

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: 2025

Reporting Unit Type: Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed (05/15/25)			Date filed (08/15/25)			Date filed (11/15/2025)			Date filed (02/15/2026)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	18.83	22.59	20.97	18.74	26.76	16.27						
	Total # of service orders	26	23	23	28	16	21						
	Avg. # of business days	0.72	0.98	0.91	0.67	1.67	0.77						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	30	27	28	33	21	28						
	Total # of installation commitment met	30	27	28	33	21	28						
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100.00	100.00	100.00	100.00	100.00	100.00						
Customers	Acct # for voice or bundle, res+bus	11439	11265	11118	10964	10821	10699						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	11244	11090	10957	10814	10641	10509					
		Total # of trouble reports	37	60	49	61	37	32					
		% of trouble reports	0.33	0.54	0.45	0.56	0.35	0.30					
	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											
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	12	12	18	9	8	8						
	Total # of repair tickets restored in ≤ 24hrs	12	12	17	9	8	8						
	% of repair tickets restored ≤ 24 Hours	100.00	100.00	94.44	100.00	100.00	100.00						
	Sum of the duration of all outages (hh:mm)	281:6	98:50	347:4	60:37	135:13	100:52						
	Avg. outage duration (hh:mm)	23:25	8:14	19:16	6:44	16:54	12:36						
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	26	41	40	43	31	24						
	Total # of all repair tickets restored in ≤ 24hrs	22	31	32	34	24	18						
	% of repair tickets restored ≤ 24 Hours	84.62	75.61	80.00	79.07	77.42	75.00						
	Sum of the duration of all outages (hh:mm)	1279:14	1467:5	839:42	844:23	813:12	572:45						
	Avg. unadjusted outage duration (hh:mm)	49:12	35:46	20:59	19:38	26:13	23:51						
Refunds	Number of customers who received refunds	0	0	0	0	0	0						
	Monthly amount of refunds	0	0	0	0	0	0						
Answer Time (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	2943	2863	2691	3047	2718	2902						
	Total # of call seconds to reach live agent	2930	2863	2677	3023	2713	2837						
	% ≤ 60 seconds	99.56%	100.00%	99.48%	99.21%	99.82%	97.76%						

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Primary Utility Contact Information

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