

**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
Installation Interval Min. standard = 5 bus. days	Total # of business days	235.96	0.00	0.00									
	Total # of service orders	154	320	266									
	Avg. # of business days	1.53	0.00	0.00									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	195	360	302									
	Total # of installation commitment met	194	360	302									
	Total # of installation commitment missed	1	0	0									
	% of commitment met	99.49	100.00	100.00									
Customers	Acct # for voice or bundle, res+bus	13820	13764	13730									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	16156	16087	16087								
		Total # of trouble reports	116	88	211								
		% of trouble reports	0.72	0.55	1.31								
	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	18	18	40									
	Total # of repair tickets restored in ≤ 24hrs	18	18	40									
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00									
	Sum of the duration of all outages (hh:mm)	68:39	34:42	123:12									
	Avg. outage duration (hh:mm)	3:48	1:55	3:04									
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	61	46	153									
	Total # of all repair tickets restored in ≤ 24hrs	61	46	148									
	% 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									
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	5456	4860	5590									
	Total # of call seconds to reach live agent	83276	79392	89445									
	% ≤ 60 seconds	96.81%	95.95%	96.80%									

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)

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: 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
Installation Interval Min. standard = 5 bus. days	Total # of business days	106.03	0.00	0.00									
	Total # of service orders	84	145	142									
	Avg. # of business days	1.26	0.00	0.00									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	107	164	158									
	Total # of installation commitment met	106	164	158									
	Total # of installation commitment missed	1	0	0									
	% of commitment met	99.07	100.00	100.00									
Customers	Acct # for voice or bundle, res+bus	7999	7960	7939									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	8237	8194	8194								
		Total # of trouble reports	50	46	71								
		% of trouble reports	0.61	0.56	0.87								
	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	8	11	18									
	Total # of repair tickets restored in ≤ 24hrs	8	11	18									
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00									
	Sum of the duration of all outages (hh:mm)	35:55	28:04	54:58									
	Avg. outage duration (hh:mm)	4:29	2:33	3:33									
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	27	27	53									
	Total # of all repair tickets restored in ≤ 24hrs	27	27	53									
	% 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									
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	5456	4860	5590									
	Total # of call seconds to reach live agent	83276	79392	89445									
	% ≤ 60 seconds	96.81%	95.95%	96.80%									

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**

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
Installation Interval Min. standard = 5 bus. days	Total # of business days	5.43	0.00	0.00									
	Total # of service orders	9	45	31									
	Avg. # of business days	0.60	0.00	0.00									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	12	49	33									
	Total # of installation commitment met	12	49	33									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100.00	100.00	100.00									
Customers	Acct # for voice or bundle, res+bus	812	803	801									
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	1181	1177	1177									
	Total # of trouble reports	10	10	7									
	% of trouble reports	0.85	0.85	0.59									
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	0	1	1									
	Total # of repair tickets restored in ≤ 24hrs	0	1	1									
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00									
	Sum of the duration of all outages (hh:mm)	0	2:54	0:01									
	Avg. outage duration (hh:mm)	0	2:54	0:01									
Indicate if catastrophic event is in month													
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	3	6	4									
	Total # of all repair tickets restored in ≤ 24hrs	3	6	4									
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00									
	Sum of the duration of all outages (hh:mm)	3:54	15:25	10:29									
Avg. unadjusted outage duration (hh:mm)		1:18	2:34	2:37									
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													
Total # of call seconds to reach live agent													
% ≤ 60 seconds													

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)

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: 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
Installation Interval Min. standard = 5 bus. days	Total # of business days	1.39	0.00	0.00									
	Total # of service orders	1	4	5									
	Avg. # of business days	1.39	0.00	0.00									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	5	6									
	Total # of installation commitment met	1	5	6									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100.00	100.00	100.00									
Customers	Acct # for voice or bundle, res+bus	460	454	453									
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	534	530	530								
		Total # of trouble reports	0	1	2								
		% of trouble reports	0.00	0.19	0.38								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	1									
	Total # of repair tickets restored in ≤ 24hrs	0	0	1									
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00									
	Sum of the duration of all outages (hh:mm)	0	0	2:30									
	Avg. outage duration (hh:mm)	0	0	2:30									
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	0	0	2									
	Total # of all repair tickets restored in ≤ 24hrs	0	0	2									
	% 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									
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												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

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)

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: 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
Installation Interval Min. standard = 5 bus. days	Total # of business days	35.47	0.00	0.00									
	Total # of service orders	28	49	49									
	Avg. # of business days	1.27	0.00	0.00									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	34	57	57									
	Total # of installation commitment met	34	57	57									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100.00	100.00	100.00									
Customers	Acct # for voice or bundle, res+bus	1086	1083	1079									
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	2660	2644	2644								
		Total # of trouble reports	22	9	32								
		% of trouble reports	0.83	0.34	1.21								
	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	4	0	8									
	Total # of repair tickets restored in ≤ 24hrs	4	0	8									
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00									
	Sum of the duration of all outages (hh:mm)	10:37	0	32:52									
	Avg. outage duration (hh:mm)	2:39	0	4:06									
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	11	0	23									
	Total # of all repair tickets restored in ≤ 24hrs	11	0	19									
	% 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									
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

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**

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
Installation Interval Min. standard = 5 bus. days	Total # of business days	87.64	0.00	0.00									
	Total # of service orders	32	77	39									
	Avg. # of business days	2.74	0.00	0.00									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	41	85	48									
	Total # of installation commitment met	41	85	48									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100.00	100.00	100.00									
Customers	Acct # for voice or bundle, res+bus	3507	3506	3500									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3544	3542	3542								
		Total # of trouble reports	33	22	99								
		% of trouble reports	0.93	0.62	2.80								
	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	6	6	12									
	Total # of repair tickets restored in ≤ 24hrs	6	6	12									
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00									
	Sum of the duration of all outages (hh:mm)	22:07	3:43	32:50									
	Avg. outage duration (hh:mm)	3:41	0:37	2:44									
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	19	13	71									
	Total # of all repair tickets restored in ≤ 24hrs	19	13	70									
	% 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									
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												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

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)