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

| Company Name: | Sierra Telephone | U#: <u>1016-C</u> | Report Year: | 2019 |
|----------------------|------------------|----------------------|---------------|------|
| Reporting Unit Type: | | Reporting Unit Name: | Total Company | |

| | Measurement (Com | npile monthly, file quarterly) | | Date filed (05/15/19) 1st Quarter | | Date filed (08/15/19) 2nd Quarter | | Date filed (11/15/19) 3rd Quarter | | | Date filed (02/15/20) 4th Quarter | | | |
|----------|---|---|--------|---|---------|---|-----|---|-----|-----|---|-----|-----|----------|
| | | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
| Imate | allation Interval | Total # of business days | 125.14 | 131.17 | 103.53 | • | | | | | | | | i |
| | | Total # of service orders | 82 | 60 | 77 | | | | | | | | | i |
| IVIII1. | standard = 5 bus. days | Avg. # of business days | 1.53 | 2.17 | 1.34 | | | | | | | | | |
| l 4 | allation Commitment | Total # of installation commitments | 131 | 100 | 138 | | | | | | | | | 1 |
| | | Total # of installation commitment met | 131 | 100 | 138 | | | | | | | | | 1 |
| | standard = 95% commitment | Total # of installation commitment missed | 0 | | | | | | | | | | | i |
| met | | % of commitment met | 100.00 | 100.00 | 100.00 | | | | | | | | | |
| Cust | | Acct # for voice or bundle, res+bus | 13559 | 13523 | 13495 | | | | | | | | | |
| Cust | tomer Trouble Report | · | | | | | | | | | | | | |
| | CO/ (C === 400=di== " | Total # of working lines | 15640 | 15600 | 15561 | | | | | | | | | |
| | 6% (6 per 100 working lines | Total # of trouble reports | 103 | 261 | 165 | | | | | | | | | |
| Standard | for units w/ ≥ 3,000 lines) | % of trouble reports | 0.66 | 1.67 | 1.06 | | | | | | | | | |
| ğ | | Total # of working lines | | | | | | | | | | | | |
| ţa | | Total # of trouble reports | | | | | | | | | | | | |
| | for units w/ 1,001 - 2,999 lines) | % of trouble reports | | | | | | | | | | | | ĺ |
| Min. | 10% (10 per 100 working lines | Total # of working lines | | | | | | | | | | | | i |
| _ | for units w/ ≤ 1,000 lines) | Total # of trouble reports | | | | | | | | | | | | |
| | for units w/ ≤ 1,000 lines) | % of trouble reports | | | | | | | | | | | | 1 |
| | • | Total # of outage report tickets | 31 | 70 | 33 | | | | | | | | | 1 |
| ۸diu | sted | Total # of repair tickets restored in ≤ 24hrs | 31 | 70 | 33 | | | | | | | | | |
| • | 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) | 145:34 | 623:36 | 274:2 | | | | | | | | | 1 |
| IVIII I. | Standard = 90% Within 24 ms | Avg. outage duration (hh:mm) | 4:43 | 8:54 | 8:18 | | | | | | | | | |
| | | Indicate if catastrophic event is in month | | | | | | | | | | | | |
| | | Total # of unadjusted outage report tickets | 55 | 206 | 107 | | | | | | | | | |
| | djusted | Total # of all repair tickets restored in ≤ 24hrs | 50 | 183 | 90 | | | | | | | | | |
| Out | | % of repair tickets restored ≤ 24 Hours | 90.91 | 88.83 | 84.11 | | | | | | | | | |
| | | Sum of the duration of all outages (hh:mm) | 438:35 | 3253:9 | 3611:21 | | | | | | | | | |
| | | Avg. unadjusted outage duration (hh:mm) | 7:58 | 15:47 | 33:45 | | | | | | | | | |
| Refu | inde | Number of customers who received refunds | 0 | 0 | 0 | | | | | | | | | <u> </u> |
| Nert | iiidə | Monthly amount of refunds | 0 | 0 | 0 | | | | | | | | | i |
| l | | | | | | | | | | | | | | |
| | rer Time (Trouble Reports "TR", Billing n-Billing) Min. standard = 80% of calls ≤ | Total # of calls for TR, Billing & Non-Billing | 5567 | 4031 | 4663 | | | | | | | | | |
| | conds to reach live agent (w/ a menu | Total # of call seconds to reach live agent | 5007 | 3860 | 4455 | | | | | | | | | |
| | to reach live agent) | % ≤ 60 seconds | 89.94% | 95.76% | 95.54% | | | | | | | | | |
| 1 | o , | | | | | | | · | | | | | | |

