☑ Total □ Exchang□ Wire

U#: Company Name: Sierra Telephone 1016-C **Report Year:** 2021 **Reporting Unit Type: Reporting Unit Name: Total Company** Date filed Date filed Date filed Date filed (05/15/21)(08/15/21)(11/15/21)(02/15/22)Measurement (Compile monthly, file quarterly) **1st Quarter** 2nd Quarter **3rd Quarter** 4th Quarter Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec 346.49 433.34 652.32 462.24 396.98 486.27 Total # of business days Installation Interval Total # of service orders 84 97 137 105 104 111 Min. standard = 5 bus. days Avg. # of business days 4.12 4.47 4.76 4.40 3.82 4.38 Total # of installation commitments 110 123 162 133 132 162 Installation Commitment Total # of installation commitment met 110 123 162 133 132 162 Min. standard = 95% commitment Total # of installation commitment missed 0 0 C 0 0 Λ met 100.00 100.00 100.00 100.00 100.00 100.00 #DIV/0! #DIV/0! #DIV/0! #DIV/0! #DIV/0! #DIV/0! % of commitment met Customers Acct # for voice or bundle, res+bus 15172 15143 15127 15143 15136 15130 Customer Trouble Report 15292 15282 15303 15282 15278 15268 Total # of working lines 6% (6 per 100 working lines Total # of trouble reports 99 75 75 63 66 69 for units w/  $\geq$  3,000 lines) Standard % of trouble reports 0.65 0.49 0.49 0.41 0.43 0.45 #DIV/0! #DIV/0! #DIV/0! #DIV/0! #DIV/0! #DIV/0! Total # of working lines 8% (8 per 100 working lines Total # of trouble reports for units w/ 1,001 - 2,999 lines) % of trouble reports Min. Total # of working lines 10% (10 per 100 working lines Total # of trouble reports for units w/  $\leq$  1.000 lines) % of trouble reports Total # of outage report tickets 23 16 23 14 17 22 23 Total # of repair tickets restored in < 24hrs 16 23 14 17 22 Adjusted % of repair tickets restored  $\leq$  24 Hours 100.00 100.00 100.00 100.00 100.00 100.00 #DIV/0! #DIV/0! #DIV/0! #DIV/0! #DIV/0! #DIV/0! Out of Service Report Sum of the duration of all outages (hh:mm) 112:22 122:14 138:13 98:12 92:15 196:20 Min. standard = 90% within 24 hrs Avg. outage duration (hh:mm) 4:53 7:38 5:27 8:55 6:0 7:0 Indicate if catastrophic event is in month Total # of unadjusted outage report tickets 61 38 49 33 37 36 Total # of all repair tickets restored in  $\leq$  24hrs 32 Unadjusted 58 45 28 32 33 % of repair tickets restored  $\leq$  24 Hours 95.08 84.21 91.84 84.85 86.49 91.67 #DIV/0! #DIV/0! #DIV/0! Out of Service Report Sum of the duration of all outages (hh:mm) 392:27 483:19 673:13 562:58 466:47 425:19 Avg. unadjusted outage duration (hh:mm) 6:26 12:43 13:44 17:3 12:36 11.48 Number of customers who received refunds 0 0 C 0 0 0 Refunds Monthly amount of refunds 0 0 0 0 0 0 Answer Time (Trouble Reports "TR", Billing & Total # of calls for TR, Billing & Non-Billing 4618 4259 4239 5663 4300 4012 Non-Billing) Min. standard = 80% of calls  $\leq 60$ Total # of call seconds to reach live agent 4603 4209 5634 4229 3981 4244 seconds to reach live agent (w/ a menu option 98.35% % ≤ 60 seconds 99.68% 99.29% 99.49% 99.65% #DIV/0! 99.23% #DIV/0! #DIV/0! to reach live agent)

