

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

Company Name: Foresthill Telephone dba Sebastian

U#: 1009-C

Report Year: 2024

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Foresthill Telephone Co

Measurement (Compile monthly, file quarterly)		Date filed (05/15/24)			Date filed (08/15/24)			Date filed (11/15/2024)			Date filed (2/15/25)			
		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	0.82	3.39	0.78	12.85	6.56	0.33	8.33	0.1	0.37	6.78	1.93	0	
	Total # of service orders	2	2	4	6	8	2	2	2	2	3	1	0	
	Avg. # of business days	0.41	0.59	0.19	2.14	0.82	0.16	4.16	0.05	0.18	2.26	1.93	0	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	2	2	4	6	8	2	2	2	2	3	1	0	
	Total # of installation commitment met	2	2	4	6	8	2	2	2	2	3	1	0	
	Total # of installation commitment missed													
<b>Customers</b>	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	#DIV/0!	
	Acct # for voice or bundle, res+bus	1,432	1,429	1,431	1,414	1,418	1,402	1,402	1,388	1,385	1,381	1,374	1,362	
<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	1,470	1,466	1,468	1,451	1,454	1,438	1,438	1,424	1,421	1,417	1,410	1,397
		Total # of trouble reports	20	46	39	14	18	17	13	14	27	17	22	34
		% of trouble reports	1.36%	3.14%	2.66%	0.96%	1.24%	1.18%	0.90%	0.98%	1.90%	1.20%	1.56%	2.43%
	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 of Service Report</b> Min. standard = 90% within 24 hrs	<b>Out</b>	Total # of outage report tickets	11	24	19	7	12	11	5	7	19	13	9	15
		Total # of repair tickets restored in < 24hrs	11	24	19	7	12	11	5	7	19	12	9	15
		% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	92.31%	100.00%	100.00%
		Sum of the duration of all outages (hh:mm)	49:45	259:53	118:15	60:29	107:44	32:31	59:22	58:57	185:10	87:47	67:49	90:16
		Avg. outage duration (hh:mm)	4:31	10:50	6:13	8:38	8:58	2:57	11:52	8:25	9:45	6:45	7:32	6:01
		Indicate if catastrophic event is in a month	No	No	No	No	No	No	No	No	No	No	No	
<b>Unadjusted of Service Report</b>	<b>Out</b>	Total # of unadjusted outage report tickets	12	26	24	10	13	12	6	8	21	15	12	23
		Total # of repair tickets restored in ≤ 24hrs	11	24	19	7	12	11	5	7	19	12	9	15
		% of repair tickets restored ≤ 24 Hours	91.7%	92.3%	79.2%	70.00%	92.31%	91.67%	83.3%	87.5%	90.48%	80.00%	75.00%	65.22%
		Avg. outage duration (hh:mm)	117:11	318:03	484:52	195:40	137:55	85:36	84:44	127:30	371:41	141:49	237:27	823:07
<b>Refunds</b>		Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	
		Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>														
		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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