Primary Utility Contact Information

| Name: Monika Brandle | Phone: 559-642-0369 | Email: regulatory@stcg.net |
|----------------------|---------------------|----------------------------|
| | | |

Date Adopted: 7/28/09

California Public Utilities Commission □ Total □ Exchange □ Wire Service Quality Standards Reporting General Order No. 133-D

| Company Name: | Sierra Telephone | U#: <u>1016-C</u> | Report Year: | 2019 |
|----------------------|------------------|----------------------|-----------------|------|
| Reporting Unit Type: | | Reporting Unit Name: | OKHRCAXA (Host) | |

| | Measurement (Comp | oile monthly, file quarterly) | | Date filed (05/15/19) | | | Date filed (08/15/19) 2nd Quarter | | | Date filed (11/15/19) 3rd Quarter | | | Date filed (02/15/20) 4th Quarter | |
|---|--|---|--------|-----------------------|---------|-----|---|------|-----|---|-----|-----|---|--|
| | | | Jan | 1st Quarter Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
| | | Total # of business days | 37.59 | 63.36 | 53.96 | Apı | Iviay | Juli | Jui | Aug | Зер | 001 | NOV | Dec |
| | h. standard = 5 bus. days Avg. # of business days Total # of service orders Avg. # of business days | | 34 | 34 | 41 | | | | | | | | | |
| Min. | | | 1.11 | 1.86 | 1.32 | | | | | | | | | |
| | Total # of installation commitments | | 52 | 49 | 69 | | | | | | | | | |
| | Illation Commitment | Total # of installation commitment met | 52 | 49 | 69 | | | | | | | | | |
| Min. | standard = 95% commitment | Total # of installation commitment met | 0 | 0 | 0 | | | | | | | | | |
| met | | % of commitment met | | , , | | | - | | | | | | | |
| Cust | | Acct # for voice or bundle, res+bus | 100.00 | 100.00 | 100.00 | | - | | | | | | | |
| | omers omer Trouble Report | Acct # for voice of buridle, res+bus | 7780 | 7757 | 7735 | | | | | | | | 1 | - |
| cust | omer trouble Report | Total # of coordinations | 7004 | 7004 | 7000 | | | - | | | | | ļ | |
| | 6% (6 per 100 working lines for | Total # of working lines | 7921 | 7901 | 7883 | | | | | | | | | |
| ъ | units w/ ≥ 3,000 lines) | Total # of trouble reports | 55 | 114 | 78 | | | | | | | | 1 | 1 |
| Standard | . , | % of trouble reports | 0.69 | 1.44 | 0.99 | | | | | | | | | |
| Ĕ | 8% (8 per 100 working lines for | Total # of working lines | | | | | | | | | | | | |
| St | units w/ 1,001 - 2,999 lines) | 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 | | | | | | | | | | | | |
| | | % of trouble reports | | | | | | | | | | | | |
| | | Total # of outage report tickets | 19 | 33 | 18 | | | | | | | | | |
| Adju | sted | Total # of repair tickets restored in ≤ 24hrs | 19 | 33 | 18 | | | | | | | | | |
| • | 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) | 125:27 | 326:7 | 115:12 | | | | | | | | | |
| IVIII I. | Standard = 90 /6 Within 24 ms | Avg. outage duration (hh:mm) | 6:36 | 9:52 | 6:24 | | | | | | | | | |
| | | Indicate if catastrophic event is in month | | | | | | | | | | | | |
| | | Total # of unadjusted outage report tickets | 33 | 88 | 53 | | | | | | | | | |
| | djusted | Total # of all repair tickets restored in ≤ 24hrs | 31 | 79 | 47 | | | | | | | | | |
| Out (| of Service Report | % of repair tickets restored ≤ 24 Hours | 93.94 | 89.77 | 88.68 | | | | | | | | | |
| | | Sum of the duration of all outages (hh:mm) | 277:24 | 1254:37 | 2282:23 | | | | | | | | | |
| | | Avg. unadjusted outage duration (hh:mm) | 8:24 | 14:15 | 43:3 | | | | | | | | | |
| Refu | unds | Number of customers who received refunds | 0 | 0 | 0 | | | | | | | | | |
| Keiu | iius | Monthly amount of refunds | 0 | 0 | 0 | | | | | | | | | |
| | | | | | | | | | | | | | | |
| Answ | er Time (Trouble Reports "TR", Billing & Billing) Min. standard = 80% of calls ≤ 60 | Total # of calls for TR, Billing & Non-Billing | 5567 | 4031 | 4663 | | | | | | | | | |
| I TOIL D | ming with standard = 00 /0 or calls = 00 | Total # of call seconds to reach live agent | 5007 | 3860 | 4455 | | | | | | | | | |
| seconds to reach live agent (w/ a menu optio to reach live agent) | | % ≤ 60 seconds | 89.94% | 95.76% | 95.54% | | | | | | | | | |
| | reach live agent) | | • | | - | | | | | | | | | - |

