

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

Company Name: Foresthill Telephone dba Sebastian

U#: 1009-C

Report Year: 2017

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Foresthill 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	46.41	14.29	42.24									
	Total # of service orders	16	7	22									
	Avg. # of business days	2.9	2.04	1.92									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	16	7	22									
	Total # of installation commitment met	13	7	22									
	Total # of installation commitment missed	3	0	0									
	% of commitment met	81%	100%	100%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	2,364	2,382	2,389									
<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											
		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	2,410	2,427	2,434								
		Total # of trouble reports	36	57	23								
		% of trouble reports	1.49%	2.35%	0.94%								
	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 Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	16	34	4									
	Total # of repair tickets restored in ≤ 24hrs	14	33	3									
	% of repair tickets restored ≤ 24 Hours	87.50%	97.06%	75.00%									
	Sum of the duration of all outages (hh:mm)	235:32	226:13	36:11									
	Avg. outage duration (hh:mm)	14:43	6:39	9:03									
	Indicate if catastrophic event is in a month	No	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	17	36	6									
	Total # of repair tickets restored in ≤ 24hrs	14	32	3									
	% of repair tickets restored ≤ 24 Hours	82.4%	88.9%	50.0%									
	Sum of the duration of all outages (hh:mm)	332:19	620:19	220:53									
	Avg. outage duration (hh:mm)	19:33	17:14	36:49									
<b>Refunds</b>	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	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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