

**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	9.27	14.66	3.88	
	Total # of service orders	7	1	4	3	2	8	10	4	12	4	8	3	
	Avg. # of business days	1.73	1.03	0.92	0.29	2.18	1.53	1.22	1.58	0.83	2.32	1.83	1.29	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	7	1	4	3	2	8	10	4	12	4	8	3	
	Total # of installation commitment met	7	1	4	3	2	8	10	4	12	4	8	3	
	Total # of installation commitment missed													
	% of commitment met	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Customers	Acct # for voice or bundle, res+bus	1668	1647	1619	1629	1616	1597	1552	1530	1509	1495	1477	1457	
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	1891	1871	1843	1856	1836	1817	1771	1754	1731	1714	1698	1674
		Total # of trouble reports	13	11	29	30	16	22	20	12	35	32	35	25
		% of trouble reports	0.69%	0.59%	1.57%	1.62%	0.87%	1.21%	1.13%	0.68%	2.02%	1.87%	2.06%	1.49%
	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	8	4	15	9	9	12	10	3	23	12	30	13	
	Total # of repair tickets restored in ≤ 24hrs	8	4	15	9	9	12	10	3	23	12	30	13	
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	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	76:34	280:33	208:47	
	Avg. outage duration (hh:mm)	5:19	9:50	7:29	10:13	8:40	7:17	9:60	12:08	5:54	6:23	9:21	16:04	
	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	8	4	20	9	9	14	13	5	26	17	32	15	
	Total # of repair tickets restored in ≤ 24hrs	8	4	15	9	9	12	10	3	23	12	30	13	
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	75.00%	100.00%	100.0%	85.7%	76.9%	60.0%	88.5%	70.59%	93.8%	86.7%	
	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	332:43	331:36	348:48	
	Avg. outage duration (hh:mm)	5:19	9:50	16:31	10:13	8:40	11:24	19:18	22:06	12:31	19:34	10:22	23:15	
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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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)