California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D

☑ Total ☐ Exchang☐ Wire

Company Name: Sierra Telephone **U#:** 1016-C **Report Year:** 2026

Reporting Unit Type: **Reporting Unit Name:** Total Company

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2026)			Date filed (08/15/2026)			Date filed (11/15/2026)			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	5.74	11.58	13.77									
	Total # of service orders	15	17	28									
	Avg. # of business days	0.38	0.68	0.49									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	18	19	32									
	Total # of installation commitment met	18	19	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!	#DIV/0!
Customers	Acct # for voice or bundle, res+bus	9825	9702	9567									
Customer Trouble Report													
Min. Standard 6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	9652	9511	9376									
	Total # of trouble reports	48	47	34									
	% of trouble reports	0.50	0.49	0.36	#DIV/0!	#DIV/0!	#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												
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	10	13	19									
	Total # of repair tickets restored in ≤ 24hrs	10	13	19									
	% 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!	#DIV/0!
	Sum of the duration of all outages (hh:mm)	166:32	343:27	152:39									
	Avg. outage duration (hh:mm)	16:39	26:25	8:2									
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	41	36	29									
	Total # of all repair tickets restored in ≤ 24hrs	30	28	26									
	% of repair tickets restored ≤ 24 Hours	73.17	77.78	89.66	#DIV/0!	#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)	1636:18	1051:40	363:28									
	Avg. unadjusted outage duration (hh:mm)	39:54	29:12	12:32									
Refunds	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			
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	2462	2330	2573									
	Total # of call seconds to reach live agent	2304	2228	2427									
	% ≤ 60 seconds	93.58%	95.62%	94.33%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

Primary Utility Contact Information

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