

**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	448.86	401.39	295.38			
	Total # of service orders	84	97	137	105	104	111	119	94	69			
	Avg. # of business days	4.12	4.47	4.76	4.40	3.82	4.38	3.77	4.27	4.28			
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	110	123	162	133	132	162	153	134	98			
	Total # of installation commitment met	110	123	162	133	132	162	153	134	98			
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
	% of commitment met	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	15172	15143	15127	15143	15136	15130	15129	15137	15099			
<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	15292	15282	15303	15282	15278	15268	15264	15233	15182		
		Total # of trouble reports	99	75	75	63	66	69	99	87	71		
		% of trouble reports	0.65	0.49	0.49	0.41	0.43	0.45	0.65	0.57	0.47		
	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	27	26	8			
	Total # of repair tickets restored in ≤ 24hrs	23	16	23	14	17	22	27	26	8			
	% of repair tickets restored ≤ 24 Hours	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)	112:22	122:14	138:13	98:12	92:15	196:20	133:27	152:31	50:17			
	Avg. outage duration (hh:mm)	4:53	7:38	6:0	7:0	5:27	8:55	4:56	5:51	6:17			
	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	56	46	26			
	Total # of all repair tickets restored in ≤ 24hrs	58	32	45	28	32	33	50	45	24			
	% of repair tickets restored ≤ 24 Hours	95.08	84.21	91.84	84.85	86.49	91.67	89.29	97.83	92.31			
	Sum of the duration of all outages (hh:mm)	392:27	483:19	673:13	562:58	466:47	425:19	662:58	391:15	345:80			
	Avg. unadjusted outage duration (hh:mm)	6:26	12:43	13:44	17:3	12:36	11:48	11:50	8:30	13:16			
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	Monthly amount of refunds	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	4618	4239	5663	4300	4012	4259	4375	4150	4160			
	Total # of call seconds to reach live agent	4603	4209	5634	4229	3981	4244	4342	4137	4113			
	% ≤ 60 seconds	99.68%	99.29%	99.49%	98.35%	99.23%	99.65%	99.25%	99.69%	99.87%			

**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	227.27	212.34	144.69			
	Total # of service orders	42	44	68	59	55	62	73	47	38			
	Avg. # of business days	3.85	3.91	4.64	5.95	4.25	4.28	3.11	4.52	3.81			
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	56	54	81	74	68	93	86	72	54			
	Total # of installation commitment met	56	54	81	74	68	93	86	72	54			
	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	100.00	100.00	100.00			
<b>Customers</b>	Acct # for voice or bundle, res+bus	7657	7595	7604	7369	7371	7366	7371	7369	7346			
<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	7617	7598	7572		
		Total # of trouble reports	41	34	45	24	40	29	37	43	37		
		% of trouble reports	0.54	0.45	0.59	0.31	0.52	0.38	0.49	0.57	0.49		
	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	10	13	5			
	Total # of repair tickets restored in ≤ 24hrs	11	8	15	5	10	8	10	13	5			
	% of repair tickets restored ≤ 24 Hours	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)	65:53	62:58	85:46	34:23	56:54	87:31	59:32	82:28	28:50			
	Avg. outage duration (hh:mm)	5:59	7:52	5:43	6:52	5:41	10:56	5:57	6:20	5:37			
	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	19	22	13			
	Total # of all repair tickets restored in ≤ 24hrs	24	17	26	8	20	13	18	22	12			
	% of repair tickets restored ≤ 24 Hours	92.31	85.00	89.66	80.00	80.00	92.86	94.74	100.00	92.31			
	Sum of the duration of all outages (hh:mm)	175:4	267:38	510:23	229:22	407:14	176:26	200:53	148:52	179:27			
	Avg. unadjusted outage duration (hh:mm)	6:44	13:22	17:35	22:56	16:17	12:36	10:34	6:46	13:48			
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	Monthly amount of refunds	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	4618	4239	5663	4300	4012	4259	4375	4150	4160			
	Total # of call seconds to reach live agent	4603	4209	5634	4229	3981	4244	4342	4137	4113			
	% ≤ 60 seconds	99.68%	99.29%	99.49%	98.35%	99.23%	99.65%	99.25%	99.69%	99.87%			

**Primary Utility Contact Information**

**Name:** Al Baumgarner

**Phone:** 559-642-0369

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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: 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	20.45	11.48	5.72			
	Total # of service orders	5	2	2	7	4	7	7	3	1			
	Avg. # of business days	2.49	5.53	0.54	0.87	3.83	2.94	2.92	3.83	5.72			
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	6	3	2	8	6	10	8	3	4			
	Total # of installation commitment met	6	3	2	8	6	10	8	3	4			
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
	% of commitment met	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	603	592	594	599	598	599	611	603	607			
<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	485	485	484		
		Total # of trouble reports	3	2	2	6	1	3	5	0	0		
		% of trouble reports	0.61	0.41	0.41	1.26	0.21	0.62	1.03	0.00	0.00		
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0	2	1	1	1	0	0			
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	2	1	1	1	0	0			
	% of repair tickets restored ≤ 24 Hours	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)	0:00	0:00	0:00	24:6	1:56	7:23	9:17	0:00	0:00			
	Avg. outage duration (hh:mm)	0:00	0:00	0:00	12:3	1:56	7:23	9:17	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	4	1	2	4	0	0			
	Total # of all repair tickets restored in ≤ 24hr	2	1	0	3	1	2	1	0	0			
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	0.00	75.00	100.00	100.00	25.00	100.00	100.00			
	Sum of the duration of all outages (hh:mm)	8:54	6:46	48:19	58:3	1:56	12:4	246:52	0	0			
	Avg. unadjusted outage duration (hh:mm)	4:27	6:46	48:19	14:3	1:56	6:2	60:58	0	0			
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	Monthly amount of refunds	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												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