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

| Company Name: | Sierra Telephone | U#: | 1016-C | Report Year: | 2019 |
|----------------------|------------------|---------|---------------|--------------|------|
| Reporting Unit Type: | | Reporti | ng Unit Name: | BSLKCAXF | |

| | Measurement (Comr | oile monthly, file quarterly) | | Date filed (05/15/19) | | | Date filed (08/15/19) | | Date filed (11/15/19) | | | Date filed (02/15/20) | | |
|-----------------------------|--|---|--------|-----------------------|--------|-----|-----------------------|-----|--------------------------|------------|-----|--------------------------|-------------|-----|
| | | ,, qu,, | | 1st Quarter | | | 2nd Quarte | | | 3rd Quarte | | _ | 4th Quarter | |
| | | - | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
| Insta | allation Interval | Total # of business days | 1.32 | 0.00 | 1.64 | | | | | | | | | |
| Min. | standard = 5 bus. days | Total # of service orders | 4 | 1 | 1 | | | | | | | | | |
| | | Avg. # of business days | 0.33 | 0.00 | 1.64 | | | | | | | | | |
| Insta | allation Commitment | Total # of installation commitments | 4 | 2 | 1 | | | | | | | | | |
| | standard = 95% commitment | Total # of installation commitment met | 4 | 2 | 1 | | | | | | | | | |
| met | Standard = 5075 Communiciti | Total # of installation commitment missed | 0 | 0 | 0 | | | | | | | | | |
| | | % of commitment met | 100.00 | 100.00 | 100.00 | | | | | | | | | |
| | tomers | Acct # for voice or bundle, res+bus | 476 | 473 | 473 | | | | | | | | | |
| Cus | tomer Trouble Report | | | | | | | | | | | | | |
| | 6% (6 per 100 working lines | Total # of working lines | | | | | | | | | | | | |
| l _ | for units w/ ≥ 3,000 lines) | Total # of trouble reports | | | | | | | | | | | | |
| ar d | for units w/ ≥ 3,000 lines) | % of trouble reports | | | | | | | | | | | | |
| Standard | 99/ /9 per 100 working lines | Total # of working lines | | | | | | | | | | | | |
| igal | 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) | Total # of trouble reports | | | | | | | | | | | | |
| | 101 utilis w/ 1,001 - 2,999 littes) | % of trouble reports | | | | | | | | | | | | |
| Min. | 10% (10 per 100 working lines | Total # of working lines | 516 | 517 | 511 | | | | | | | | | |
