

**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									
	Total # of service orders	2	2	4									
	Avg. # of business days	0.41	0.59	0.19									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	2	2	4									
	Total # of installation commitment met	2	2	4									
	Total # of installation commitment missed												
	% of commitment met	100%	100%	100%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	1,432	1,429	1,431									
<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								
		Total # of trouble reports	20	46	39								
		% of trouble reports	1.36%	3.14%	2.66%								
	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	24	19									
	Total # of repair tickets restored in ≤ 24hrs	11	24	19									
	% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%									
	Sum of the duration of all outages (hh:mm)	49:45	259:53	118:15									
	Avg. outage duration (hh:mm)	4:31	10:50	6:13									
	Indicate if catastrophic event is in a month	No	No	No									
	<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	12	26	24								
Total # of repair tickets restored in ≤ 24hrs		11	24	19									
% of repair tickets restored ≤ 24 Hours		91.7%	92.3%	79.2%									
		117:11	318:03	484:52									
Avg. outage duration (hh:mm)		9:46	12:14	20:12									
<b>Refunds</b>	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	\$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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