☑ Total ☐ Exchang☐ Wire		General Order No. 133-D			
Company Name:	Sierra Telephone	U#:	1016-C	Report Year:	2021
Reporting Unit Type:		Reporti	ng Unit Name:	Total Company	

				Date filed		Date filed				Date filed		Date filed		
	Measurement (Con	npile monthly, file quarterly)		(05/15/21)			(08/15/21) 2nd Quarte	-		(11/15/21) 3rd Quarter		(02/15/22) 4th Quarter		
	•		Jan	1st Quarter Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
-		Total # of business days	346.49	433.34	652.32	Дрі	iviay	Juli	Jui	Aug	Зер	OCI	1407	Dec
	allation Interval	Total # of service orders	84	97	137									
Min.	standard = 5 bus. days	Avg. # of business days	4.12	4.47	4.76									
		Total # of installation commitments	110	123	162									
	allation Commitment	Total # of installation commitment met	110	123	162									
	standard = 95% commitment	Total # of installation commitment met	0	0	0									
met		% of commitment met	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Cue	tomers	Acct # for voice or bundle, res+bus	15172	15143	15127	#DIV/0:	#DIV/0:	#DIV/0:	#DIV/0:	#DIV/0:	#DIV/0:	#DIV/0:	#DIV/0:	#DIV/0:
	omer frouble Report	ACCU # 101 VOICE OF DUFFUIE, LESTING	13172	15143	15127									
		Total # of working lines	13530	15282	15303									
	6% (6 per 100 working lines	Total # of trouble reports	99	75	75									
Standard	for units w/ ≥ 3,000 lines)	% of trouble reports	0.73	0.49	0.49	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
lβ	20/ /2 400 1: "	Total # of working lines												
tar	8% (8 per 100 working lines	Total # of trouble reports												
1	for units w/ 1,001 - 2,999 lines)	% of trouble reports												
Min	400/ (40 per 400 werking lines	Total # of working lines												
_	10% (10 per 100 working lines	Total # of trouble reports												
	for units w/ ≤ 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	23	16	23									
A -1:	atad	Total # of repair tickets restored in ≤ 24hrs	23	16	23									
Adju		% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	of Service Report	Sum of the duration of all outages (hh:mm)	112:22	122:14	138:13									
win.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	4:53	7:38	6:0									
		Indicate if catastrophic event is in month												
		Total # of unadjusted outage report tickets	61	38	49									
Una	djusted	Total # of all repair tickets restored in ≤ 24hrs	58	32	45									
Out	of Service Report	% of repair tickets restored ≤ 24 Hours	95.08	84.21	91.84	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
		Sum of the duration of all outages (hh:mm)	392:27	483:19	673:13									
		Avg. unadjusted outage duration (hh:mm)	6:26	12:43	13:44									
Refu	unde	Number of customers who received refunds	0	0	0									
Keru	ilius	Monthly amount of refunds	0	0	0									
Answ	er Time (Trouble Reports "TR", Billing &	Total Water Burger TD, Dillian O Nam Dilli	1710	4000	5007									
Non-E	Billing) Min. standard = 80% of calls ≤ 60	Total # of calls for TR, Billing & Non-Billing	4716	4388	5887									1
	ds to reach live agent (w/ a menu option	Total # of call seconds to reach live agent % ≤ 60 seconds	4506	4148	5407							#DI\//C!	#DI\//c!	#DI\//C!
to rea	ch live agent)	% ≥ ou seconds	95.55%	94.53%	91.85%	L						#DIV/0!	#DIV/0!	#DIV/0!
1														

Primary Utility Contact Information

Company Name:	Sierra Telephone	U#: <u>101</u> 6	6-C	Report Year:	2021
Reporting Unit Type:		Reporting Unit	Name: OK	HRCAXA (Host)	