| _ | for units w/ ≤ 1,000 lines) | Total # of trouble reports | 4 | 8 | 7 | | | | | | | | | |
| | Tor units w/ \(\sigma\) 1,000 lines) | % of trouble reports | 0.78 | 1.55 | 1.37 | | | | | | | | | |
| | • | Total # of outage report tickets | 2 | 3 | 2 | | | | | | | | | |
| Adju | etod | Total # of repair tickets restored in < 24hrs | 2 | 3 | 2 | | | | | | | | | |
| | 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) | 1:31 | 11:48 | 26:6 | | | | | | | | | |
| IVIII I. | Standard = 90% Within 24 ms | Avg. outage duration (hh:mm) | 0:45 | 3:56 | 13:3 | | | | | | | | | |
| | | Indicate if catastrophic event is in month | | | | | | | | | | | | |
| | | Total # of unadjusted outage report tickets | 2 | 7 | 5 | | | | | | | | | |
| Una | djusted | Total # of all repair tickets restored in < 24hrs | 2 | 6 | 4 | | | | | | | | | |
| Out | of Service Report | % of repair tickets restored ≤ 24 Hours | 100.00 | 85.71 | 80.00 | | | | | | | | | |
| | | Sum of the duration of all outages (hh:mm) | 1:31 | 179:7 | 78:6 | | | | | | | | | |
| | | Avg. unadjusted outage duration (hh:mm) | 0:45 | 25:35 | 15:37 | | | | | | | | | |
| Refu | inde | Number of quetomore who received refunds | | 0 | 0 | | | | | | | | | |
| Neit | mus | Monthly amount of refunds | 0 | 0 | 0 | | | | | | | | | |
| | | | | | | | | | | | | | | |
| | ver Time (Trouble Reports "TR", Billing | Total # of calls for TR, Billing & Non-Billing | | | | | | | | | | | | |
| | n-Billing) Min. standard = 80% of calls ≤ conds to reach live agent (w/ a menu | Total # of call seconds to reach live agent | | | | | | | | | | | | |
| | to reach live agent) | % ≤ 60 seconds | | | | | | | | | | | | |
| option to reach live agent) | | | | | | • | | | | | | | | |

Primary Utility Contact Information

| Name: Monika Brandle | Phone: 559-642-0369 | Email: regulatory@stcg.net |
|----------------------|---------------------|----------------------------|
| | | |

Date Adopted: 7/28/09

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

| Company Name: | Sierra Telephone | U#: <u>1016-C</u> | Report Year: | 2019 |
|----------------------|------------------|----------------------|--------------|------|
| Reporting Unit Type: | | Reporting Unit Name: | MRPSCAXF | |

