

**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									
	Total # of service orders	37	34	33									
	Avg. # of business days	0.81	1.46	0.44									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	44	35	37									
	Total # of installation commitment met	44	35	37									
	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	13068	12916	12805									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	12884	12780	12663								
		Total # of trouble reports	82	87	71								
		% of trouble reports	0.64	0.68	0.56								
	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									
	Total # of repair tickets restored in ≤ 24hrs	30	25	26									
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00									
	Sum of the duration of all outages (hh:mm)	158:51	157:16	154:28									
	Avg. outage duration (hh:mm)	5:17	6:17	5:56									
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	62	61	45									
	Total # of all repair tickets restored in ≤ 24hrs	54	50	43									
	% of repair tickets restored ≤ 24 Hours	87.10	81.97	95.56									
	Sum of the duration of all outages (hh:mm)	758:58	742:47	349:44									
	Avg. unadjusted outage duration (hh:mm)	12:40	12:10	7:46									
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	3555	2863	3165								
		Total # of call seconds to reach live agent	3552	2863	3163								

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

% ≤ 60 seconds	99.92%	100.00%	99.94%									
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Primary Utility Contact Information

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