

**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: 2022

Reporting Unit Type:

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed (05/15/22)			Date filed			Date filed			Date filed			
		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	292.28	177.79	121.98	230.27	160.42	206.53	229.90	229.86	245.58	174.87	163.07	176.56	
	Total # of service orders	61	53	56	85	78	101	75	64	89	77	72	63	
	Avg. # of business days	4.79	3.35	2.18	2.71	2.06	2.04	3.07	3.59	2.76	2.27	2.26	2.80	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	89	81	81	114	121	138	109	100	121	113	99	91	
	Total # of installation commitment met	89	81	81	114	121	138	109	100	121	113	99	91	
	Total # of installation commitment missed	0	0	0	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	100.00	100.00	100.00	
Customers	Acct # for voice or bundle, res+bus	14952	14923	14909	14864	14672	14626	14579	14512	14436	14326	14281	14225	
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	15067	15050	14830	14667	14618	14562	14474	14411	14305	14276	14223	14168
		Total # of trouble reports	77	57	59	53	44	55	58	68	73	54	83	105
		% of trouble reports	0.51	0.38	0.40	0.36	0.30	0.38	0.40	0.47	0.51	0.38	0.58	0.74
	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	11	10	19	19	14	14	22	28	18	10	35	23	
	Total # of repair tickets restored in ≤ 24hrs	11	10	19	19	14	14	22	28	18	10	35	23	
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	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)	109:59	77:25	126:50	87:32	102:12	68:15	120:16	172:07	113:29	92:02	311:46	215:58	
	Avg. outage duration (hh:mm)	9:59	4:44	6:40	4:36	7:18	4:52	5:28	6:08	6:18	9:12	8:54	9:23	
	Indicate if catastrophic event is in month													
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	24	26	33	33	26	23	35	47	31	26	54	71	
	Total # of all repair tickets restored in ≤ 24hrs	24	24	30	31	23	23	35	42	29	21	48	50	
	% of repair tickets restored ≤ 24 Hours	100.00	92.31	90.91	93.94	88.46	100.00	100.00	89.36	93.55	80.77	88.89	70.42	
	Sum of the duration of all outages (hh:mm)	190:25	232:30	364:34	279:22	322:29	115:00	214:31	494:25	361:02	361:28	814:49	1529:54	
	Avg. unadjusted outage duration (hh:mm)	7:56	8:56	11:02	8:27	12:24	5:00	6:07	10:31	11:38	13:54	15:05	21:32	
Refunds	Number of customers who received refunds	0	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	0	
Answer Time (Trouble Reports "TR", Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option		Total # of calls for TR, Billing & Non-Billing	4153	3632	4689	3507	3969	5257	3974	3940	3456	3272	3553	3200
		Total # of call seconds to reach live agent	4152	3632	4688	3507	3964	52.02	3974	3940	3454	3272	3550	3197

seconds to reach live agent (with menu option
to reach live agent)

% ≤ 60 seconds	99.96%	100.00%	99.96%	100.00%	99.78%	98.32%	100.00%	100.00%	99.94%	100.00%	99.80%	99.79%
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Primary Utility Contact Information

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