

**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			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	106.60	126.71	265.05									
	Total # of service orders	58	121	54									
	Avg. # of business days	1.84	1.05	4.91									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	81	139	76									
	Total # of installation commitment met	81	139	76									
	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	14172	14138	14092									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	14124	14086	14017								
		Total # of trouble reports	311	88	213								
		% of trouble reports	2.20	0.62	1.52								
	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	80	14	64									
	Total # of repair tickets restored in ≤ 24hrs	80	14	64									
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00									
	Sum of the duration of all outages (hh:mm)	762:23	98:6	579:48									
	Avg. outage duration (hh:mm)	9:31	7:0	9:3									
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	237	56	153									
	Total # of all repair tickets restored in ≤ 24hrs	196	45	129									
	% of repair tickets restored ≤ 24 Hours	82.70	80.36	84.31									
	Sum of the duration of all outages (hh:mm)	4410:7	1350:37	3365:42									
	Avg. unadjusted outage duration (hh:mm)	18:36	24:7	21:59									
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		Total # of calls for TR, Billing & Non-Billing	4604	3113	4226								
		Total # of call seconds to reach live agent	4585	3111	4222								

seconds to reach live agent (w/ a menu option
to reach live agent)

% ≤ 60 seconds	99.59%	99.94%	99.91%									
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Primary Utility Contact Information

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