

**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
Installation Interval Min. standard = 5 bus. days	Total # of business days	60.03	29.35	95.31									
	Total # of service orders	48	29	48									
	Avg. # of business days	1.3	1.17	2.03									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	46	25	47									
	Total # of installation commitment met	46	25	47									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	3,638	3,619	3,600									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3,967	3,929	3,912								
		Total # of trouble reports	54	53	66								
		% of trouble reports	1.4%	1.3%	1.7%								
	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											
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	39	28	20								
		Total # of repair tickets restored in ≤ 24hrs	34	25	19								
		% of repair tickets restored ≤ 24 Hours	87.2%	89.3%	95.0%								
		Sum of the duration of all outages (hh:mm)	469:46	244:23	205:03								
		Avg. outage duration (hh:mm)	12:02	8:43	10:15								
		Indicate if catastrophic event is in a month	No	No	No								
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	42	29	28								
		Total # of repair tickets restored in ≤ 24hrs	34	23	19								
		% of repair tickets restored ≤ 24 Hours	80.95%	79.31%	67.86%								
		Sum of the duration of all outages (hh:mm)	1144:42	332:07	676:45								
		Avg. outage duration (hh:mm)	27:15	11:27	24:10								
Refunds	Number of customers who received refunds	0:00	0	0									
	Monthly amount of refunds	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

Name: David Clark

Phone: 559 846-9311

Email: dclark@sebastiancorp.com

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)