

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

Company Name:

Kerman Telephone dba Sebastian

U#:

1012-C

Report Year:

2025

Reporting Unit Type:

Total Company Exchange Wire Center

Reporting Unit Name:

Kerman Telephone Co

Measurement (Compile monthly, file quarterly)		Date filed (05/15/25)			Date filed (08/15/25)			Date filed (11/15/25)			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	
Installation Interval Min. standard = 5 bus. days	Total # of business days	12.13	1.03	3.68	0.88	4.36	12.26	12.21	6.31	9.94				
	Total # of service orders	7	1	4	3	2	8	10	4	12				
	Avg. # of business days	1.73	1.03	0.92	0.29	2.18	1.53	1.22	1.58	0.83				
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	7	1	4	3	2	8	10	4	12				
	Total # of installation commitment met	7	1	4	3	2	8	10	4	12				
	Total # of installation commitment missed													
Customers	% of commitment met	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				
	Acct # for voice or bundle, res+bus	1668	1647	1619	1629	1616	1597	1552	1530	1509				
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ \geq 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	1891	1871	1843	1856	1836	1817	1771	1754	1731			
		Total # of trouble reports	13	11	29	30	16	22	20	12	35			
		% of trouble reports	0.69%	0.59%	1.57%	1.62%	0.87%	1.21%	1.13%	0.68%	2.02%			
	10% (10 per 100 working lines for units w/ \leq 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	8	4	15	9	9	12	10	3	23			
		Total # of repair tickets restored in \leq 24hrs	8	4	15	9	9	12	10	3	23			
		% of repair tickets restored \leq 24 Hours	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.00%	100.00%	100.0%			
	Out	Sum of the duration of all outages (hh:mm)	42:30	39:18	112:04	91:53	78:02	87:29	99:57	36:23	135:35			
		Avg. outage duration (hh:mm)	5:19	9:50	7:29	10:13	8:40	7:17	9:60	12:08	5:54			
		Indicate if catastrophic event is in a month	No	No	No	No	No	No	No	No				
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	8	4	20	9	9	14	13	5	26			
		Total # of repair tickets restored in \leq 24hrs	8	4	15	9	9	12	10	3	23			
		% of repair tickets restored \leq 24 Hours	100.0%	100.0%	75.00%	100.00%	100.0%	85.7%	76.9%	60.0%	88.5%			
	Out	Sum of the duration of all outages (hh:mm)	42:30	39:18	330:20	91:53	78:02	159:32	250:48	110:30	325:20			
		Avg. outage duration (hh:mm)	5:19	9:50	16:31	10:13	8:40	11:24	19:18	22:06	12:31			
Refunds		Number of customers who received refunds	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				
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls \leq 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												
		% \leq 60 seconds												

Primary Utility Contact Information

Name: Jason Tikijian

Phone: 559-846-4893

Email: jtikijian@sebastiancorp.com

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)