

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

Company Name: Kerman Telephone dba Sebastian

U#: 1012-C

Report Year: 2017

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Kerman Telephone Co

Measurement (Compile monthly, file quarterly)		Date filed (05/15/17)			Date filed (08/15/17)			Date filed (11/15/2017)			Date filed (2/15/18)			
		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	60.03	29.35	95.31	35.25	49.47	38.7	25.91	47.43	66.42	23.57	60.02	25.15	
	Total # of service orders	48	29	48	26	22	18	26	34	32	21	30	14	
	Avg. # of business days	1.3	1.17	2.03	1.68	2.6	2.15	1.00	1.48	2.14	1.12	2.07	1.8	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	46	25	47	21	19	18	26	32	31	21	29	14	
	Total # of installation commitment met	46	25	47	21	17	16	26	31	29	21	28	14	
	Total # of installation commitment missed	0	0	0	0	2	2	0	1	2	0	1	0	
	% of commitment met	100.0%	100.0%	100.0%	100.00%	89.47%	88.89%	100.0%	96.9%	93.5%	100.00%	96.55%	100.00%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	3,638	3,619	3,600	3,574	3,559	3,549	3,496	3,456	3,453	3406	3408	3388	
<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	3,967	3,929	3,912	3,866	3,871	3,854	3,840	3,800	3,796	3,746	3,749	3,730
		Total # of trouble reports	54	53	66	46	31	39	32	36	25	43	13	38
		% of trouble reports	1.4%	1.3%	1.7%	1.2%	0.8%	1.0%	0.8%	0.9%	0.7%	1.1%	0.3%	1.0%
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	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	39	28	20	14	13	20	17	14	13	24	6	25
		Total # of repair tickets restored in < 24hrs	34	25	19	13	13	16	17	13	13	23	6	25
		% of repair tickets restored 24 Hours	87.2%	89.3%	95.0%	92.9%	100.0%	80.0%	100.0%	92.9%	100.0%	95.8%	100.0%	100.0%
		Sum of the duration of all outages (hh:mm)	469:46	244:23	205:03	109:29	138:46	285:49	204:30	253:55	134:58	268:39	26:58	256:19
		Avg. outage duration (hh:mm)	12:02	8:43	10:15	7:49	10:40	14:17	12:02	16:57	10:23	11:12	4:30	10:15
		Indicate if catastrophic event is in a month	No	No	No	No	No	No	No	No	No	No	No	No
<b>Unadjusted of Service Report</b>	<b>Out</b>	Total # of unadjusted outage report tickets	42	29	28	17	14	26	19	20	14	27	6	28
		Total # of repair tickets restored in < 24hrs	34	23	19	13	13	15	16	12	13	23	6	24
		% of repair tickets restored 24 Hours	80.95%	79.31%	67.86%	76.47%	92.86%	57.69%	84.21%	60.00%	92.86%	85.19%	100.0%	85.71%
		Sum of the duration of all outages (hh:mm)	1144:42	332:07	676:45	293:06	166:59	592:25	325:58	541:22	164:44	392:47	26:58	444:37
		Avg. outage duration (hh:mm)	27:15	11:27	24:10	17:14	11:56	22:47	17:09	27:04	11:46	14:33	4:30	15:53
<b>Refunds</b>	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	
<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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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)