

**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	462.24	396.98	486.27						
	Total # of service orders	84	97	137	105	104	111						
	Avg. # of business days	4.12	4.47	4.76	4.40	3.82	4.38						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	110	123	162	133	132	162						
	Total # of installation commitment met	110	123	162	133	132	162						
	Total # of installation commitment missed	0	0	0	0	0	0						
<b>Customers</b>	% 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!	
<b>Customer Trouble Report</b>	Acct # for voice or bundle, res+bus	15172	15143	15127	15143	15136	15130						
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	15292	15282	15303	15282	15278	15268					
		Total # of trouble reports	99	75	75	63	66	69					
		% of trouble reports	0.65	0.49	0.49	0.41	0.43	0.45	#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	14	17	22						
	Total # of repair tickets restored in ≤ 24hrs	23	16	23	14	17	22						
	% 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!		
	Sum of the duration of all outages (hh:mm)	112:22	122:14	138:13	98:12	92:15	196:20						
	Avg. outage duration (hh:mm)	4:53	7:38	6:0	7:0	5:27	8:55						
Indicate if catastrophic event is in month													
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	61	38	49	33	37	36						
	Total # of all repair tickets restored in ≤ 24hrs	58	32	45	28	32	33						
	% of repair tickets restored ≤ 24 Hours	95.08	84.21	91.84	84.85	86.49	91.67	#DIV/0!	#DIV/0!	#DIV/0!			
	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						
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0						
	Monthly amount of refunds	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	4618	4239	5663	4300	4012	4259						
	Total # of call seconds to reach live agent	4603	4209	5634	4229	3981	4244						
	% ≤ 60 seconds	99.68%	99.29%	99.49%	98.35%	99.23%	99.65%			#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	351.01	233.93	265.36						
	Total # of service orders	42	44	68	59	55	62						
	Avg. # of business days	3.85	3.91	4.64	5.95	4.25	4.28						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	56	54	81	74	68	93						
	Total # of installation commitment met	56	54	81	74	68	93						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% 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!	
<b>Customers</b>	Acct # for voice or bundle, res+bus	7657	7595	7604	7369	7371	7366						
<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	7659	7628	7630	7628	7624	7620					
		Total # of trouble reports	41	34	45	24	40	29					
		% 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!
	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	5	10	8						
	Total # of repair tickets restored in ≤ 24hrs	11	8	15	5	10	8						
	% 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!		
	Sum of the duration of all outages (hh:mm)	65:53	62:58	85:46	34:23	56:54	87:31						
	Avg. outage duration (hh:mm)	5:59	7:52	5:43	6:52	5:41	10:56						
	Indicate if catastrophic event is in month												
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	26	20	29	10	25	14						
	Total # of all repair tickets restored in ≤ 24hr	24	17	26	8	20	13						
	% 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!		
	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						
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0						
	Monthly amount of refunds	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												
	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	6.06	15.31	20.61						
	Total # of service orders	5	2	2	7	4	7						
	Avg. # of business days	2.49	5.53	0.54	0.87	3.83	2.94						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	6	3	2	8	6	10						
	Total # of installation commitment met	6	3	2	8	6	10						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% 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!	
<b>Customers</b>	Acct # for voice or bundle, res+bus	603	592	594	599	598	599						
<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	490	483	482	478	479	482					
		Total # of trouble reports	3	2	2	6	1	3					
		% 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!
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0	2	1	1						
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	2	1	1						
	% of repair tickets restored ≤ 24 Hours	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	24:6	1:56	7:23						
	Avg. outage duration (hh:mm)	0:00	0:00	0:00	12:3	1:56	7:23						
Indicate if catastrophic event is in month													
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	2	1	1	4	1	2						
	Total # of all repair tickets restored in ≤ 24hr	2	1	0	3	1	2						
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	0.00	75.00	100.00	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	12:4						
	Avg. unadjusted outage duration (hh:mm)	4:27	6:46	48:19	14:3	1:56	6:2						
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0						
	Monthly amount of refunds	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												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

