

**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:** 2021

**Reporting Unit Type:**

**Reporting Unit Name:** Total Company

Measurement (Compile monthly, file quarterly)		Date filed (05/15/21)			Date filed (08/15/21)			Date filed (11/15/21)			Date filed (02/15/22)		
		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	346.49	433.34	652.32									
	Total # of service orders	84	97	137									
	Avg. # of business days	4.12	4.47	4.76									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	110	123	162									
	Total # of installation commitment met	110	123	162									
	Total # of installation commitment missed	0	0	0									
	% 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!	
<b>Customers</b>		Acct # for voice or bundle, res+bus	15172	15143	15127								
<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	13530	15282	15303								
		Total # of trouble reports	99	75	75								
		% of trouble reports	0.73	0.49	0.49	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	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	23	16	23									
	Total # of repair tickets restored in ≤ 24hrs	23	16	23									
	% 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!		
	Sum of the duration of all outages (hh:mm)	112:22	122:14	138:13									
	Avg. outage duration (hh:mm)	4:53	7:38	6:0									
Indicate if catastrophic event is in month													
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	61	38	49									
	Total # of all repair tickets restored in ≤ 24hrs	58	32	45									
	% 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									
<b>Refunds</b>	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	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	4716	4388	5887									
	Total # of call seconds to reach live agent	4506	4148	5407									
	% ≤ 60 seconds	95.55%	94.53%	91.85%						#DIV/0!	#DIV/0!	#DIV/0!	

**Primary Utility Contact Information**

**Name:** Al Baumgarner

**Phone:** 559-642-0369

**Email:** [regulatory@stcg.net](mailto: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:** 2021

**Reporting Unit Type:** \_\_\_\_\_

**Reporting Unit Name:** OKHRCAXA (Host)

Measurement (Compile monthly, file quarterly)		Date filed (05/15/21)			Date filed (08/15/21)			Date filed (11/15/21)			Date filed (02/15/22)		
		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	161.51	171.98	315.64									
	Total # of service orders	42	44	68									
	Avg. # of business days	3.85	3.91	4.64									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	56	54	81									
	Total # of installation commitment met	56	54	81									
	Total # of installation commitment missed	0	0	0									
	% 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!	
<b>Customers</b>	Acct # for voice or bundle, res+bus	1149	1143	1140									
<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	6789	7628	7630								
		Total # of trouble reports	41	34	45								
		% 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!
	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	11	8	15									
	Total # of repair tickets restored in ≤ 24hrs	11	8	15									
	% 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!	
	Sum of the duration of all outages (hh:mm)	65:53	62:58	85:46									
	Avg. outage duration (hh:mm)	5:59	7:52	5:43									
	Indicate if catastrophic event is in month												
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	26	20	29									
	Total # of all repair tickets restored in ≤ 24hr	24	17	26									
	% 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!	
	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									
<b>Refunds</b>	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	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												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

**Primary Utility Contact Information**

**Name:** Al Baumgarner

**Phone:** 559-642-0369

**Email:** [regulatory@stcg.net](mailto: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:** 2021

**Reporting Unit Type:**

**Reporting Unit Name:** BSLKCAF

Measurement (Compile monthly, file quarterly)		Date filed (05/15/21)			Date filed (08/15/21)			Date filed (11/15/21)			Date filed (02/15/22)		
		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	12.44	11.06	1.08									
	Total # of service orders	5	2	2									
	Avg. # of business days	2.49	5.53	0.54									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	6	3	2									
	Total # of installation commitment met	6	3	2									
	Total # of installation commitment missed	0	0	0									
	% 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!	
<b>Customers</b>	Acct # for voice or bundle, res+bus	82	81	82									
<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											
		Total # of trouble reports											
		% of trouble reports											
	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	467	483	482								
		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!
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0									
	Total # of repair tickets restored in ≤ 24hrs	0	0	0									
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	#DIV/0!								
	Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00									
	Avg. outage duration (hh:mm)	0:00	0:00	0:00									
Indicate if catastrophic event is in month													
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	2	1	1									
	Total # of all repair tickets restored in ≤ 24hr	2	1	0									
	% 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									
<b>Refunds</b>	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	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												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

