

**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: 2020

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
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	49.28	190.30	295.20									
	Total # of service orders	58	111	129									
	Avg. # of business days	0.85	1.71	2.29									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	133	167	164									
	Total # of installation commitment met	133	167	164									
	Total # of installation commitment missed												
	% of commitment met	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Customers</b>	Acct # for voice or bundle, res+bus	13216	13162	13153									
<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	15236	15243	15218								
		Total # of trouble reports	70	60	76								
		% of trouble reports	0.46	0.39	0.50	#DIV/0!	#DIV/0!	#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											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	18	19	16									
	Total # of repair tickets restored in ≤ 24hrs	18	19	16									
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00				#DIV/0!	#DIV/0!	#DIV/0!			
	Sum of the duration of all outages (hh:mm)	147:21	106:26	81:19									
	Avg. outage duration (hh:mm)	8:11	5:36	5:40									
	Indicate if catastrophic event is in month												
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	44	39	45									
	Total # of all repair tickets restored in ≤ 24hrs	40	32	39									
	% of repair tickets restored ≤ 24 Hours	90.91	82.05	86.67									
	Sum of the duration of all outages (hh:mm)	1080:42	726:38	540:27									
	Avg. unadjusted outage duration (hh:mm)	24:33	18:37	12:00									
<b>Refunds</b>	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	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	5171	3445	5464									
	Total # of call seconds to reach live agent	5026	3376	5309									
	% ≤ 60 seconds	97.20%	98.00%	97.16%									

**Primary Utility Contact Information**

Name: Al Baumgarner

Phone: 559-642-0369

Email: [regulatory@stcg.net](mailto:regulatory@stcg.net)

**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: 2020

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
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	26.12	90.83	117.96									
	Total # of service orders	35	54	56									
	Avg. # of business days	0.75	1.68	2.11									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	68	76	76									
	Total # of installation commitment met	68	76	76									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Customers</b>	Acct # for voice or bundle, res+bus	6579	6548	6534									
<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	7604	7602	7588								
		Total # of trouble reports	24	30	37								
		% of trouble reports	0.32	0.39	0.49	#DIV/0!	#DIV/0!	#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											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	5	11	5									
	Total # of repair tickets restored in ≤ 24hrs	5	11	5									
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	52:20	34:30	14:11									
	Avg. outage duration (hh:mm)	10:28	3:50	2:50									
Indicate if catastrophic event is in month													
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	14	22	22									
	Total # of all repair tickets restored in ≤ 24hrs	12	20	18									
	% of repair tickets restored ≤ 24 Hours	85.71	90.91	81.82	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	707:50	191:55	298:23									
	Avg. unadjusted outage duration (hh:mm)	50:33	8:43	13:33									
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	0	0	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	5171	3445	5464									
	Total # of call seconds to reach live agent	5026	3376	5309									
	% ≤ 60 seconds	97.20%	98.00%	97.16%									

**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: 2020

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
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	0.00	2.14	0.00									
	Total # of service orders	1	3	2									
	Avg. # of business days	0.00	0.71	0.00									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	4	5	2									
	Total # of installation commitment met	4	5	2									
	Total # of installation commitment missed												
	% of commitment met	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Customers</b>	Acct # for voice or bundle, res+bus	461	455	454									
<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	493	495	494								
		Total # of trouble reports	3	1	2								
		% of trouble reports	0.61	0.20	0.40	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	1	2							0	0	
	Total # of repair tickets restored in ≤ 24hrs	0	1	2							0	0	
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00									
	Sum of the duration of all outages (hh:mm)	0	5:46	7:60									
	Avg. outage duration (hh:mm)	0	5:43	3:33									
	Indicate if catastrophic event is in month												
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets												
	Total # of all repair tickets restored in ≤ 24hrs												
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	#DIV/0!									
	Sum of the duration of all outages (hh:mm)												
	Avg. unadjusted outage duration (hh:mm)												
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	0	0	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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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:** 2020

**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
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	16.07	62.62	91.79									
	Total # of service orders	10	28	39									
	Avg. # of business days	1.61	2.24	2.35									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	34	41	46									
	Total # of installation commitment met	34	41	46									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Customers</b>	Acct # for voice or bundle, res+bus	3454	3452	3445									
<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	3525	3529	3539								
		Total # of trouble reports	26	8	20								
		% of trouble reports	0.74	0.23	0.57	#DIV/0!	#DIV/0!	#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											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	7	1	6									
	Total # of repair tickets restored in ≤ 24hrs	7	1	6									
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	48:27	16:60	48:26									
	Avg. outage duration (hh:mm)	6:55	16:60	8:40									
Indicate if catastrophic event is in month													
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	17	3	12									
	Total # of all repair tickets restored in ≤ 24hrs	16	3	12									
	% of repair tickets restored ≤ 24 Hours	94.12	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	150:34	36:70	66:40									
	Avg. unadjusted outage duration (hh:mm)	8:51	12:20	5:33									
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	0	0	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: 2020

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
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	7.04	18.77	69.57									
	Total # of service orders	10	21	26									
	Avg. # of business days	0.70	0.89	2.68									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	22	36	31									
	Total # of installation commitment met	22	36	31									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Customers</b>	Acct # for voice or bundle, res+bus	1939	1930	1943						1057	1054	1047	
<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	2574	2577	2560								
		Total # of trouble reports	12	15	11								
		% of trouble reports	0.47	0.58	0.43	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	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	3	1	1									
	Total # of repair tickets restored in ≤ 24hrs	3	1	1									
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	#DIV/0!	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	24:37	4:32	1:0									
	Avg. outage duration (hh:mm)	8:12	4:32	1:0									
Indicate if catastrophic event is in month													
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	8	8	6									
	Total # of all repair tickets restored in ≤ 24hrs	7	3	5									
	% of repair tickets restored ≤ 24 Hours	87.50	37.50	83.33	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	192:46	446:51	88:33									
	Avg. unadjusted outage duration (hh:mm)	24:50	55:51	14:45									
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	0	0	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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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: 2020

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
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	0.05	15.94	15.88									
	Total # of service orders	2	5	6									
	Avg. # of business days	0.02	3.19	2.65									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	5	9	9									
	Total # of installation commitment met	5	9	9									
	Total # of installation commitment missed												
	% of commitment met	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Customers</b>	Acct # for voice or bundle, res+bus	783	777	777									
<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	1040	1040	1037								
		Total # of trouble reports	5	6	6								
		% of trouble reports	0.48	0.58	0.58	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	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	3	5	2									
	Total # of repair tickets restored in ≤ 24hrs	3	5	2									
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	#DIV/0!	#DIV/0!	100.00	#DIV/0!	#DIV/0!	#DIV/0!			
	Sum of the duration of all outages (hh:mm)	21:56	45:57	10:33									
	Avg. outage duration (hh:mm)	7:18	9:11	5:16									
	Indicate if catastrophic event is in month												
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	4	5	3									
	Total # of all repair tickets restored in ≤ 24hrs	4	5	2									
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	66.67	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	27:23	45:57	79:43									
	Avg. unadjusted outage duration (hh:mm)	6:50	9:11	26:34									
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	0	0	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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