

**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: 2024

Reporting Unit Type:

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed (05/15/24)			Date filed (08/15/24)			Date filed (11/15/2024)			Date filed (02/15/2025)			
		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	30.01	49.69	14.43	37.76	12.07	32.33	12.65	26.84	23.29	20.43	9.14	62.85	
	Total # of service orders	37	34	33	38	26	28	18	29	16	36	26	35	
	Avg. # of business days	0.81	1.46	0.44	0.99	0.46	1.15	0.70	0.93	1.46	0.57	0.35	1.80	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	44	35	37	44	27	29	22	34	24	37	29	35	
	Total # of installation commitment met	44	35	37	44	27	29	22	34	24	37	29	35	
	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	13068	12916	12805	12667	12558	12441	12302	12158	11998	11869	11699	11572	
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	12884	12780	12663	12540	12405	12286	12128	11986	11858	11684	11564	11422
		Total # of trouble reports	82	87	71	86	47	53	52	43	36	42	35	60
		% of trouble reports	0.64	0.68	0.56	0.69	0.38	0.43	0.43	0.36	0.30	0.36	0.30	0.53
	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	30	25	26	18	16	15	12	14	13	19	18	18	
	Total # of repair tickets restored in ≤ 24hrs	30	25	26	18	16	15	12	14	13	19	16	18	
	% 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	88.89	100.00	
	Sum of the duration of all outages (hh:mm)	158:51	157:16	154:28	136:27	187:13	332:37	292:2	338:9	203:55	247:48	433:54	402:25	
	Avg. outage duration (hh:mm)	5:17	6:17	5:56	7:34	11:42	22:10	24:20	24:9	15:41	13:2	24:6	22:21	
	Indicate if catastrophic event is in month													
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	62	61	45	62	39	41	44	31	28	33	28	47	
	Total # of all repair tickets restored in ≤ 24hrs	54	50	43	53	34	36	33	25	25	32	24	41	
	% of repair tickets restored ≤ 24 Hours	87.10	81.97	95.56	85.48	87.18	87.80	75.00	80.65	89.29	96.97	85.71	87.23	
	Sum of the duration of all outages (hh:mm)	758:58	742:47	349:44	1120:22	929:33	676:35	1777:36	1297:54	489:42	448:45	1098:30	1032:16	
	Avg. unadjusted outage duration (hh:mm)	12:40	12:10	7:46	18:40	23:50	16:30	40:24	41:52	17:29	13:35	39:13	21:57	
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 to reach live agent)	Total # of calls for TR, Billing & Non-Billing	3555	2863	3165	3144	3013	3005	3585	2828	2743	3098	2364	2850	
	Total # of call seconds to reach live agent	3552	2863	3163	3144	2987	3001	3580	2827	2736	3092	2357	2842	
	% ≤ 60 seconds	99.92%	100.00%	99.94%	100.00%	99.14%	99.87%	99.86%	99.96%	99.74%	99.81%	99.70%	99.72%	

Primary Utility Contact Information

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