

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:

2025

Reporting Unit Type:

Reporting Unit Name:

Total Company

Measurement (Compile monthly, file quarterly)		Date filed (05/15/25)			Date filed (08/15/25)			Date filed (11/15/2025)			Date filed (02/15/2026)		
		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	18.83	22.59	20.97	18.74	26.76	16.27	8.96	33.45	26.92			
	Total # of service orders	26	23	23	28	16	21	12	22	17			
	Avg. # of business days	0.72	0.98	0.91	0.67	1.67	0.77	0.75	1.52	1.58			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	30	27	28	33	21	28	14	30	22			
	Total # of installation commitment met	30	27	28	33	21	28	14	30	22			
	Total # of installation commitment missed	0	0	0									
Customers	% of commitment met	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00			
	Acct # for voice or bundle, res+bus	11439	11265	11118	10964	10821	10699	10565	10443	10324			
	Customer Trouble Report												
Min. Standard	6% (6 per 100 working lines for units w/ \geq 3,000 lines)	Total # of working lines	11244	11090	10957	10814	10641	10509	10391	10269	10131		
	Total # of trouble reports	37	60	49	61	37	32	35	38	34			
	% of trouble reports	0.33	0.54	0.45	0.56	0.35	0.30	0.34	0.37	0.34			
	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/ \leq 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	12	12	18	9	8	8	16	14	6		
	Total # of repair tickets restored in \leq 24hrs	12	12	17	9	8	8	16	14	6			
	% of repair tickets restored \leq 24 Hours	100.00	100.00	94.44	100.00	100.00	100.00	100.00	100.00	100.00			
Unadjusted Out of Service Report	Sum of the duration of all outages (hh:mm)	281:6	98:50	347:4	60:37	135:13	100:52	1019:25	164:3	114:45			
	Avg. outage duration (hh:mm)	23:25	8:14	19:16	6:44	16:54	12:36	63:42	11:43	19:7			
	Indicate if catastrophic event is in month												
	Total # of unadjusted outage report tickets	26	41	40	43	31	24	29	31	21			
	Total # of all repair tickets restored in \leq 24hrs	22	31	32	34	24	18	22	23	15			
Refunds	% of repair tickets restored \leq 24 Hours	84.62	75.61	80.00	79.07	77.42	75.00	75.86	74.19	71.43			
	Sum of the duration of all outages (hh:mm)	1279:14	1467:5	839:42	844:23	813:12	572:45	1723:39	1007:55	637:0			
	Avg. unadjusted outage duration (hh:mm)	49:12	35:46	20:59	19:38	26:13	23:51	59:26	32:30	30:20			
Answer Time (Trouble Reports "TR", Billing & Non-Billing) Min. standard = 80% of calls \leq 60 seconds to reach live agent (w/ a menu option to reach live agent)	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	Monthly amount of refunds	0	0	0	0	0	0	0	0	0			
	Total # of calls for TR, Billing & Non-Billing	2943	2863	2691	3047	2718	2902	2802	2378	2672			
		Total # of call seconds to reach live agent	2930	2863	2677	3023	2713	2837	2766	2370	2568		
		% \leq 60 seconds	99.56%	100.00%	99.48%	99.21%	99.82%	97.76%	98.72%	99.66%	96.11%		

Primary Utility Contact Information

Name: Al Baumgarner

Phone: 559-642-0369

Email: regulatory@stcq.net

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:

2025

Reporting Unit Type:

Reporting Unit Name:

BSLKCAXF

Measurement (Compile monthly, file quarterly)		Date filed (05/15/25)			Date filed (08/15/25)			Date filed (11/15/2025)			Date filed (02/15/2026)		
		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	0.17	0.30	0.00	1.21	7.56	2.34	0.00	0.00	0.00			
	Total # of service orders	2	2	0	3	2	2	0	0	0			
	Avg. # of business days	0.09	0.15	0.00	0.40	3.78	1.17	0.00	0.00	0.00			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2	2	0	3	2	2	0	0	0			
	Total # of installation commitment met	2	2	0	3	2	2	0	0	0			
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
	% of commitment met	0.00	100.00	0.00	100.00	100.00	100.00	0.00	0.00	0.00			
Customers	Acct # for voice or bundle, res+bus												
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ \geq 3,000 lines)	Total # of working lines	376	374	367	366	363	360	358	356	350		
		Total # of trouble reports	2	2	0	0	1	0	1	0	1		
		% of trouble reports	0.53	0.53	0.00	0.00	0.28	0.00	0.28	0.00	0.29		
	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/ \leq 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	0	0	0	0	0	0	1	0	1			
	Total # of repair tickets restored in \leq 24hrs	0	0	0	0	0	0	1	0	1			
	% of repair tickets restored \leq 24 Hours	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)	0:00	0:00	0:00	0:00	0:00	0:00	430:55	0:00	23:48			
	Avg. outage duration (hh:mm)	0:00	0:00	0:00	0:00	0:00	0:00	430:55	0:00	23:48			
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	2	0	0	0	1	0	1	0	1			
	Total # of all repair tickets restored in \leq 24hrs	1	0	0	0	0	0	1	0	1			
	% of repair tickets restored \leq 24 Hours	50.00	0.00	0.00	0.00	0.00	0.00	100.00	0.00	100.00			
	Sum of the duration of all outages (hh:mm)	724:28	0:00	0:00	0:00	240:13	0:00	430:55	0:00	23:48			
	Avg. unadjusted outage duration (hh:mm)	362:14	0:00	0:00	0:00	240:13	0:00	430:55	0:00	23:48			
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	Monthly amount of refunds	0	0	0	0	0	0	0	0	0			
Answer Time (Trouble Reports "TR", Billing & Non-Billing) Min. standard = 80% of calls \leq 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% \leq 60 seconds												

