

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

Company Name: Foresthill Telephone dba Sebastian

U#: 1009-C

Report Year: 2025

Reporting Unit Type: ☐ Total Company ☒ Exchange ☐ Wire Center

Reporting Unit Name: Foresthill Telephone Co

Measurement (Compile monthly, file quarterly)			Date filed (05/15/25)			Date filed (08/15/25)			Date filed (11/15/2025)			Date filed (2/15/26)			
			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	8.18	5.9	0.19	0.9	5.33	2.37	0.11	6.41	4.7				
		Total # of service orders	7	3	3	1	5	3	1	5	5				
		Avg. # of business days	1.17	1.97	0.06	0.90	1.07	0.79	0.11	1.28	0.94				
<b>Installation Commitment</b> Min. standard = 95% commitment met		Total # of installation commitments	7	3	3	1	5	3	1	5	5				
		Total # of installation commitment met	7	3	3	1	5	3	1	5	5				
		Total # of installation commitment missed													
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%				
<b>Customers</b>		Acct # for voice or bundle, res+bus	1,338	1,328	1,301	1,310	1,293	1,263	1,210	1,195	1,178				
<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	1,375	1,364	1,336	1,346	1,328	1,298	1,242	1,227	1,210				
		Total # of trouble reports	5	23	15	13	14	18	14	25	27				
		% of trouble reports	0.36%	1.69%	1.12%	0.97%	1.05%	1.39%	1.13%	2.04%	2.23%				
	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	4	12	12	10	10	11	7	15	19			
			Total # of repair tickets restored in ≤ 24hrs	4	12	12	10	10	9	7	15	19			
			% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%	100.00%	100.00%	81.82%	100.00%	100.00%	100.00%			
			Sum of the duration of all outages (hh:mm)	35:20	155:59	169:14	103:15	66:30	188:02	25:35	69:31	182:22			
			Avg. outage duration (hh:mm)	8:50	12:60	14:6	10:20	6:39	17:06	3:39	4:38	9:36			
			Indicate if catastrophnc event is in a month	No	No	No	No	No	No	No	No	No			
<b>Unadjusted of Service Report</b>		<b>Out</b>	Total # of unadjusted outage report tickets	5	16	12	12	10	12	8	19	21			
			Total # of repair tickets restored in ≤ 24hrs	4	12	12	10	10	9	7	15	19			
			% of repair tickets restored ≤ 24 Hours	80.0%	75.0%	100.0%	83.33%	100.00%	75.00%	87.5%	78.9%	90.48%			
				110:29	416:01	169:14	152:50	66:30	242:28	56:41	244:24	258:22			
			Avg. outage duration (hh:mm)	22:06	26:06	14:06	12:44	6:39	20:12	7:05	12:52	12:18			
<b>Refunds</b>		Number of customers who received refunds	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				
<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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