| | Measurement (Con | npile monthly, file quarterly) | | Date filed (05/15/19) | | Date filed (08/15/19) | | | | Date filed (11/15/19) | | Date filed (02/15/20) | | |
|----------|---|---|--------------------------|-----------------------|---------|--------------------------|--------------|-----|-------------------------|-----------------------|-----|--------------------------|------------|----------|
| | | 7, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, | 1st Quarter Jan Feb Mar | | | 2nd Quarter Apr May Jun | | | 3rd Quarter Jul Aug Sep | | | Oct | 4th Quarte | Dec |
| | | Total # of business days | 26.20 | 58.02 | 24.21 | Apr | IVIAY | Jun | Jui | Aug | Зер | OCI | NOV | Dec |
| | allation Interval | Total # of service orders | 15 | 10 | 21 | | | | | | | | | + |
| Min. | standard = 5 bus. days | Avg. # of business days | 1.75 | 5.80 | 1.15 | | | | | | | | | + |
| | | Total # of installation commitments | 31 | 22 | 38 | | | | | | | | | + |
| | allation Commitment | Total # of installation commitment met | 31 | 22 | 38 | | | | | | | | | + |
| Min. | standard = 95% commitment | Total # of installation commitment missed | 0 | 0 | 0 | | | | | | | | | + |
| met | | % of commitment met | 100.00 | 100.00 | 100.00 | | | | | 1 | | | | + |
| Cue | tomers | Acct # for voice or bundle, res+bus | 3479 | 3480 | 3479 | | | | | | | | | + |
| | tomer Trouble Report | Acci # 101 Voice of bulldle, lestbus | 3473 | 3400 | 3473 | | | | | | | | | + |
| Cus | | Total # of working lines | 3529 | 3524 | 3523 | - | | | | | | | 1 | + |
| | 6% (6 per 100 working lines | Total # of trouble reports | 26 | 96 | 49 | | | | | | | | | + |
| 5 | for units w/ ≥ 3,000 lines) | % of trouble reports | 0.74 | 2.72 | 1.39 | | | | | | | | | + |
| da | | Total # of working lines | 0.74 | 2.12 | 1.55 | | | | | | | | | + |
| Standard | 8% (8 per 100 working lines | Total # of trouble reports | | | | | | | | | | | | + |
| | for units w/ 1,001 - 2,999 lines) | % of trouble reports | | | | | | | | | | | | + |
| M Fi | | Total # of working lines | | | | | | | | | | | | + |
| 2 | 10% (10 per 100 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 | 7 | 25 | 5 | | | | | | | | | † |
| | -4-1 | Total # of repair tickets restored in < 24hrs | 7 | 25 | 5 | | | | | | | | | |
| | isted | % of repair tickets restored ≤ 24 Hours | 100.00 | 100.00 | 100.00 | | | | | | | | | |
| | of Service Report | Sum of the duration of all outages (hh:mm) | 10:48 | 188:44 | 50:9 | | | | | | | | | |
| iviin. | standard = 90% within 24 hrs | Avg. outage duration (hh:mm) | 1:32 | 7:32 | 10:1 | | | | | | | | | |
| | | Indicate if catastrophic event is in month | | | | | | | | | | | | 1 |
| | | Total # of unadjusted outage report tickets | 13 | 84 | 32 | | | | | | | | | |
| Una | djusted | Total # of all repair tickets restored in ≤ 24hrs | 12 | 77 | 22 | | | | | | | | | |
| Out | of Service Report | % of repair tickets restored ≤ 24 Hours | 92.31 | 91.67 | 68.75 | | | | | | | | | |
| | | Sum of the duration of all outages (hh:mm) | 66:18 | 1145:42 | 1024:28 | | | | | | | | | |
| | | Avg. unadjusted outage duration (hh:mm) | 5:6 | 13:38 | 32:0 | | | | | | | | | |
| Refi | ınds | Number of customers who received refunds | 0 | 0 | 0 | | | | | | | | | |
| IXCIT | Monthly amount of refunds | | 0 | 0 | 0 | | | | | | | | | |
| l | The Arms (Table 1) December 1170" 2"" | | | | | | | | | | | | | |
| | ver Time (Trouble Reports "TR", Billing n-Billing) Min. standard = 80% of calls ≤ | Total # of calls for TR, Billing & Non-Billing | | | | | | | | | | | | <u> </u> |
| | conds to reach live agent (w/ a menu | Total # of call seconds to reach live agent | | | | | | | | | | | | <u> </u> |
| | n to reach live agent) | % ≤ 60 seconds | | | | | | | | | | | | ⊥ |
| | option to reach tive agenty | | | | | | | | | | | | | |

Primary Utility Contact Information

| Name: Monika Brandle | Phone: 559-642-0369 | Email: regulatory@stcg.net |
|----------------------|---------------------|----------------------------|
| | | |

