
		% of trouble reports	0.43	1.18	0.90	0.46	0.50	0.46					
	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	2	7	5	0	3	0						
	Total # of repair tickets restored in ≤ 24hrs	2	7	5	0	3	0						
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00						
	Sum of the duration of all outages (hh:mm)	8:46	66:52	62:0	0	41:51	0						
	Avg. outage duration (hh:mm)	4:23	9:33	12:24		13:57							
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	5	19	11	3	5	4						
	Total # of all repair tickets restored in ≤ 24hrs	3	15	11	2	4	3						
	% of repair tickets restored ≤ 24 Hours	60.00	78.95	100.00	66.67	80.00	75.00						
	Sum of the duration of all outages (hh:mm)	93:19	446:36	134:32	261:38	122:10	29:45						
	Avg. unadjusted outage duration (hh:mm)	18:39	23:30	12:13	87:12	24:24	7:26						
Refunds	Number of customers who received refunds	0	0	0	0	0	0						
	Monthly amount of refunds	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: 2019

Reporting Unit Type:

Reporting Unit Name: YMLPCAXF

Measurement (Compile monthly, file quarterly)		Date filed (05/15/19)			Date filed (08/15/19)			Date filed (11/15/19)			Date filed (02/15/20)		
		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	3.63	8.54	5.07	22.42	1.39	4.08						
	Total # of service orders	4	5	3	7	4	5						
	Avg. # of business days	0.91	1.71	1.69	3.20	0.35	0.82						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	6	7	4	10	8	10						
	Total # of installation commitment met	6	7	4	10	8	10						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	100.00	100.00	100.00	100.00	100.00	100.00						
Customers	Acct # for voice or bundle, res+bus	771	763	764	757	752	748						
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	1111	1107	1094	1088	1081	1070					
		Total # of trouble reports	7	13	8	3	8	5					
		% of trouble reports	0.63	1.17	0.73	0.28	0.74	0.47					
	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	1	2	3	2	3	2						
	Total # of repair tickets restored in ≤ 24hrs	1	2	3	2	3	2						
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00						
	Sum of the duration of all outages (hh:mm)	0	30:3	20:32	24:44	20:16	18:27						
	Avg. outage duration (hh:mm)	0	15:1	6:50	12:22	6:45	9:13						
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	2	8	6	2	3	4						
	Total # of all repair tickets restored in ≤ 24hrs	2	6	6	2	3	4						
	% of repair tickets restored ≤ 24 Hours	100.00	75.00	100.00	100.00	100.00	100.00						
	Sum of the duration of all outages (hh:mm)	0	227:4	91:50	24:44	20:16	23:46						
	Avg. unadjusted outage duration (hh:mm)	0	28:23	15:18	12:22	6:45	5:56						
Refunds	Number of customers who received refunds	0	0	0	0	0	0						
	Monthly amount of refunds	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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