

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

Company Name: Foresthill Telephone dba Sebastian

U#: 1009-C

Report Year: 2026

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

Reporting Unit Name: Foresthill Telephone Co

Measurement (Compile monthly, file quarterly)		Date filed (05/15/26)			Date filed (08/15/26)			Date filed (11/15/2026)			Date filed (2/15/27)		
		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	1.35	7.34	2.48	0.62	0.09	3.86						
	Total # of service orders	2	3	3	2	1	4						
	Avg. # of business days	0.68	2.45	0.83	0.31	0.09	0.96						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2	3	3	2	1	4						
	Total # of installation commitment met	2	3	3	2	1	4						
	Total # of installation commitment missed												
	% of commitment met	100%	100%	100%	100%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Customers	Acct # for voice or bundle, res+bus	1,143	1,136	1,134	1,122	1,112	1,107						
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	1,174	1,168	1,166	1,154	1,144	1,139					
		Total # of trouble reports	12	27	23	19	21	107					
		% of trouble reports	1.02%	2.31%	1.97%	1.65%	1.84%	9.39%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	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	10	20	16	12	6	92						
	Total # of repair tickets restored in ≤ 24hrs	10	20	16	12	6	92						
	% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	Sum of the duration of all outages (hh:mm)	61:31	76:50	130:40	110:15	80:29	521:59						
	Avg. outage duration (hh:mm)	6:09	50:50	8:10	9:11	13:25	5:40						
	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	10	21	17	13	6	94						
	Total # of repair tickets restored in ≤ 24hrs	10	20	16	12	6	92						
	% of repair tickets restored ≤ 24 Hours	100.0%	95.2%	94.1%	92.31%	100.00%	97.87%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		61:31	108:24	158:52	154:32	80:29	707:31						
	Avg. outage duration (hh:mm)	6:09	5:10	9:21	11:53	13:25	7:32						
Refunds	Number of customers who received refunds	0	0	0	0	0	81	0	0	0	0	0	0
	Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$405.00	\$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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