

**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
<b>Installation Interval</b> 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			
	Total # of service orders	154	134	131	135	129	165	159	118	99			
	Avg. # of business days	1.53	1.54	1.58	1.39	1.60	1.47	1.45	2.27	1.55			
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	195	174	167	178	211	218	243	182	151			
	Total # of installation commitment met	194	174	167	178	211	218	243	182	151			
	Total # of installation commitment missed	1	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			
<b>Customers</b>	Acct # for voice or bundle, res+bus	13820	13764	13730	13743	13711	13697	13652	13578	13520			
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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		
		Total # of trouble reports	116	88	211	126	119	91	94	99	70		
		% of trouble reports	0.72	0.55	1.31	0.79	0.74	0.57	0.59	0.62	0.44		
	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											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	18	18	41	26	24	24	22	30	24			
	Total # of repair tickets restored in ≤ 24hrs	18	18	41	26	24	24	22	30	24			
	% of repair tickets restored ≤ 24 Hours	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			
	Avg. outage duration (hh:mm)	3:48	1:55	3:7	4:13	3:51	4:35	2:57	2:15	1:53			
	Indicate if catastrophic event is in month												
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	61	46	153	63	72	46	49	61	38			
	Total # of all repair tickets restored in ≤ 24hrs	61	46	149	61	69	44	47	60	37			
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	97.39	96.83	95.83	95.65	95.92	98.36	97.37			
	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			
	Avg. unadjusted outage duration (hh:mm)	3:14	1:42	4:58	8:8	12:54	6:33	5:39	3:5	4:3			
	Indicate if catastrophic event is in month												
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	Monthly amount of refunds	0	0	0	0	0	0	0	0	0			
<b>Answer Time (Trouble Reports "TR", Billing &amp; Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>	Total # of calls for TR, Billing & Non-Billing	5456	4860	5590	4471	5189	4306	4833	4560	3599			
	Total # of call seconds to reach live agent	83276	79392	89445	93605	94347	83994	54145	37336	35717			
	% ≤ 60 seconds	96.81%	95.95%	96.80%	96.98%	96.67%	97.58%	94.25%	97.92%	96.89%			

**Primary Utility Contact Information**

Name: Al Baumgarner

Phone: 559-642-0369

Email: [regulatory@stcg.net](mailto: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: Oakhurst (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
<b>Installation Interval</b> 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			
	Total # of service orders	84	57	69	66	1.1	84	104	60	49			
	Avg. # of business days	1.26	1.35	1.66	1.03	59.00	1.55	1.54	2.93	1.56			
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	107	76	85	93	100	120	143	88	75			
	Total # of installation commitment met	106	76	85	93	100	120	143	88	75			
	Total # of installation commitment missed	1	0	0	0	0	0	0	0	0			
<b>Customers</b>	% of commitment met	99.07	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00			
<b>Customer Trouble Report</b>		Acct # for voice or bundle, res+bus	7999	7960	7939	7923	7904	7891	7867	7824	7789		
<b>Min. Standard</b>	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		
		Total # of trouble reports	50	46	71	51	59	43	41	59	30		
		% of trouble reports	0.61	0.56	0.87	0.63	0.72	0.53	0.50	0.72	0.37		
	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											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	8	11	18	11	11	13	9	19	6			
	Total # of repair tickets restored in ≤ 24hrs	8	11	18	11	11	13	9	19	6			
	% of repair tickets restored ≤ 24 Hours	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			
	Avg. outage duration (hh:mm)	4:29	2:33	3:33	1:27	2:18	6:34	1:43	2:48	1:12			
	Indicate if catastrophic event is in month												
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	27	27	53	23	38	22	20	34	13			
	Total # of all repair tickets restored in ≤ 24hrs	27	27	53	22	35	22	19	33	12			
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	95.65	92.11	100.00	95.00	97.06	92.31			
	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			
	Avg. unadjusted outage duration (hh:mm)	3:22	1:33	3:44	3:53	20:57	4:51	5:7	3:46	7:8			
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	Monthly amount of refunds	0	0	0	0	0	0	0	0	0			
<b>Answer Time</b> (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			
	Total # of call seconds to reach live agent	83276	79392	89445	93605	94347	83994	54145	37336	35717			
	% ≤ 60 seconds	99.19%	95.95%	96.80%	96.98%	96.67%	97.58%	94.25%	97.92%	96.89%			

**Primary Utility Contact Information**

Name: Al Baumgarner

Phone: 559-642-0369

Email: regulatory@stcg.net

Date Adopted: 7/28/09

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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: 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)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval</b> 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			
	Total # of service orders	9	12	12	6	8	9	8	4	7			
	Avg. # of business days	0.60	0.52	1.46	0.50	0.92	0.61	0.52	0.7	1.41			
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	12	16	14	9	12	10	14	9	11			
	Total # of installation commitment met	12	16	14	9	12	10	14	9	11			
	Total # of installation commitment missed	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			
<b>Customers</b>	Acct # for voice or bundle, res+bus	812	803	801	793	790	791	780	773	770			
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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		
		Total # of trouble reports	10	10	7	15	5	7	8	1	10		
		% of trouble reports	0.85	0.85	0.59	1.29	0.43	0.61	0.70	0.09	0.88		
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	1	1	3	1	0	3	1	5			
	Total # of repair tickets restored in ≤ 24hrs	0	1	1	3	1	0	3	1	5			
	% of repair tickets restored ≤ 24 Hours	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			
	Avg. outage duration (hh:mm)	0	2:54	0:01	12:22	6:55	0	6:34	1:51	1:24			
	Indicate if catastrophic event is in month												
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	3	6	4	9	2	4	6	1	7			
	Total # of all repair tickets restored in ≤ 24hrs	3	6	4	9	2	3	6	1	7			
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	75.00	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			
	Avg. unadjusted outage duration (hh:mm)	1:18	2:34	2:37	8:5	4:4	6:22	3:58	1:51	2:26			
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	Monthly amount of refunds	0	0	0	0	0	0	0	0	0			
<b>Answer Time</b> (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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 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: BSLK