**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: 2021

Reporting Unit Type:

Reporting Unit Name: MRPSCAXF

Measurement (Compile monthly, file quarterly)		Date filed (05/15/21)			Date filed (08/15/21)			Date filed (11/15/21)			Date filed (02/15/22)		
		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	114.97	155.29	128.00									
	Total # of service orders	21	29	25									
	Avg. # of business days	5.47	5.35	5.12									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	29	39	32									
	Total # of installation commitment met	29	39	32									
	Total # of installation commitment missed	0	0	0									
	% 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!	
<b>Customers</b>	Acct # for voice or bundle, res+bus	507	511	515									
<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	3150	3617	3614								
		Total # of trouble reports	31	23	13								
		% of trouble reports	0.98	0.64	0.36	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	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	6	5	3									
	Total # of repair tickets restored in ≤ 24hrs	6	5	3									
	% 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!	
	Sum of the duration of all outages (hh:mm)	30:13	40:32	25:1									
	Avg. outage duration (hh:mm)	5:2	8:6	8:20									
	Indicate if catastrophic event is in month												
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	21	9	10									
	Total # of all repair tickets restored in ≤ 24hrs	20	9	10									
	% 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!	
	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									
<b>Refunds</b>	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	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												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

**Primary Utility Contact Information**

Name: Al Baumgarner

Phone: 559-642-0369

Email: [regulatory@stcg.net](mailto: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:** 2021

**Reporting Unit Type:**

**Reporting Unit Name:** MRPSCAXG

Measurement (Compile monthly, file quarterly)		Date filed (05/15/21)			Date filed (08/15/21)			Date filed (11/15/21)			Date filed (02/15/22)		
		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	57.57	88.06	150.63									
	Total # of service orders	16	19	31									
	Avg. # of business days	3.60	4.63	4.86									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	19	24	34									
	Total # of installation commitment met	19	24	34									
	Total # of installation commitment missed	0	0	0									
	% 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!	
<b>Customers</b>	Acct # for voice or bundle, res+bus	13322	13296	13278									
<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											
		Total # of trouble reports											
		% of trouble reports											
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	2239	2566	2584								
		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!
	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	5	1	4									
	Total # of repair tickets restored in ≤ 24hrs	5	1	4									
	% 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!	
	Sum of the duration of all outages (hh:mm)	12:46	6:56	8:40									
	Avg. outage duration (hh:mm)	2:33	6:56	2:10									
	Indicate if catastrophic event is in month												
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	6	3	7									
	Total # of all repair tickets restored in ≤ 24hr	6	1	7									
	% 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!	
	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									
<b>Refunds</b>	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	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												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

**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:** 2021

**Reporting Unit Type:**

**Reporting Unit Name:** YMLPCAXF

Measurement (Compile monthly, file quarterly)		Date filed (05/15/21)			Date filed (08/15/21)			Date filed (11/15/21)			Date filed (02/15/22)		
		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	0.00	6.95	56.97									
	Total # of service orders	0	3	11									
	Avg. # of business days	0.00	2.32	5.18									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	0	3	13									
	Total # of installation commitment met	0	3	13									
	Total # of installation commitment missed	0	0	0									
	% 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!	
<b>Customers</b>	Acct # for voice or bundle, res+bus	112	112	112									
<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											
		Total # of trouble reports											
		% of trouble reports											
	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				#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	885	988	993								
		Total # of trouble reports	7	9	3								
		% of trouble reports	0.79	0.91	0.30								
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	2	1									
	Total # of repair tickets restored in ≤ 24hrs	1	2	1									
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	#DIV/0!			#DIV/0!	#DIV/0!				
	Sum of the duration of all outages (hh:mm)	3:28	11:47	18:45									
	Avg. outage duration (hh:mm)	3:28	5:53	18:45									
Indicate if catastrophic event is in month													
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	6	5	2									
	Total # of all repair tickets restored in ≤ 24hr	6	4	2									
	% 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!	
	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									
<b>Refunds</b>	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	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												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

**Primary Utility Contact Information**

**Name:** Al Baumgarner

**Phone:** 559-642-0369

**Email:** [regulatory@stcg.net](mailto:regulatory@stcg.net)