

**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	
Installation Interval 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	2.99	0	0.24	
	Total # of service orders	7	3	3	1	5	3	1	5	5	1	0	1	
	Avg. # of business days	1.17	1.97	0.06	0.90	1.07	0.79	0.11	1.28	0.94	2.99	0	0.24	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	7	3	3	1	5	3	1	5	5	1	0	1	
	Total # of installation commitment met	7	3	3	1	5	3	1	5	5	1	0	1	
	Total # of installation commitment missed													
Customers	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	1,161	1,151	1,142	
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	1,375	1,364	1,336	1,346	1,328	1,298	1,242	1,227	1,210	1,193	1,183	1,174
		Total # of trouble reports	5	23	15	13	14	18	14	25	27	10	22	28
		% of trouble reports	0.36%	1.69%	1.12%	0.97%	1.05%	1.39%	1.13%	2.04%	2.23%	0.84%	1.86%	2.39%
	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	4	12	12	10	10	11	7	15	19	3	11	21	
	Total # of repair tickets restored in ≤ 24hrs	4	12	12	10	10	9	7	15	19	3	11	21	
	% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%	100.00%	100.00%	81.82%	100.00%	100.00%	100.00%	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	6:11	66:23	87:39	
	Avg. outage duration (hh:mm)	8:50	12:60	14:6	10:20	6:39	17:06	3:39	4:38	9:36	27:25	6:02	4:10	
	Indicate if catastrophic event is in a month	No	No	No	No	No	No	No	No	No	No	No	No	
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	5	16	12	12	10	12	8	19	21	4	12	21	
	Total # of repair tickets restored in ≤ 24hrs	4	12	12	10	10	9	7	15	19	3	11	21	
	% of repair tickets restored ≤ 24 Hours	80.0%	75.0%	100.0%	83.33%	100.00%	75.00%	87.5%	78.9%	90.48%	75.00%	91.67%	100.00%	
	Avg. outage duration (hh:mm)	110:29	416:01	169:14	152:50	66:30	242:28	56:41	244:24	258:22	108:01	91:20	87:39	
Refunds	Number of customers who received refunds	0	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	\$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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