

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

Company Name: Kerman Telephone dba Sebastian

U#: 1012-C

Report Year: 2023

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Kerman Telephone Co

Measurement (Compile monthly, file quarterly)		Date filed (05/15/23)			Date filed (08/15/23)			Date filed (11/15/2023)			Date filed (2/15/24)		
		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	6.31	3.95	2.65									
	Total # of service orders	10	3	6									
	Avg. # of business days	0.63	1.32	0.44									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	10	3	6									
	Total # of installation commitment met	10	3	6									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100.0%	100.0%	100.0%									
Customers	Acct # for voice or bundle, res+bus	2,130	2,105	2,084									
Customer Trouble Report													
Min. Standard	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	2389	2,360	2,338								
		Total # of trouble reports	44	16	32								
		% of trouble reports	1.8%	0.7%	1.4%								
	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	33	10	19									
	Total # of repair tickets restored in ≤ 24hrs	33	10	19									
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%									
	Sum of the duration of all outages (hh:mm)	177:48	100:09	136:26									
	Avg. outage duration (hh:mm)	5:23	10:10	7:11									
	Indicate if catastrophic event is in a month	No	No	No									
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	34	10	23									
	Total # of repair tickets restored in ≤ 24hrs	33	10	17									
	% of repair tickets restored ≤ 24 Hours	97.1%	100.0%	73.91%									
	Sum of the duration of all outages (hh:mm)	251:14	100:9	377:22									
	Avg. outage duration (hh:mm)	7:23	10:10	16:24									
Refunds	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	\$0.00	\$0.00	\$0.00									
Answer Time (Trouble Reports, 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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Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 11/10/2016 (Add new rows to reflect requirements of GO 133-D)