☐ Total ☐ Exchang ☐ Wire

				Date filed		Date filed				Date filed		Date filed		
	Measurement (Comp	oile monthly, file quarterly)		(05/15/21) 1st Quarter			(08/15/21) 2nd Quarte			(11/15/21) 3rd Quarter			(02/15/22) 4th Quarter	
	, ,		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov Nov	Dec
		Total # of business days	161.51	171.98	315.64	Abi	may	Vuii	- oui	Aug	ССР		1101	- 500
	allation Interval	Total # of service orders	42	44	68									
Min.	standard = 5 bus. days	Avg. # of business days	3.85	3.91	4.64									
		Total # of installation commitments	56	54	81									
	allation Commitment	Total # of installation commitment met	56	54	81									
Min.	standard = 95% commitment	Total # of installation commitment missed	0	0	0								+	1
met		% of commitment met	100.00		100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
C4				100.00		#DIV/0!	#DIV/U!	#DIV/0!	#DIV/U!	#DIV/U!	#DIV/U!	#DIV/0!	#DIV/0!	#DIV/0!
	omers	Acct # for voice or bundle, res+bus	1149	1143	1140									
Cust	omer Trouble Report	 												
	6% (6 per 100 working lines	Total # of working lines	6789	7628	7630									<u> </u>
8	for units w/ ≥ 3,000 lines)	Total # of trouble reports	41	34	45									
Standard		% of trouble reports	0.60	0.45	0.59	#DIV/0!	#DIV/0!	#DIV/0!	0.38	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Ē	8% (8 per 100 working lines	Total # of working lines												
Sta	for	Total # of trouble reports												
		% of trouble reports												
Min.	for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	11	8	15									
Adju	sted	Total # of repair tickets restored in ≤ 24hrs	11	8	15									
•	of Service Report	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	65:53	62:58	85:46									
IVIII I.	Standard = 90 /6 Within 24 HIS	Avg. outage duration (hh:mm)	5:59	7:52	5:43									
		Indicate if catastrophic event is in month												
		Total # of unadjusted outage report tickets	26	20	29									
Unac	djusted	Total # of all repair tickets restored in ≤ 24hr	24	17	26									
Out	of Service Report	% of repair tickets restored ≤ 24 Hours	92.31	85.00	89.66	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	175:4	267:38	510:23									
		Avg. unadjusted outage duration (hh:mm)	6:44	13:22	17:35									
Dof.	efunds N	Number of customers who received refunds	0	0	0									
Reiu		Monthly amount of refunds	0	0	0									
														-
	er Time (Trouble Reports "TR", Billing &	Total # of calls for TR, Billing & Non-Billing												
	illing) Min. standard = 80% of calls ≤ 60 ds to reach live agent (w/ a menu option	Total # of call seconds to reach live agent												
		% ≤ 60 seconds												
	each live agent)					•	•	•				•	•	

Primary Utility Contact Information

Company Name:	Sierra Telephone	U#: <u>1016-C</u>	Report Year:	2021
Reporting Unit Type:		Reporting Unit Name:	BSLKCAXF	

☐ Total ☐ Exchang ☑ Wire

	Measurement (Comp	pile monthly, file quarterly)		Date filed (05/15/21) 1st Quarter		Date filed (08/15/21) 2nd Quarter				Date filed (11/15/21) 3rd Quarter		Date filed (02/15/22) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
luate	Illation Interval	Total # of business days	12.44	11.06	1.08	-	_							
		Total # of service orders	5	2	2									
iviin.	standard = 5 bus. days	Avg. # of business days	2.49	5.53	0.54									
		Total # of installation commitments	6	3	2									
	Illation Commitment	Total # of installation commitment met	6	3	2									
	standard = 95% commitment	Total # of installation commitment missed	0	0	0									
met		% of commitment met	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Cust	omers	Acct # for voice or bundle, res+bus	82	81	82									
	omer Trouble Report													
	•	Total # of working lines												
	6% (6 per 100 working lines	Total # of trouble reports												
5	for units w/ ≥ 3,000 lines)	% of trouble reports												
g	8% (8 per 100 working lines T for units w/ 1,001 - 2,999 lines)	Total # of working lines												
tal		Total # of trouble reports												
		% of trouble reports												
Min.	10% (10 per 100 working lines for units w/ < 1 000 lines)	Total # of working lines	467	483	482									
2		Total # of trouble reports	3	2	2									
		% of trouble reports	0.64	0.41	0.41	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	' ' 9	Total # of outage report tickets	0	0	0									
		Total # of repair tickets restored in ≤ 24hrs	0	0	0									
Adju		% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	#DIV/0!								
	of Service Report	Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00									
Min.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	0:00	0:00	0:00									
		Indicate if catastrophic event is in month												
		Total # of unadjusted outage report tickets	2	1	1									
Una	ljusted	Total # of all repair tickets restored in ≤ 24hr	2	1	0									
Out	of Service Report	% of repair tickets restored ≤ 24 Hours	100.00	100.00	0.00	#DIV/0!		#DIV/0!	#DIV/0!	#DIV/0!				
	•	Sum of the duration of all outages (hh:mm)	8:54	6:46	48:19									
		Avg. unadjusted outage duration (hh:mm)	4:27	6:46	48:19									
Dof	efunds N	Number of customers who received refunds	0	0	0									
Kelu		Monthly amount of refunds	0	0	0									
Answ	er Time (Trouble Reports "TR", Billing & illing) Min. standard = 80% of calls ≤ 60	Total # of calls for TR, Billing & Non-Billing												
INOII-L	ds to reach live agent (w/ a menu option	Total # of call seconds to reach live agent												
		% ≤ 60 seconds												
	each live agent)													

