

**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: 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									
	Total # of service orders	82	60	77									
	Avg. # of business days	1.53	2.17	1.34									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	131	100	138									
	Total # of installation commitment met	131	100	138									
	Total # of installation commitment missed	0											
	% of commitment met	100.00	100.00	100.00									
Customers	Acct # for voice or bundle, res+bus	13559	13523	13495									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	15640	15600	15561								
		Total # of trouble reports	103	261	165								
		% of trouble reports	0.66	1.67	1.06								
	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									
	Total # of repair tickets restored in ≤ 24hrs	31	70	33									
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00									
	Sum of the duration of all outages (hh:mm)	145:34	623:36	274:2									
	Avg. outage duration (hh:mm)	4:43	8:54	8:18									
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	55	206	107									
	Total # of all repair tickets restored in ≤ 24hrs	50	183	90									
	% 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									
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									
	Total # of call seconds to reach live agent	5007	3860	4455									
	% ≤ 60 seconds	89.94%	95.76%	95.54%									

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**

Total Exchange Wire

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										
	Total # of service orders	34	34	41										
	Avg. # of business days	1.11	1.86	1.32										
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	52	49	69										
	Total # of installation commitment met	52	49	69										
	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	7780	7757	7735									
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	7921	7901	7883									
		Total # of trouble reports	55	114	78									
		% of trouble reports	0.69	1.44	0.99									
	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										
	Total # of repair tickets restored in ≤ 24hrs	19	33	18										
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00										
	Sum of the duration of all outages (hh:mm)	125:27	326:7	115:12										
	Avg. outage duration (hh:mm)	6:36	9:52	6:24										
	Indicate if catastrophic event is in month													
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	33	88	53										
	Total # of all repair tickets restored in ≤ 24hrs	31	79	47										
	% 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										
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										
	Total # of call seconds to reach live agent	5007	3860	4455										
	% ≤ 60 seconds	89.94%	95.76%	95.54%										

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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									
	Total # of service orders	4	1	1									
	Avg. # of business days	0.33	0.00	1.64									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	4	2	1									
	Total # of installation commitment met	4	2	1									
	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	476	473	473									
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								
		Total # of trouble reports	4	8	7								
		% of trouble reports	0.78	1.55	1.37								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	3	2									
	Total # of repair tickets restored in ≤ 24hrs	2	3	2									
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00									
	Sum of the duration of all outages (hh:mm)	1:31	11:48	26:6									
	Avg. outage duration (hh:mm)	0:45	3:56	13:3									
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	2	7	5									
	Total # of all repair tickets restored in ≤ 24hrs	2	6	4									
	% 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									
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												

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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: 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									
	Total # of service orders	15	10	21									
	Avg. # of business days	1.75	5.80	1.15									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	31	22	38									
	Total # of installation commitment met	31	22	38									
	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	3479	3480	3479									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3529	3524	3523								
		Total # of trouble reports	26	96	49								
		% of trouble reports	0.74	2.72	1.39								
	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									
	Total # of repair tickets restored in ≤ 24hrs	7	25	5									
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00									
	Sum of the duration of all outages (hh:mm)	10:48	188:44	50:9									
	Avg. outage duration (hh:mm)	1:32	7:32	10:1									
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	13	84	32									
	Total # of all repair tickets restored in ≤ 24hrs	12	77	22									
	% 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									
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												

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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									
	Total # of service orders	25	10	11									
	Avg. # of business days	2.26	0.12	1.70									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	38	20	26									
	Total # of installation commitment met	38	20	26									
	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	1053	1050	1044									
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								
		Total # of trouble reports	11	30	23								
		% of trouble reports	0.43	1.18	0.90								
	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									
	Total # of repair tickets restored in ≤ 24hrs	2	7	5									
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00									
	Sum of the duration of all outages (hh:mm)	8:46	66:52	62:0									
	Avg. outage duration (hh:mm)	4:23	9:33	12:24									
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	5	19	11									
	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									
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: 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									
	Total # of service orders	4	5	3									
	Avg. # of business days	0.91	1.71	1.69									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	6	7	4									
	Total # of installation commitment met	6	7	4									
	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	771	763	764									
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								
		Total # of trouble reports	7	13	8								
		% of trouble reports	0.63	1.17	0.73								
	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									
	Total # of repair tickets restored in ≤ 24hrs	1	2	3									
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00									
	Sum of the duration of all outages (hh:mm)	0	30:3	20:32									
	Avg. outage duration (hh:mm)	0	15:1	6:50									
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	2	8	6									
	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									
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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