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

ompany Name: <u>Kerman Telephone dba Sebastian</u>		U#: <u>1012-C</u>	Report Year: <u>2020</u>	
Reporting Unit Type:	□ Total Company ☑ Exchange	□ Wire Center	Reporting Unit Name:	Kerman Telephone Co

Installation Interval   Min. standard = 5 bus. days   Total # of business   Total # of business days	Measurement (Compile monthly, file quarterly)		Date filed (05/15/20)		Date filed (08/15/20)		Date filed (11/15/2020)			Date filed (2/15/21)					
Installation Interval   Min. standard = 5 bus. days   Total of business days   Total of service orders   13   15   22						Mar									Dec
Installation Interval   Min. standard = 5 bus. days   Min. standard = 5 bus. days   Min. standard = 95% commitment   Min. standar			Total # of business days			-	Aþi	Iviay	Jun	Jui	Aug	Зер	Oct	NOV	Dec
Min. standard = 5 Dus. Gays   Aug. of business days   1.18   0.94   1.18   1.	Min standard = 5 bus days							ı							<del>                                     </del>
Installation Commitment   Min. standard = 95% commitment   Min.															<del>                                     </del>
Installation Commitment   Min. standard = 95% commitment   Total # of installation commitment met   Total # of or stallation commitment met   Total # of installation commitment met   Total # of installation commitment met   Total # of installation commitment met   Total # of voice or bundle, res+bus   2,982   2,613   2,596															<del> </del>
Total # of installation commitment missed   1	Insta	allation Commitment													<del></del>
Section	Min.	standard = 95% commitment						1							<del>                                     </del>
Customers Trouble Report  6% (6 per 100 working lines for units w / 2,000 lines)  8% (8 per 100 working lines for units w / 2,000 lines)  8% (8 per 100 working lines for units w / 1,001 - 2,999 lines)  10% (10 per 100 working lines for units w / 5,000 lines)  10% (10 per 100 working lines for units w / 5	met							<u> </u>							<del>                                     </del>
Customer Trouble Report	C	t													<del> </del>
Total # of working lines for units w ≥ 3,000 lines   Total # of trouble reports   3,827			Acct # for voice or buridle, res+bus	2,902	2,013	2,596									<del> </del>
Total # of trouble reports   1.0 working lines   1.0 working li	Cus	tomer Trouble Report	Total # of warding lines	2.207				<u> </u>							<del>                                     </del>
So of trouble reports   So of trouble report   So of trouble   So of trouble report   So of trouble report   So of trouble   So of trouble report   So of trouble   So of trouble   So of trouble report   So of trouble   So o		6% (6 per 100 working lines		-, -											<del> </del>
So it rouble reports   10% (10 per 100 working lines   10%	ē	for units w/ ≥ 3,000 lines)													<del> </del>
So it rouble reports   10% (10 per 100 working lines   10%	gal			1.170	2015	2005		1							<del>                                     </del>
So it rouble reports   10% (10 per 100 working lines   10%	aŭ														<del> </del>
Total # of working lines for units w ≤ 1,000 lines   Total # of working lines for units w ≤ 1,000 lines   Total # of working lines Total # of trouble reports		for units w/ 1,001 - 2,999 lines)						1							<del>                                     </del>
Total # of trouble reports   So for trouble	.⊑				0.9%	1.170		1							<del>                                     </del>
Mode	Σ	10% (10 per 100 working lines													<del>                                     </del>
Adjusted Out of Service Report Min. standard = 90% within 24 hrs  Unadjusted Out of Service Report Min. standard = 90% within 24 hrs  Unadjusted Out of Service Report  Unadjusted Out of Unadjusted Outage report tickets 22 16 22  15 02  15 02  15 02  15 02  15 02  15 02  16 02  15 02  16 02  16 02  17 01al # of repair tickets restored in ≤ 24hrs 81.8 14 19  19 0  10 0.0 0  10		for units w/ ≤ 1,000 lines)						1							<del>                                     </del>
Adjusted Out of Service Report Min. standard = 90% within 24 hrs  Min. standard = 80% of calls ≤ 60 seconds to reach live agent  Min. standard = 80% of calls ≤ 60 seconds to reach live agent  Min. standard = 80% of calls ≤ 60 seconds to reach live agent  Min. standard = 80% of calls ≤ 60 seconds to reach live agent  Min. standard = 80% of calls ≤ 60 seconds to reach live agent  Min. standard = 80% of calls ≤ 60 seconds to reach live agent  Min. standard = 80% of calls ≤ 60 seconds to reach live agent  Min. standard = 80% of calls ≤ 60 seconds to reach live agent  Min. standard = 80% of calls ≤ 60 seconds to reach live agent  Min. standard = 80% of calls ≤ 60 seconds to reach live agent  Min. standard = 80% of calls ≤ 60 seconds to reach live agent  Min. standard = 80% of calls ≤ 60 seconds to reach live agent  Min. standard = 80% of calls ≤ 60 seconds to reach live agent  Min. standard = 80% of calls ≤ 60 seconds to reach live agent				10	1.1	10		1							<del>                                     </del>
Adjusted Out of Service Report   % of repair tickets restored ≤ 24 Hours   100.0%															<del>                                     </del>
Out of Service Report         Sum of the duration of all outages (hh:mm)         89:31         121:39         140:49         Avg. outage duration (h:mm)         Avg. outage duration (hh:mm)         Long outage duration (h:mm)         Long o															<del>                                     </del>
Avg. outage duration (hh:mm)	Out	of Service Report													<del>                                     </del>
Indicate if catastrophic event is in a month   No   No   No   No   No	Min.	standard = 90% within 24 hrs													<del>                                     </del>
Total # of unadjusted outage report tickets   22   16   22															<del>                                     </del>
Total # of repair tickets restored in ≤ 24hrs   18					_	_									
of Service Report       % of repair tickets restored ≤ 24 Hours       81.8%       87.50%       86.36%          Sum of the duration of all outages (hh:mm)       315:14       223:28       294:30          Avg. outage duration (hh:mm)       14:20       13:58       13:23          Number of customers who received refunds       0 <t< td=""><td>Una</td><td>diusted Out</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>H</td></t<>	Una	diusted Out													H
Sum of the duration of all outages (hh:mm)   315:14   223:28   294:30		•													H
Avg. outage duration (hh:mm) 14:20 13:58 13:23	or service Report		•												<del></del>
Number of customers who received refunds   0   0   0   0   0   0   0   0   0								1							
Monthly anount of refunds   0:00   \$0.00	Pofi	inde		-			0	0	0	0	0	0	0	0	0
Answer Time (Trouble Reports,Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a	Keit	anu 3								·	_				0:00
Reports,Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a Total # of call seconds to reach live agent (w/ a		Answer Time (Trouble	morning answer of foreign	0.00	ψ0.00	0.00	ψ0.00	ψ0.00	ψ0.00	Ψ0.00	ψ0.00	ψ0.00	0.00	0.00	0.00
standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a  Total # of call seconds to reach live agent	Reports, Billing & Non-Billing) Min.							I						l	
seconds to reach live agent (w/ a			I otal # of calls for TR, Billing & Non-Billing												<b></b>
	-		Total # of call seconds to reach live agent												<u>                                       </u>
menu option to reach live agent) % ≤ 60 seconds		• • • • • • • • • • • • • • • • • • • •	% ≤ 60 seconds												

**Primary Utility Contact Information** 

	Name: Robyn I	Husmann P	hone: 530 367-3300	Email:	rhusmann@sebastiancorp.com
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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)