Date Adopted: 7/28/09

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

| Company Name: | Sierra Telephone | U#: <u>1016-C</u> | Report Year: | 2019 |
|----------------------|------------------|---------------------|--------------|------|
| Reporting Unit Type: | | Reporting Unit Name | e: MRPSCAXG | |

| Measurement (Compile monthly, file quarterly) | | | Date filed (05/15/19) 1st Quarter | | | Date filed (08/15/19) 2nd Quarter | | | Date filed (11/15/19) 3rd Quarter | | | Date filed (02/15/20) 4th Quarter | | |
|--|--|---|---|--------|--------|---|-----|-----|---|-------|-------|---|-----|----------|
| | | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
| | | Total # of business days | 56.40 | 1.25 | 18.65 | 7.40. | | | | 7.0.9 | - COP | | | |
| Installation Interval Min. standard = 5 bus. days | | Total # of service orders | 25 | 10 | 11 | | | | | | | | | |
| | | Avg. # of business days | 2.26 | 0.12 | 1.70 | | | | | | | | | |
| Installation Commitment Min. standard = 95% commitment | | Total # of installation commitments | 38 | 20 | 26 | | | | | | | | | |
| | | Total # of installation commitment met | 38 | 20 | 26 | | | | | | | | | |
| | | Total # of installation commitment missed | 0 | 0 | 0 | | | | | | | | | |
| met | | % of commitment met | 100.00 | 100.00 | 100.00 | | | | | | | | | |
| | | Acct # for voice or bundle, res+bus | 1053 | 1050 | 1044 | | | | | | | | | |
| Customer Trouble Report | | | | | | | 1 | | | | | | | |
| | | Total # of working lines | | | | | 1 | | | | | | | |
| | for units w/ > 3 000 lines | Total # of trouble reports | | | | | | | | | | | | |
| 5 | | % of trouble reports | | | | | | | | | | | | |
| Standard | 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) | Total # of working lines | 2563 | 2551 | 2550 | | | | | | | | | |
| tar | | Total # of trouble reports | 11 | 30 | 23 | | | | | | | | | |
| | | % of trouble reports | 0.43 | 1.18 | 0.90 | | | | | | | | | |
| Min. | 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) | Total # of working lines | | | | | | | | | | | | |
| | | Total # of trouble reports | | | | | | | | | | | | |
| | | % of trouble reports | | | | | | | | | | | | |
| | | Total # of outage report tickets | 2 | 7 | 5 | | | | | | | | | |
| Adjus | atad | Total # of repair tickets restored in ≤ 24hrs | 2 | 7 | 5 | | | | | | | | | |
| • | 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) | 8:46 | 66:52 | 62:0 | | | | | | | | | |
| IVIIII. S | Standard = 90% Within 24 hrs | Avg. outage duration (hh:mm) | 4:23 | 9:33 | 12:24 | | | | | | | | | |
| | | Indicate if catastrophic event is in month | | | | | | | | | | | | |
| | | Total # of unadjusted outage report tickets | 5 | 19 | 11 | | | | | | | | | |
| Unad | ljusted | Total # of all repair tickets restored in ≤ 24hrs | 3 | 15 | 11 | | | | | | | | | |
| · | | % of repair tickets restored ≤ 24 Hours | 60.00 | 78.95 | 100.00 | | | | | | | | | |
| | | Sum of the duration of all outages (hh:mm) | 93:19 | 446:36 | 134:32 | | | | | | | | | |
| | | Avg. unadjusted outage duration (hh:mm) | 18:39 | 23:30 | 12:13 | | | | | | | | | |
| Refunds | | Number of customers who received refunds | 0 | 0 | 0 | | | | | | | | | |
| | | Monthly amount of refunds | 0 | 0 | 0 | | | | | | | | | <u> </u> |
| A | Time (Travible Departs TD D''' | | | | | | | • | | | | | | |
| | | Total # of calls for TR, Billing & Non-Billing | | | | | | | | | | | | L |
| 60 seconds to reach live agent (w/ a menu | | Total # of call seconds to reach live agent | | | | | 1 | | | | | | | |
| | | % ≤ 60 seconds | | | | | | | | | | | | L |