**Primary Utility Contact Information**

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**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	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						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	29	39	32	21	30	30						
	Total # of installation commitment met	29	39	32	21	30	30						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% 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!	
<b>Customers</b>	Acct # for voice or bundle, res+bus	3684	3696	3724	3723	3720	3721						
<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	3620	3617	3614	3607	3609	3609					
		Total # of trouble reports	31	23	13	20	14	23					
		% 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!
	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	5	3	9						
	Total # of repair tickets restored in ≤ 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!	
	Sum of the duration of all outages (hh:mm)	30:13	40:32	25:1	34:23	12:45	72:13						
	Avg. outage duration (hh:mm)	5:2	8:6	8:20	6:52	4:15	8:1						
	Indicate if catastrophic event is in month												
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	21	9	10	13	6	11						
	Total # of all repair tickets restored in ≤ 24hrs	20	9	10	11	6	11						
	% 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!	
	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						
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0						
	Monthly amount of refunds	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												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

**Primary Utility Contact Information**

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**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	41.44	49.85	91.68						
	Total # of service orders	16	19	31	19	17	23						
	Avg. # of business days	3.60	4.63	4.86	2.18	2.93	3.99						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	19	24	34	25	21	26						
	Total # of installation commitment met	19	24	34	25	21	26						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% 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!	
<b>Customers</b>	Acct # for voice or bundle, res+bus	2470	2493	2452	2456	2456	2451						
<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	2553	2566	2584	2581	2577	2579					
		Total # of trouble reports	17	7	12	9	9	9					
		% of trouble reports	0.67	0.27	0.46	0.35	0.35	0.35	#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	1	2	1						
	Total # of repair tickets restored in ≤ 24hrs	5	1	4	1	2	1						
	% 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!	
	Sum of the duration of all outages (hh:mm)	12:46	6:56	8:40	1:37	18:57	16:56						
	Avg. outage duration (hh:mm)	2:33	6:56	2:10	1:37	9:28	16:56						
	Indicate if catastrophic event is in month												
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	6	3	7	4	4	4						
	Total # of all repair tickets restored in ≤ 24hr	6	1	7	4	4	3						
	% of repair tickets restored ≤ 24 Hours	100.00	33.33	100.00	100.00	100.00	75.00	#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	11:50	25:30	73:54						
	Avg. unadjusted outage duration (hh:mm)	5:34	29:15	4:22	2:57	6:22	18:28						
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0						
	Monthly amount of refunds	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												
	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	8.61	10.25	14.49						
	Total # of service orders	0	3	11	5	3	2						
	Avg. # of business days	0.00	2.32	5.18	1.72	3.42	7.24						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	0	3	13	5	7	3						
	Total # of installation commitment met	0	3	13	5	7	3						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% 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!	
<b>Customers</b>	Acct # for voice or bundle, res+bus	758	770	753	996	991	993						
<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							#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	970	988	993	988	989	978					
		Total # of trouble reports	7	9	3	4	2	5					
		% of trouble reports	0.72	0.91	0.30	0.40	0.20	0.51					
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	2	1	1	1	3						
	Total # of repair tickets restored in ≤ 24hrs	1	2	1	1	1	3						
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00	#DIV/0!	#DIV/0!				
	Sum of the duration of all outages (hh:mm)	3:28	11:47	18:45	3:40	2:17	12:16						
	Avg. outage duration (hh:mm)	3:28	5:53	18:45	3:40	2:17	4:5						
Indicate if catastrophic event is in month													
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	6	5	2	2	1	5						
	Total # of all repair tickets restored in ≤ 24hr	6	4	2	2	1	4						
	% of repair tickets restored ≤ 24 Hours	100.00	80.00	100.00	100.00	100.00	80.00	#DIV/0!	#DIV/0!	#DIV/0!	100.00		
	Sum of the duration of all outages (hh:mm)	22:42	63:25	24:50	7:20	2:17	81:59						
	Avg. unadjusted outage duration (hh:mm)	3:47	12:41	12:25	3:40	2:17	16:23						
<b>Refunds</b>	Number of customers who received refunds	0	0	0	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**

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