

**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:** 2023

**Reporting Unit Type:**

**Reporting Unit Name:** Total Company

Measurement (Compile monthly, file quarterly)		Date filed (05/15/23)			Date filed (08/15/23)			Date filed (11/15/2023)			Date filed (02/15/2024)			
		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	106.60	126.71	265.05	126.6	147.80	167.71	92.69	101.24	93.73	20.64	48.87	70.39	
	Total # of service orders	58	121	54	88	66	62	49	66	36	36	43	37	
	Avg. # of business days	1.84	1.05	4.91	1.44	2.24	2.70	1.89	1.53	2.60	0.57	1.14	1.90	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	81	139	76	100	82	79	68	89	43	38	44	39	
	Total # of installation commitment met	81	139	76	100	82	79	68	89	43	38	44	39	
	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	
<b>Customers</b>	Acct # for voice or bundle, res+bus	14172	14138	14092	14034	13932	13848	13791	13717	13641	13523	13380	13245	
<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	14124	14086	14017	13931	13851	13777	13720	13618	13512	13602	13216	13043
		Total # of trouble reports	311	88	213	106	96	86	66	62	67	58	69	52
		% of trouble reports	2.20	0.62	1.52	0.76	0.69	0.62	0.48	0.46	0.50	0.43	0.52	0.40
	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	80	14	64	31	30	16	29	34	28	24	24	24	
	Total # of repair tickets restored in ≤ 24hrs	80	14	64	31	30	16	29	34	28	24	23	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	100.00	95.83	100.00	
	Sum of the duration of all outages (hh:mm)	762:23	98:6	579:48	230:42	160:32	52:56	180:0	172:0	152:11	105:18	206:16	160:5	
	Avg. outage duration (hh:mm)	9:31	7:0	9:3	7:26	5:21	3:18	6:12	5:3	5:26	4:23	8:35	6:40	
	Indicate if catastrophic event is in month													
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	237	56	153	66	59	38	47	43	39	39	42	43	
	Total # of all repair tickets restored in ≤ 24hrs	196	45	129	55	47	34	37	41	38	34	38	38	
	% of repair tickets restored ≤ 24 Hours	82.70	80.36	84.31	83.33	79.66	89.47	78.72	95.35	97.44	87.18	90.48	88.37	
	Sum of the duration of all outages (hh:mm)	4410:7	1350:37	3365:42	979:53	1220:26	326:2	1209:41	290:10	273:27	535:42	472:54	803:48	
	Avg. unadjusted outage duration (hh:mm)	18:36	24:7	21:59	14:50	20:41	8:34	25:44	6:44	7:0	13:44	11:15	18:41	
<b>Refunds</b>	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	
<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	4604	3113	4226	3150	4058	3267	3545	3858	3058	3548	3231	3009	
	Total # of call seconds to reach live agent	4585	3111	4222	3150	4049	3260	3544	3855	3056	3543	3229	3007	
	% ≤ 60 seconds	99.59%	99.94%	99.91%	100.00%	99.78%	99.79%	99.97%	99.92%	99.93%	99.86%	99.94%	99.93%	

**Primary Utility Contact Information**

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