Primary Utility Contact Information

| Name: Monika Brandle | Phone: 559-642-0369 | Email: regulatory@stcg.net |
|----------------------|---------------------|----------------------------|
| | | |

Date Adopted: 7/28/09

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

| Company Name: | Sierra Telephone | U#: <u>1016</u> | 6-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) 2nd Quarter | | | Date filed (11/15/19) 3rd Quarter | | | Date filed (02/15/20) 4th Quarter | | | |
|--|--|---|--------------------------|--------|---|-----|-----|---|-----|-----|---|-----|-----|-----|
| | | | 1st 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 | | | | | | | | | |
| | | Total # of service orders | 4 | 5 | 3 | | | | | | | | | |
| | | Avg. # of business days | 0.91 | 1.71 | 1.69 | | | | | | | | | |
| Installation Commitment | | Total # of installation commitments | 6 | 7 | 4 | | | | | | | | | |
| | | Total # of installation commitment met | 6 | 7 | 4 | | | | | | | | | |
| met | Standard = 95 /6 Commitment | Total # of installation commitment missed | 0 | 0 | 0 | | | | | | | | | |
| met | | % of commitment met | 100.00 | 100.00 | 100.00 | | | | | | | | | |
| Cust | tomers | Acct # for voice or bundle, res+bus | 771 | 763 | 764 | | | | | | | | | |
| Customer Trouble Report | | | | | | | | | | | | | | |
| | 69/ (6 per 100 working lines | Total # of working lines | | | | | | | | | | | | |
| | for units w/ > 3 000 lines | Total # of trouble reports | | | | | | | | | | | | |
| P | | % of trouble reports | | | | | | | | | | | | |
| Standard | 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) | Total # of working lines | 1111 | 1107 | 1094 | | | | | | | | | |
| ţa | | Total # of trouble reports | 7 | 13 | 8 | | | | | | | | | |
| | | % of trouble reports | 0.63 | 1.17 | 0.73 | | | | | | | | | |
| Min. | 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) | Total # of working lines | | | | | | | | | | | | |
| _ | | Total # of trouble reports | | | | | | | | | | | | |
| | | % of trouble reports | | | | | | | | | | | | |
| | • | Total # of outage report tickets | 1 | 2 | 3 | | | | | | | | | |
| Adju | etod | Total # of repair tickets restored in < 24hrs | 1 | 2 | 3 | | | | | | | | | |
| - | 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) | 0 | 30:3 | 20:32 | | | | | | | | | |
| IVIII I. | Standard = 90% Within 24 ms | Avg. outage duration (hh:mm) | 0 | 15:1 | 6:50 | | | | | | | | | |
| | | Indicate if catastrophic event is in month | | | | | | | | | | | | |
| | | Total # of unadjusted outage report tickets | 2 | 8 | 6 | | | | | | | | | |
| Una | djusted | Total # of all repair tickets restored in < 24hrs | 2 | 6 | 6 | | | | | | | | | |
| · | | % of repair tickets restored ≤ 24 Hours | 100.00 | 75.00 | 100.00 | | | | | | | | | |
| | | Sum of the duration of all outages (hh:mm) | 0 | 227:4 | 91:50 | | | | | | | | | |
| | | Avg. unadjusted outage duration (hh:mm) | 0 | 28:23 | 15:18 | | | | | | | | | |
| Refunds | | Number of customers who received refunds | 0 | 0 | 0 | | | | | | | | | |
| | | Monthly amount of refunds | 0 | 0 | 0 | | | | | | | | | |
| | | | | | | | | | | | | | | |
| | ver Time (Trouble Reports "TR", Billing | Total # of calls for TR, Billing & Non-Billing | | | | | | | | | | | | |
| 60 seconds to reach live agent (w/ a menu | | Total # of call seconds to reach live agent | | | | | | | | | | | | |
| | | % ≤ 60 seconds | | | | | | | | | | | | |
| | | | | | | • | | | | | | | - | _ |

Primary Utility Contact Information

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Date Adopted: 7/28/09