Primary Utility Contact Information

Reporting Unit Type:		Repor	ting Unit Name:	MRPSCAXF	
Company Name:	Sierra Telephone	U#:	1016-C	Report Year:	2021
☐ Total ☐ Exchang Wire		General Order No. 133-D			

				Date filed (05/15/21)		Date filed (08/15/21)				Date filed (11/15/21)		Date filed (02/15/22)		
	Measurement (Con	npile monthly, file quarterly)		1st Quarter			2nd Quarte	r		3rd Quarter	,		4th Quarter	<u> </u>
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
lnoto	llation Interval	Total # of business days	114.97	155.29	128.00									
		Total # of service orders	21	29	25									
iviin.	standard = 5 bus. days	Avg. # of business days	5.47	5.35	5.12									
		Total # of installation commitments	29	39	32									
	Ilation Commitment	Total # of installation commitment met	29	39	32									
	standard = 95% commitment	Total # of installation commitment missed	0	0	0									
met		% of commitment met	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Cust	omers	Acct # for voice or bundle, res+bus	507	511	515									
	omer Trouble Report			Ü.,	0.10									
	·	Total # of working lines	3150	3617	3614									
	6% (6 per 100 working lines	Total # of trouble reports	31	23	13									
\Rightarrow Itor linite w/ $\geq 3 (100)$ lines	% of trouble reports	0.98	0.64	0.36	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
g		Total # of working lines	0.00	0.0 .	0.00									
tan		Total # of trouble reports												
		% of trouble reports												
Min.	10% (10 per 100 working lines	Total # of working lines												
	` '	Total # of trouble reports												
	for units w/ ≤ 1,000 lines)	% of trouble reports												
	· ·	Total # of outage report tickets	6	5	3									
A .1	-11	Total # of repair tickets restored in ≤ 24hrs	6	5	3									
Adju		% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	of Service Report	Sum of the duration of all outages (hh:mm)	30:13	40:32	25:1									
Min.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	5:2	8:6	8:20									
		Indicate if catastrophic event is in month												
		Total # of unadjusted outage report tickets	21	9	10									
Unac	ljusted	Total # of all repair tickets restored in ≤ 24hrs	20	9	10									
Out o	of Service Report	% of repair tickets restored ≤ 24 Hours	95.24	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	73.33	#DIV/0!	77.78	#DIV/0!	#DIV/0!	#DIV/0!
	•	Sum of the duration of all outages (hh:mm)	152:17	57:43	59:20									
		Avg. unadjusted outage duration (hh:mm)	7:15	6:24	5:54									
Refu	nds	Number of customers who received refunds	0	0	0									
neiu	iius	Monthly amount of refunds	0	0	0									
	er Time (Trouble Reports "TR", Billing & illing) Min. standard = 80% of calls ≤ 60	Total # of Calls for TR, billing & Nort-billing												
	illing) Min. standard = 80% of calls ≤ 60 ds to reach live agent (w/ a menu option	Total # of call seconds to reach live agent												
	ch live agent)	% ≤ 60 seconds												
	,													

Primary Utility Contact Information

Company Name:	Sierra Telephone	U#: <u>1016-C</u>	Report Year:	2021
Reporting Unit Type:		Reporting Unit Name:	MRPSCAXG	