**Primary Utility Contact Information** 

Name: Al Baumgarner

Phone: 559-642-0369

Email: regulatory@stcg.net

🗆 Total 🗌 Exchang 🗹 Wire

Company Name:		Sierra Telephone		U#			U#:	1016-C			Report Year:				
Reporting Unit Type:					Reporting Unit Name: OKHRCAXA (Host)										
	Measurement (Compile monthly, file quarterly)			Date filed (05/15/21) <b>1st Quarter</b>			Date filed (08/15/21) 2nd Quarter			Date filed (11/15/21) <b>3rd Quarter</b>			Date filed (02/15/22) 4th Quarter		
			Jan	Feb	Mar	Apr May Jun			Jul Aug Sep			Oct	Dec		
Inch	allation Interval	Total # of business days	161.51	171.98	315.64	351.01	233.93	265.36			•				
		Total # of service orders	42	44	68	59	55	62							
win.	standard = 5 bus. days	Avg. # of business days	3.85	3.91	4.64	5.95	4.25	4.28							
		Total # of installation commitments	56	54	81	74	68	93							
	allation Commitment	Total # of installation commitment met	56	54	81	74	68	93							
	standard = 95% commitment	Total # of installation commitment missed	0	0	0	0	0	0							
met		% of commitment met	100.00	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Cus	tomers	Acct # for voice or bundle, res+bus	7657	7595	7604	7369	7371	7366							
Cus	tomer Trouble Report														
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	7659	7628	7630	7628	7624	7620							
		Total # of trouble reports	41	34	45	24	40	29							
Standard		% of trouble reports	0.54	0.45	0.59	0.31	0.52	0.38	0.38	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
pr		Total # of working lines													
tar		Total # of trouble reports													
		% of trouble reports													
Min.	10% (10 per 100 working lines for units w/ $\leq$ 1,000 lines)	Total # of working lines													
~		Total # of trouble reports													
		% of trouble reports													
		Total # of outage report tickets	11	8	15	5	10	8							
Adiu	usted	Total # of repair tickets restored in < 24hrs	11	8	15	5	10	8							
	of Service Report	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	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)	65:53	62:58	85:46	34:23	56:54	87:31							
IVIII I.	standard = 90 % within 24 ms	Avg. outage duration (hh:mm)	5:59	7:52	5:43	6:52	5:41	10:56							
		Indicate if catastrophic event is in month													
		Total # of unadjusted outage report tickets	26	20	29	10	25	14							
	djusted	Total # of all repair tickets restored in < 24hr	24	17	26	8	20	13							
Out	of Service Report	% of repair tickets restored ≤ 24 Hours	92.31	85.00	89.66	80.00	80.00	92.86	#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	229:22	407:14	176:26							
		Avg. unadjusted outage duration (hh:mm)	6:44	13:22	17:35	22:56	16:17	12:36							
		Number of customers who received refunds	0	0	0	0	0	0							
		Monthly amount of refunds	0	0	0	0	0	0							
Anew	ver Time (Trouble Reports "TR", Billing &													<del></del>	
	Silling) Min. standard = 80% of calls $\leq 60$	Total # of calls for TR, Billing & Non-Billing												<b> </b>	
	nds to reach live agent (w/ a menu option	Total # of call seconds to reach live agent												<b> </b>	
to rea	ach live agent)	% ≤ 60 seconds													

Primary Utility Contact Information

Name: Al Baumgarner

Phone: 559-642-0369

🗆 Total 🗌 Exchang 🗹 Wire

Company Name:

U#: 1016-C

Report Year:

2021

Reporting Unit Type:

Reporting Unit Name:

BSLKCAXF

Measurement (Compile monthly, file quarterly)			Date filed (05/15/21) 1st Quarter			Date filed (08/15/21) <b>2nd Quarter</b>			Date filed (11/15/21) <b>3rd Quarter</b>			Date filed (02/15/22)		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
lun et		Total # of business days	12.44	11.06	1.08	6.06	15.31	20.61						
	allation Interval	Total # of service orders	5	2	2	7	4							
win.	. standard = 5 bus. days	Avg. # of business days	2.49	5.53	0.54	0.87	3.83	2.94						1
la et		Total # of installation commitments	6	3	2	8	6							
	allation Commitment . standard = 95% commitment	Total # of installation commitment met	6	3	2	8	6	10						
		Total # of installation commitment missed	0	0	0	0	0	0						1
met		% of commitment met	100.00	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Cus	stomers	Acct # for voice or bundle, res+bus	603	592	594	599	598	599						1
Cus	stomer Trouble Report													1
		Total # of working lines											Ath Quarter Nov Dec	
	6% (6 per 100 working lines	Total # of trouble reports												
ard	for units w/ $\ge$ 3,000 lines) 8% (8 per 100 working lines) for units w/ 1,001 - 2,999 lines) T	% of trouble reports												1
ğ	00/ (0 non 400 working lines	Total # of working lines												1
taı		Total # of trouble reports												
		% of trouble reports												
Min.	10% (10 per 100 working lines	Total # of working lines	490	483	482	478	479	482						
~	for units w/ $\leq$ 1,000 lines)	Total # of trouble reports	3	2	2	6	1	3						
	for units $W \leq 1,000$ lines)	% of trouble reports	0.61	0.41	0.41	1.26	0.21	0.62	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	-	Total # of outage report tickets	0	0	0	2	1	1						
م نام <b>ا</b>	usted	Total # of repair tickets restored in $\leq$ 24hrs	0	0	0	2	1	1						
-	of Service Report	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00						
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	0:00	0:00	0:00	24:6	1:56							
iviiri.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	0:00	0:00	0:00	12:3	1:56	7:23						
		Indicate if catastrophic event is in month												
		Total # of unadjusted outage report tickets	2	1	1	4	1	2						
Una	ndjusted	Total # of all repair tickets restored in < 24hr	2	1	0	3	1	2						
Out	of Service Report	% of repair tickets restored $\leq$ 24 Hours	100.00	100.00	0.00	75.00	100.00		#DIV/0!	#DIV/0!				
		Sum of the duration of all outages (hh:mm)	8:54	6:46	48:19	58:3	1:56							
		Avg. unadjusted outage duration (hh:mm)	4:27	6:46	48:19	14:3	1:56							
Ref	linas	Number of customers who received refunds	0	0	0	0	0							
		Monthly amount of refunds	0	0	0	0	0	0						
Ane	wer Time (Trouble Reports "TR", Billing &					г		r				r	T	<del></del>
	Billing) Min. standard = 80% of calls $\leq 60$	TOTAL # OF CAUS TOF TR, DIMING & NOT-DIMING												<b></b>
	nds to reach live agent (w/ a menu option	Total # of call seconds to reach live agent												<b></b>
to rea	ach live agent)	% ≤ 60 seconds												
	<b>U</b> ,													

Primary Utility Contact Information

Sierra Telephone

Phone: 559-642-0369

Sierra Telephone

🗌 Total 🔲 Exchang 🗹 Wire

Company Name:

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)			
incloar chiefit (compile monthly, me quarterly)				1st Quarter		2nd Quarter			3rd Quarter			4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Insta	allation Interval	Total # of business days	114.97	155.29	128.00	55.12	87.64	94.13						
		Total # of service orders	21	29	25	15	25	17						
		Avg. # of business days	5.47	5.35	5.12	3.67	3.51	5.54						
Installation Commitment		Total # of installation commitments	29	39	32	21	30	30						
		Total # of installation commitment met	29	39	32	21	30	30						
met	standard = 95 % committent	Total # of installation commitment missed	0	0	0	0	0	0						1
met		% of commitment met	100.00	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	3684	3696	3724	3723	3720	3721						1
Cust	tomer Trouble Report												1	1
		Total # of working lines	3620	3617	3614	3607	3609	3609				#DIV/0!         #DIV/0!           #DIV/0!         #DIV/0!		
	stallation intervalin. standard = 5 bus. daysstallation Commitmentin. standard = 95% commitmentin. standard = 30% within 24 hrsin. standard = 90% within 24 hrs	Total # of trouble reports	31	23	13	20	14	23						1
Ird		% of trouble reports	0.86	0.64	0.36	0.55	0.39	0.64	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
pq		Total # of working lines												1
tar	8% (8 per 100 working lines	Total # of trouble reports												1
	for units w/ 1,001 - 2,999 lines)	% of trouble reports												1
۸in	for units $w/ \leq 1.000$ lines)	Total # of working lines												
~		Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	6	5	3	5	3	9						
		Total # of repair tickets restored in $\leq$ 24hrs	6	5	3	5	3	9						
-		% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00	#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	34:23	12:45	72:13						1
win.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	5:2	8:6	8:20	6:52	4:15	8:1						
		Indicate if catastrophic event is in month												1
		Total # of unadjusted outage report tickets	21	9	10	13	6	11						1
Una	djusted	Total # of all repair tickets restored in $\leq$ 24hrs	20	9	10	11	6	11						
Out	of Service Report	% of repair tickets restored ≤ 24 Hours	95.24	100.00	100.00	84.62	100.00	100.00	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	256:21	29:48	80:54						
		Avg. unadjusted outage duration (hh:mm)	7:15	6:24	5:54	19:43	4:58	7:21				-		1
Defe	un die	Number of customers who received refunds	0	0	0	0	0	0					İ da kara kara kara kara kara kara kara k	1
Refunds		Monthly amount of refunds	0	0	0	0	0	0						
Answ	er Time (Trouble Reports "TR", Billing &						r							
	Silling) Min. standard = $80\%$ of calls $\leq 60$	Total # of calls for TR, Billing & Non-Billing												4
	ids 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