Primary Utility Contact Information

Name: Al Baumgarner

Phone: 559-642-0369

Email: regulatory@stcq.net

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:

2025

Reporting Unit Type:

Reporting Unit Name:

MRPSCAXF

Measurement (Compile monthly, file quarterly)		Date filed (05/15/25)			Date filed (08/15/25)			Date filed (11/15/2025)			Date filed (02/15/2026)		
		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	5.71	16.75	6.99	3.06	0.00	2.59	5.52	4.29	0			
	Total # of service orders	4	4	8	7	0	5	5	8	0			
	Avg. # of business days	1.43	4.19	0.87	0.44	0.00	0.52	1.10	0.54	0.00			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	5	5	10	10	2	7	6	12	1			
	Total # of installation commitment met	5	5	10	10	2	7	6	12	1			
	Total # of installation commitment missed	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			
Customers	Acct # for voice or bundle, res+bus												
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ \geq 3,000 lines)	Total # of working lines	2693	2660	2642	2586	2559	2560	2534	2500	2469		
	Total # of trouble reports	14	15	16	12	5	0	11	10	11			
	% of trouble reports	0.52	0.56	0.61	0.46	0.20	0.00	0.43	0.40	0.45			
	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/ \leq 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	5	4	5	3	3	0	4	3	0			
	Total # of repair tickets restored in \leq 24hrs	5	4	5	3	3	0	4	3	0			
	% of repair tickets restored \leq 24 Hours	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)	192:33	13:22	100:51	35:15	57:21	0:00	68:28	65:37	0:00			
	Avg. outage duration (hh:mm)	38:30	3:20	20:10	11:45	19:7	0:00	17:7	21:52	0:00			
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	9	13	11	10	9	1	9	7	6			
	Total # of all repair tickets restored in \leq 24hrs	9	10	10	8	8	0	6	5	4			
	% of repair tickets restored \leq 24 Hours	100.00	76.92	90.91	80.00	88.89	0.00	66.67	71.43	66.67			
	Sum of the duration of all outages (hh:mm)	226:31	865:20	245:14	206:14	114:37	28:7	332:58	544:20	161:16			
	Avg. unadjusted outage duration (hh:mm)	25:10	66:33	22:17	20:37	12:44	28:7	36:59	77:45	26:52			
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	Monthly amount of refunds	0	0	0	0	0	0	0	0	0			
Answer Time (Trouble Reports "TR", Billing & Non-Billing) Min. standard = 80% of calls \leq 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% \leq 60 seconds												

Primary Utility Contact Information

Name: Al Baumgartner

Phone: 559-642-0369

Email: regulatory@stcg.net

Total Exchange Wire

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name:

Sierra Telephone

U#: 1016-C

Report Year:

2025

Reporting Unit Type:

Reporting Unit Name:

MRPSCAXG

Primary Utility Contact Information

Name: Al Baumgarner

Phone: 559-642-0369

Email: regulatory@stcg.net

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:

2025

Reporting Unit Type:

Reporting Unit Name:

OKHRCAXA (Host)