☐ Total ☐ Exchang ☑ Wire

	Measurement (Comp	oile monthly, file quarterly)		Date filed (05/15/21) 1st Quarter			Date filed (08/15/21) 2nd Quarte	r		Date filed (11/15/21) 3rd Quarter	,	Date filed (02/15/22) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Ineta	allation Interval	Total # of business days	57.57	88.06	150.63									
	standard - 5 bus days	Total # of service orders	16	19	31									<u> </u>
IVIII I.	staridard = 5 bus. days	Avg. # of business days	3.60	4.63	4.86									1
Inata	allation Commitment	Total # of installation commitments	19	24	34									1
	standard = 95% commitment	Total # of installation commitment met	19	24	34									1
met	Standard = 95% Commitment	Total # of installation commitment missed	0	0	0									
met		% of commitment met	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Cust	tomers	Acct # for voice or bundle, res+bus	13322	13296	13278									
Cust	tomer Trouble Report													
	69/ (6 per 100 working lines	Total # of working lines												
_	6% (6 per 100 working lines	Total # of trouble reports												
ard	for units w/ ≥ 3,000 lines)	% of trouble reports												
ğ	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	2239	2566	2584									
ţaı		Total # of trouble reports	17	7	12									
		% of trouble reports	0.76	0.27	0.46	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Min.	for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	5	1	4									
۸diu	ısted	Total # of repair tickets restored in ≤ 24hrs	5	1	4									
•	of Service Report	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	#DIV/0!	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	12:46	6:56	8:40									
IVIII I.		Avg. outage duration (hh:mm)	2:33	6:56	2:10									
		Indicate if catastrophic event is in month												
		Total # of unadjusted outage report tickets	6	3	7									
	djusted	Total # of all repair tickets restored in ≤ 24hr	6	1	7									
Out	of Service Report	% of repair tickets restored ≤ 24 Hours	100.00	33.33	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	33:28	87:45	30:38									
		Avg. unadjusted outage duration (hh:mm)	5:34	29:15	4:22									
Refu	funds	Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	0	0	0									<u></u>
Anew	er Time (Trouble Reports "TR", Billing &							1						
	Billing) Min. standard = 80% of calls ≤ 60	Total # of calls for TR, Billing & Non-Billing												
	ds to reach live agent (w/ a menu option	Total # of call seconds to reach live agent												<u> </u>
to read	ch live agent)	% ≤ 60 seconds												<u> </u>
	each live agent)													

Primary Utility Contact Information

Company Name:	Sierra Telephone	U#: 1016-C	Report Year:	2021
Reporting Unit Type:		Reporting Unit Name:	YMLPCAXF	

☐ Total ☐ Exchang ☑ Wire

	Measurement (Comp	oile monthly, file quarterly)		Date filed (05/15/21) 1st Quarter			Date filed (08/15/21) 2nd Quarter	•		Date filed (11/15/21) 3rd Quarter	,	Date filed (02/15/22) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	0.00	6.95	56.97					3				
	iliation interval	Total # of service orders	0	3	11									
Min.	standard = 5 bus. days	Avg. # of business days	0.00	2.32	5.18									
_		Total # of installation commitments	0	3	13									
	Illation Commitment	Total # of installation commitment met	0	3	13									
	standard = 95% commitment	Total # of installation commitment missed	0	0	0									
met		% of commitment met	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Cust		Acct # for voice or bundle, res+bus	112	112	112	#B1470.	#B1470.	#B1470.	#B1770.	#B1770.	<i>,,</i> D , v , o .	#B1770.	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	7,21170.
	omer Trouble Report	7,000 // 101 70100 01 5011010, 1001500	112	112	112									<u> </u>
Just		Total # of working lines												\vdash
	6% (6 per 100 working lines	Total # of trouble reports												
5	for units w/ ≥ 3,000 lines)	% of trouble reports												
da		Total # of working lines												
an	for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
		% of trouble reports				#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Min.	10% (10 per 100 working lines	Total # of working lines	885	988	993	#B1476.	#B1470.	#B1470:	#B1070.	#B1070.	<i>11</i> D 1 V 7 O .	#B1770.	<i>,,</i> D 11770.	7721170.
		Total # of trouble reports	7	9	3									
		% of trouble reports	0.79	0.91	0.30									
	,	Total # of outage report tickets	1	2	1									
l		Total # of repair tickets restored in < 24hrs	1	2	1									
Adju		% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	#DIV/0!			#DIV/0!	#DIV/0!				
	of Service Report	Sum of the duration of all outages (hh:mm)	3:28	11:47	18:45									
Min.	standard - Ully Within 74 hrs	Avg. outage duration (hh:mm)	3:28	5:53	18:45									
		Indicate if catastrophic event is in month	0.20	0.00	10110									
		Total # of unadjusted outage report tickets	6	5	2									
Unad	djusted	Total # of all repair tickets restored in ≤ 24hr	6	4	2									
Out	of Service Report	% of repair tickets restored ≤ 24 Hours	100.00	80.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100.00	#DIV/0!	#DIV/0!
	•	Sum of the duration of all outages (hh:mm)	22:42	63:25	24:50									
		Avg. unadjusted outage duration (hh:mm)	3:47	12:41	12:25									
Dof	funds	Number of customers who received refunds	0	0	0									
Keru		Monthly amount of refunds	0	0	0									
Answ		Total # of calls for TR, Billing & Non-Billing												
	ds to reach live agent (w/ a menu option	Total # of call seconds to reach live agent												
	ch live agent)	% ≤ 60 seconds												<u> </u>
	each live agent)													

Primary Utility Contact Information