Phone: 559-642-0369

□ Total □ Exchang ☑ Wire

**Company Name:** Sierra Telephone U#: 1016-C **Report Year:** 2021 **Reporting Unit Type: Reporting Unit Name:** MRPSCAXG Date filed Date filed Date filed Date filed (05/15/21)(08/15/21)(11/15/21)(02/15/22)Measurement (Compile monthly, file quarterly) **1st Quarter** 2nd Quarter 3rd Quarter 4th Quarter Jan Feb Mar Jun Jul Sep Oct Nov Apr May Aug Dec Total # of business days 57.57 88.06 150.63 41.44 49.85 91.68 Installation Interval Total # of service orders 16 19 31 19 17 23 Min. standard = 5 bus. days 3.60 4.63 4.86 2.93 3.99 Avg. # of business days 2.18 Total # of installation commitments 19 24 34 25 21 26 Installation Commitment 19 34 24 25 21 26 Total # of installation commitment met Min. standard = 95% commitment Total # of installation commitment missed 0 0 0 0 0 0 met 100.00 100.00 100.00 100.00 100.00 #DIV/0! #DIV/0! #DIV/0! #DIV/0! #DIV/0! #DIV/0! % of commitment met 100.00 Customers Acct # for voice or bundle, res+bus 2470 2493 2452 2456 2456 2451 **Customer Trouble Report** Total # of working lines 6% (6 per 100 working lines Total # of trouble reports for units w/  $\geq$  3,000 lines) Standard % of trouble reports 2566 2584 Total # of working lines 2553 2581 2577 2579 8% (8 per 100 working lines Total # of trouble reports 17 12 9 for units w/ 1,001 - 2,999 lines) 0.67 0.27 0.46 0.35 0.35 0.35 #DIV/0! #DIV/0! #DIV/0! #DIV/0! #DIV/0! #DIV/0! % of trouble reports Min. Total # of working lines 10% (10 per 100 working lines Total # of trouble reports for units w/  $\leq$  1,000 lines) % of trouble reports Total # of outage report tickets 5 4 2 Total # of repair tickets restored in < 24hrs 5 Adjusted % of repair tickets restored  $\leq$  24 Hours 100.00 100.00 100.00 100.00 100.00 100.00 #DIV/0! #DIV/0! #DIV/0! #DIV/0! #DIV/0! #DIV/0! Out of Service Report Sum of the duration of all outages (hh:mm) 12:46 6:56 8:40 1:37 18:57 16:56 Min. standard = 90% within 24 hrs 2:33 6:56 Avg. outage duration (hh:mm) 2:10 1:37 9:28 16:56 Indicate if catastrophic event is in month Total # of unadjusted outage report tickets 6 4 4 Total # of all repair tickets restored in < 24h Unadjusted 6 7 4 3 % of repair tickets restored ≤ 24 Hours 100.00 33.33 100.00 100.00 #DIV/0! #DIV/0! #DIV/0! Out of Service Report 100.00 75.00 #DIV/0! #DIV/0! #DIV/0! Sum of the duration of all outages (hh:mm) 33:28 87:45 30:38 25:30 73.54 11:50 5:34 Avg. unadjusted outage duration (hh:mm) 29:15 4:22 2:57 6:22 18:28 Number of customers who received refunds 0 0 0 0 0 0 Refunds 0 0 Monthly amount of refunds 0 0 0 0 Answer Time (Trouble Reports "TR", Billing & Total # of calls for TR, Billing & Non-Billing Non-Billing) Min. standard = 80% of calls ≤ 60 Total # of call seconds to reach live agent seconds to reach live agent (w/ a menu option % ≤ 60 seconds to reach live agent)