Measurement (Compile monthly, file quarterly)		Date filed (05/15/25)			Date filed (08/15/25)			Date filed (11/15/2025)			Date filed (02/15/2026)		
		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	3.19	3.41	11.73	14.3	18.85	1.30	0.52	7.56	25.69			
	Total # of service orders	10	14	12	13	11	8	4	6	13			
	Avg. # of business days	0.32	0.24	0.98	1.10	1.71	0.16	0.13	1.26	1.98			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	12	17	15	13	13	12	5	8	16			
	Total # of installation commitment met	12	17	15	13	13	12	5	8	16			
	Total # of installation commitment missed	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			
Customers	Acct # for voice or bundle, res+bus	5690	5607	5532	5450	5383	5321	5246	5178	5121			
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ \geq 3,000 lines)	Total # of working lines	5552	5472	5403	5338	5229	5157	5096	5042	4969		
		Total # of trouble reports	11	18	12	29	15	19	15	21	15		
		% of trouble reports	0.20	0.33	0.22	0.54	0.29	0.37	0.29	0.42	0.30		
	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/ \leq 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	5	3	3	3	2	4	7	8	3			
	Total # of repair tickets restored in \leq 24hrs	5	3	3	3	2	4	7	8	3			
	% of repair tickets restored \leq 24 Hours	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)	82:54	30:13	77:57	4:55	46:46	42:59	45:26	50:49	15:24			
	Avg. outage duration (hh:mm)	16:34	10:4	25:59	1:38	23:23	10:44	6:29	6:21	5:8			
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	9	12	10	23	14	16	11	18	8			
	Total # of all repair tickets restored in \leq 24hrs	8	10	8	19	11	11	9	14	6			
	% of repair tickets restored \leq 24 Hours	88.89	83.33	80.00	82.61	78.57	68.75	81.82	77.78	75.00			
	Sum of the duration of all outages (hh:mm)	177:45	206:3	227:30	504:4	223:7	434:3	227:25	339:49	226:8			
	Avg. unadjusted outage duration (hh:mm)	19:45	17:10	22:45	21:54	15:56	27:7	20:40	18:52	28:16			
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	Monthly amount of refunds	0	0	0	0	0	0	0	0	0			
Answer Time (Trouble Reports "TR", Billing & Non-Billing) Min. standard = 80% of calls \leq 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing	2943	2863	2691	3047	2718	2902	2802	2378	2672			
	Total # of call seconds to reach live agent	2930	2863	2677	3023	2713	2837	2766	2370	2568			
	% \leq 60 seconds	99.56%	100.00%	99.48%	99.21%	99.82%	97.76%	98.72%	99.66%	96.11%			

Primary Utility Contact Information

Name: Al Baumgarner

Phone: 559-642-0369

Email: regulatory@stcg.net

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:

2025

Reporting Unit Type:

Reporting Unit Name:

YMLPCA邢

Measurement (Compile monthly, file quarterly)		Date filed (05/15/25)			Date filed (08/15/25)			Date filed (11/15/2025)			Date filed (02/15/2026)		
		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	0.14	0.00	0.05	0.06	0.00	0.00	0.00	0.15	0			
	Total # of service orders	2	0	1	1	0	0	0	2	0			
	Avg. # of business days	0.07	0.00	0.05	0.06	0.00	0.00	0.00	0.08	0.00			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2	0	1	1	0	0	0	2	1			
	Total # of installation commitment met	2	0	1	1	0	0	0	2	1			
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
	% of commitment met	100.00	0.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00			
Customers	Acct # for voice or bundle, res+bus												
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ \geq 3,000 lines)	Total # of working lines	651	634	623	617	607	600	595	587	580		
	Total # of trouble reports	1	2	1	2	0	1	3	2	4			
	% of trouble reports	0.15	0.32	0.16	0.32	0.00	0.17	0.50	0.34	0.69			
	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/ \leq 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	0	0	1	1	0	0	3	0	2			
	Total # of repair tickets restored in \leq 24hrs	0	0	1	1	0	0	3	0	2			
	% of repair tickets restored \leq 24 Hours	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)	0:00	0:00	64:55	1:37	0:00	0:00	455:48	0:00	75:32			
	Avg. outage duration (hh:mm)	0:00	0:00	64:55	1:37	0:00	0:00	151:56	0:00	37:46			
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	5	1	0	1	0	1	3	2	4			
	Total # of all repair tickets restored in \leq 24hrs	5	1	0	1	0	1	3	1	3			
	% of repair tickets restored \leq 24 Hours	100.00	100.00	0.00	100.00	100.00	100.00	100.00	50.00	75.00			
	Sum of the duration of all outages (hh:mm)	15:39	5:45	0:00	1:37	0:00	43:48	455:48	50:27	108:52			
	Avg. unadjusted outage duration (hh:mm)	3:7	5:45	0:00	1:37	0:00	43:48	151:56	25:13	27:13			
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	Monthly amount of refunds	0	0	0	0	0	0	0	0	0			
Answer Time (Trouble Reports "TR", Billing & Non-Billing) Min. standard = 80% of calls \leq 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% \leq 60 seconds												

Primary Utility Contact Information

Name: Al Baumgarner

Phone: 559-642-0369

Email: regulatory@stcg.net