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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:** 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	88.38	106.94	39.67			
	Total # of service orders	21	29	25	15	25	17	17	26	11			
	Avg. # of business days	5.47	5.35	5.12	3.67	3.51	5.54	5.2	4.11	3.61			
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	29	39	32	21	30	30	28	35	15			
	Total # of installation commitment met	29	39	32	21	30	30	28	35	15			
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
	% of commitment met	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	3684	3696	3724	3723	3720	3721	3706	3711	3706			
<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	3602	3601	3584		
		Total # of trouble reports	31	23	13	20	14	23	39	31	14		
		% of trouble reports	0.86	0.64	0.36	0.55	0.39	0.64	1.08	0.86	0.39		
	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	15	9	2			
	Total # of repair tickets restored in ≤ 24hrs	6	5	3	5	3	9	15	9	2			
	% of repair tickets restored ≤ 24 Hours	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)	30:13	40:32	25:1	34:23	12:45	72:13	61:35	33:13	20:35			
	Avg. outage duration (hh:mm)	5:2	8:6	8:20	6:52	4:15	8:1	4:6	3:41	10:17			
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	24	17	4			
	Total # of all repair tickets restored in ≤ 24hrs	20	9	10	11	6	11	22	16	4			
	% of repair tickets restored ≤ 24 Hours	95.24	100.00	100.00	84.62	100.00	100.00	91.67	94.12	100.00			
	Sum of the duration of all outages (hh:mm)	152:17	57:43	59:20	256:21	29:48	80:54	145:12	199:48	31:2			
	Avg. unadjusted outage duration (hh:mm)	7:15	6:24	5:54	19:43	4:58	7:21	6:3	11:45	7:45			
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	Monthly amount of refunds	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												
	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	41.44	49.85	91.68	93.32	52.67	72.67			
	Total # of service orders	16	19	31	19	17	23	15	14	13			
	Avg. # of business days	3.60	4.63	4.86	2.18	2.93	3.99	6.22	3.76	5.59			
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	19	24	34	25	21	26	23	19	17			
	Total # of installation commitment met	19	24	34	25	21	26	23	19	17			
	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	100.00	100.00	100.00			
<b>Customers</b>	Acct # for voice or bundle, res+bus	2470	2493	2452	2456	2456	2451	2461	2462	2456			
<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	2575	2573	2568		
		Total # of trouble reports	17	7	12	9	9	9	15	8	12		
		% of trouble reports	0.67	0.27	0.46	0.35	0.35	0.35	0.58	0.31	0.47		
	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	0	1	0			
	Total # of repair tickets restored in ≤ 24hrs	5	1	4	1	2	1	0	1	0			
	% of repair tickets restored ≤ 24 Hours	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)	12:46	6:56	8:40	1:37	18:57	16:56	0	6:11	0			
	Avg. outage duration (hh:mm)	2:33	6:56	2:10	1:37	9:28	16:56	0	6:11	0			
	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	7	3	4			
	Total # of all repair tickets restored in ≤ 24hrs	6	1	7	4	4	3	7	3	4			
	% of repair tickets restored ≤ 24 Hours	100.00	33.33	100.00	100.00	100.00	75.00	100.00	100.00	100.00			
	Sum of the duration of all outages (hh:mm)	33:28	87:45	30:38	11:50	25:30	73:54	64:47	9:4	19:27			
	Avg. unadjusted outage duration (hh:mm)	5:34	29:15	4:22	2:57	6:22	18:28	9:15	3:1	4:51			
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	Monthly amount of refunds	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												
	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:** 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	19.44	17.96	32.63			
	Total # of service orders	0	3	11	5	3	2	7	4	6			
	Avg. # of business days	0.00	2.32	5.18	1.72	3.42	7.24	2.78	11.45	5.44			
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	0	3	13	5	7	3	8	5	8			
	Total # of installation commitment met	0	3	13	5	7	3	8	5	8			
	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	100.00	100.00	100.00			
<b>Customers</b>	Acct # for voice or bundle, res+bus	758	770	753	996	991	993	988	984	984			
<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	970	988	993	988	989	978	985	976	974		
		Total # of trouble reports	7	9	3	4	2	5	3	5	8		
		% of trouble reports	0.72	0.91	0.30	0.40	0.20	0.51	0.30	0.51	0.82		
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	2	1	1	1	3	1	3	1			
	Total # of repair tickets restored in ≤ 24hrs	1	2	1	1	1	3	1	3	1			
	% of repair tickets restored ≤ 24 Hours	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)	3:28	11:47	18:45	3:40	2:17	12:16	3:0	30:38	1:36			
	Avg. outage duration (hh:mm)	3:28	5:53	18:45	3:40	2:17	4:5	3:0	10:12	1:36			
	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	2	4	5			
	Total # of all repair tickets restored in ≤ 24hr	6	4	2	2	1	4	2	4	4			
	% of repair tickets restored ≤ 24 Hours	100.00	80.00	100.00	100.00	100.00	80.00	100.00	100.00	80.00			
	Sum of the duration of all outages (hh:mm)	22:42	63:25	24:50	7:20	2:17	81:59	8:12	33:28	115:11			
	Avg. unadjusted outage duration (hh:mm)	3:47	12:41	12:25	3:40	2:17	16:23	4:6	8:22	23:2			
<b>Refunds</b>	Number of customers who received refunds	0	0	0	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												

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