**Primary Utility Contact Information** 

Name: Al Baumgarner

Phone: 559-642-0369

Email: regulatory@stcg.net

□ Total □ Exchang ☑ Wire

U#: **Company Name:** Sierra Telephone 1016-C **Report Year:** 2021 **Reporting Unit Name: Reporting Unit Type:** YMLPCAXF Date filed Date filed Date filed Date filed (05/15/21)(08/15/21)(11/15/21)(02/15/22)Measurement (Compile monthly, file guarterly) **1st Quarter** 2nd Quarter **3rd Quarter** 4th Quarter Feb Mar Jan Apr May Jun Jul Aug Sep Oct Nov Dec Total # of business davs 0.00 6.95 56.97 8.61 10.25 14.49 Installation Interval Total # of service orders 0 11 5 2 Min. standard = 5 bus. days 0.00 2.32 5.18 1.72 3.42 7.24 Avg. # of business days Total # of installation commitments 13 0 3 5 7 3 Installation Commitment 0 13 5 3 Total # of installation commitment met 3 7 Min. standard = 95% commitment 0 Total # of installation commitment missed 0 0 Ω n 0 met 100.00 % of commitment met 100.00 100.00 100.00 100.00 100.00 #DIV/0! #DIV/0! #DIV/0! #DIV/0! #DIV/0! #DIV/0! Customers Acct # for voice or bundle, res+bus 758 753 996 991 993 770 **Customer Trouble Report** Total # of working lines 6% (6 per 100 working lines Total # of trouble reports for units w/  $\geq$  3,000 lines) Standard % of trouble reports Total # of working lines 8% (8 per 100 working lines Total # of trouble reports for units w/ 1,001 - 2,999 lines) #DIV/0! #DIV/0! #DIV/0! #DIV/0! #DIV/0! #DIV/0! % of trouble reports Min. 970 988 993 988 989 978 Total # of working lines 10% (10 per 100 working lines Total # of trouble reports 3 7 4 5 for units  $w \le 1,000$  lines) % of trouble reports 0.72 0.91 0.30 0.40 0.20 0.51 Total # of outage report tickets 3 1 2 1 Total # of repair tickets restored in < 24hrs 1 3 Adjusted % of repair tickets restored ≤ 24 Hours 100.00 100.00 100.00 100.00 100.00 100.00 #DIV/0! #DIV/0! **Out of Service Report** Sum of the duration of all outages (hh:mm) 3:28 11:47 18:45 3:40 2:17 12:16 Min. standard = 90% within 24 hrs Avg. outage duration (hh:mm) 3:28 5:53 18:45 3:40 2:17 4:5 Indicate if catastrophic event is in month Total # of unadjusted outage report tickets 6 2 5 Unadjusted Total # of all repair tickets restored in < 24hr 6 2 4 2 4 % of repair tickets restored  $\leq$  24 Hours 100.00 80.00 100.00 100.00 100.00 80.00 #DIV/0! #DIV/0! #DIV/0! 100.00 #DIV/0! #DIV/0! Out of Service Report 22:42 63:25 24:50 Sum of the duration of all outages (hh:mm) 7:20 2:17 81:59 3:47 12:41 12:25 3:40 2:17 16:23 Avg. unadjusted outage duration (hh:mm) Number of customers who received refunds 0 0 0 0 0 0 Refunds Monthly amount of refunds 0 Answer Time (Trouble Reports "TR", Billing & Total # of calls for TR, Billing & Non-Billing Non-Billing) Min. standard = 80% of calls ≤ 60 Fotal # of call seconds to reach live agent seconds to reach live agent (w/ a menu option % ≤ 60 seconds to reach live agent)

**Primary Utility Contact Information** 

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