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
<b>Installation Interval</b> 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			
	Total # of service orders	1	1	4	9	7	12	4	3	1			
	Avg. # of business days	1.39	13.32	1.49	0.01	6.34	2.26	3.7	0.53	0.00			
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	1	2	5	10	8	12	8	3	1			
	Total # of installation commitment met	1	2	5	10	8	12	8	3	1			
	Total # of installation commitment missed	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			
<b>Customers</b>	Acct # for voice or bundle, res+bus	460	454	453	456	459	466	493	494	490			
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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		
		Total # of trouble reports	0	1	2	3	1	4	2	0	1		
		% of trouble reports	0.00	0.19	0.38	0.56	0.19	0.74	0.37	0.00	0.19		
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	1	0	0	2	0	0	0			
	Total # of repair tickets restored in ≤ 24hrs	0	0	1	0	0	2	0	0	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			
	Sum of the duration of all outages (hh:mm)	0	0	2:30	0	0	4:12	0	0	0			
	Avg. outage duration (hh:mm)	0	0	2:30	0	0	2:06	0	0	0			
	Indicate if catastrophic event is in month												
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	0	0	0:00	3	0	3	1	0	0			
	Total # of all repair tickets restored in ≤ 24hrs	0	0	0:00	3	0	2	1	0	0			
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	66.67	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			
	Avg. unadjusted outage duration (hh:mm)	0	0	5:23	3:44	0	34:28	0	0	0			
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	Monthly amount of refunds	0	0	0	0	0	0	0	0	0			
<b>Answer Time</b> (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: 2018

Reporting Unit Type:

Reporting Unit Name: MMPA

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
<b>Installation Interval</b> 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			
	Total # of service orders	28	24	24	27	20	22	11	18	15			
	Avg. # of business days	1.27	2.38	1.80	1.85	1.58	1.01	1.75	2.53	1.27			
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	34	32	32	31	32	27	22	27	27			
	Total # of installation commitment met	34	32	32	31	32	27	22	27	27			
	Total # of installation commitment missed	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			
<b>Customers</b>	Acct # for voice or bundle, res+bus	1086	1083	1079	1058	1054	1053	1051	1043	1038			
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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		
		Total # of trouble reports	22	9	32	14	13	13	19	15	6		
		% of trouble reports	0.83	0.34	1.21	0.54	0.50	0.50	0.74	0.58	0.23		
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	4	0	8	2	2	2	4	2	2			
	Total # of repair tickets restored in ≤ 24hrs	4	0	8	2	2	2	4	2	2			
	% of repair tickets restored ≤ 24 Hours	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			
	Avg. outage duration (hh:mm)	2:39	0	4:00	8:29	2:55	3:02	2:59	3:3	2:31			
	Indicate if catastrophic event is in month												
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	11	0	23	6	6	6	9	10	2			
	Total # of all repair tickets restored in ≤ 24hrs	11	0	19	6	6	6	9	10	2			
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	82.61	100.00	100.00	100.00	100.00	100.00	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			
	Avg. unadjusted outage duration (hh:mm)	2:20	0	10:07	4:41	2:8	7:19	2:28	4:1	2:31			
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	Monthly amount of refunds	0	0	0	0	0	0	0	0	0			
<b>Answer Time</b> (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: MRPS

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
<b>Installation Interval</b> 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			
	Total # of service orders	32	40	22	27	35	38	32	33	27			
	Avg. # of business days	2.74	1.33	1.30	2.47	1.65	1.49	1.03	1.30	1.80			
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	41	48	31	35	59	49	56	55	37			
	Total # of installation commitment met	41	48	31	35	59	49	56	55	37			
	Total # of installation commitment missed	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			
<b>Customers</b>	Acct # for voice or bundle, res+bus	3507	3313	3317	3513	3504	3496	3500	3486	3476			
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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		
		Total # of trouble reports	33	22	99	43	41	24	24	24	23		
		% of trouble reports	0.93	0.62	2.80	1.20	1.15	0.67	0.67	0.67	0.65		
	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											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	6	6	12	10	10	7	6	8	11			
	Total # of repair tickets restored in ≤ 24hrs	6	6	12	10	10	7	6	8	11			
	% of repair tickets restored ≤ 24 Hours	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			
	Avg. outage duration (hh:mm)	3:41	0:37	2:44	4:15	5:25	2:30	2:59	0:49	2:21			
	Indicate if catastrophic event is in month												
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	19	13	71	22	26	11	13	16	16			
	Total # of all repair tickets restored in ≤ 24hrs	19	13	70	21	26	11	12	16	16			
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	98.59	95.45	100.00	100.00	92.31	100.00	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			
	Avg. unadjusted outage duration (hh:mm)	4:09	1:39	4:41	14:9	4:18	3:53	9:51	1:9	2:27			
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	Monthly amount of refunds	0	0	0	0	0	0	0	0	0			
<b>Answer Time</b> (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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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)