

**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	
<b>Installation Interval</b> 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	45.07	12.55	3.18	
	Total # of service orders	26	23	23	28	16	21	12	22	17	27	19	16	
	Avg. # of business days	0.72	0.98	0.91	0.67	1.67	0.77	0.75	1.52	1.58	1.67	0.66	0.20	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	30	27	28	33	21	28	14	30	22	33	23	24	
	Total # of installation commitment met	30	27	28	33	21	28	14	30	22	33	23	24	
	Total # of installation commitment missed	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	11439	11265	11118	10964	10821	10699	10565	10443	10324	10187	10064	9930	
<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	11244	11090	10957	10814	10641	10509	10391	10269	10131	9983	9894	9775
		Total # of trouble reports	37	60	49	61	37	32	35	38	34	68	42	42
		% of trouble reports	0.33	0.54	0.45	0.56	0.35	0.30	0.34	0.37	0.34	0.68	0.42	0.43
	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	12	12	18	9	8	8	16	14	6	34	15	13	
	Total # of repair tickets restored in ≤ 24hrs	12	12	17	9	8	8	16	14	6	34	15	13	
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	94.44	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)	281:6	98:50	347:4	60:37	135:13	100:52	1019:25	164:3	114:45	1284:36	373:14	686:59	
	Avg. outage duration (hh:mm)	23:25	8:14	19:16	6:44	16:54	12:36	63:42	11:43	19:7	37:46	24:52	52:50	
	Indicate if catastrophic event is in month													
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	26	41	40	43	31	24	29	31	21	54	34	34	
	Total # of all repair tickets restored in ≤ 24hrs	22	31	32	34	24	18	22	23	15	50	31	25	
	% of repair tickets restored ≤ 24 Hours	84.62	75.61	80.00	79.07	77.42	75.00	75.86	74.19	71.43	92.59	91.18	73.53	
	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	1964:45	1069:16	1470:36	
	Avg. unadjusted outage duration (hh:mm)	49:12	35:46	20:59	19:38	26:13	23:51	59:26	32:30	30:20	36:23	31:26	43:15	
<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	2943	2863	2691	3047	2718	2902	2802	2378	2672	2927	1983	2483	
	Total # of call seconds to reach live agent	2930	2863	2677	3023	2713	2837	2766	2370	2568	2927	1979	2475	
	% ≤ 60 seconds	99.56%	100.00%	99.48%	99.21%	99.82%	97.76%	98.72%	99.66%	96.11%	100.00%	99.80%	99.68%	

**Primary Utility Contact Information**

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