

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

Company Name: Sierra Telephone

U#: 1016-C

Report Year: 2012

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed (05/15/12)			Date filed (08/15/12)			Date filed (11/15/12)			Date filed (02/15/13)		
		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	64.13	84.35	106.50	117.38	206.68	111.83						
	Total # of service orders	100	124	158	118	146	126						
	Avg. # of business days	0.64	0.68	0.67	0.99	1.42	0.89						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	140	174	223	174	215	196						
	Total # of installation commitment met	139	172	223	172	214	196						
	Total # of installation commitment missed	1	2	0	2	1	0						
	% of commitment met	99.29	98.85	100	98.85	99.53	100						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	18976	18875	18843	18697	18685	18574					
		Total # of trouble reports	120	107	136	127	125	108					
		% of trouble reports	0.63	0.57	0.72	0.68	0.67	0.58	#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											
Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	8	7	8	10	11	8						
	Total # of repair tickets restored in ≤ 24hrs	8	7	8	10	11	8						
	% of repair tickets restored ≤ 24 Hours	100	100	100	100	100	100						
	Sum of the duration of all outages (hh:mm)	28:12	46:07	34:43	32:24	45:35	18:45						
	Avg. outage duration (hh:mm)	3:31	6:35	4:20	3:14	4:08	2:20						

Measurement (Compile quarterly, file annually on February 15)		1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
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	17144	17260		
	Total # of call seconds to reach live agent				
	% ≤ 60 seconds	99.56%	99.53%		

Primary Utility Contact Information

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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)