

**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	18.57	49.47	32.03						
	Total # of service orders	16	7	22	15	19	15						
	Avg. # of business days	2.9	2.04	1.92	1.86	2.76	2.91						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	16	7	22	10	17	11						
	Total # of installation commitment met	13	7	22	10	17	10						
	Total # of installation commitment missed	3	0	0	0	0	1						
	% of commitment met	81%	100%	100%	100%	100%	91%						
<b>Customers</b>	Acct # for voice or bundle, res+bus	2,364	2,382	2,389	2,390	2,376	2,370						
<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	2,435	2,425	2,419					
		Total # of trouble reports	36	57	23	40	38	33					
		% of trouble reports	1.49%	2.35%	0.94%	1.64%	1.57%	1.36%					
	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	15	19	18						
	Total # of repair tickets restored in ≤ 24hrs	14	33	3	12	17	17						
	% of repair tickets restored ≤ 24 Hours	87.50%	97.06%	75.00%	80.00%	89.47%	94.44%						
	Sum of the duration of all outages (hh:mm)	235:32	226:13	36:11	203:59	250:03	252:49						
	Avg. outage duration (hh:mm)	14:43	6:39	9:03	13:36	13:10	14:03						
	Indicate if catastrophic event is in a month	No	No	No	No	No	No						
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	17	36	6	17	21	20						
	Total # of repair tickets restored in ≤ 24hrs	14	32	3	12	17	14						
	% of repair tickets restored ≤ 24 Hours	82.4%	88.9%	50.0%	70.59%	80.95%	70.00%						
	Sum of the duration of all outages (hh:mm)	332:19	620:19	220:53	321:01	306:43	454:28						
	Avg. outage duration (hh:mm)	19:33	17:14	36:49	18:53	14:36	22:43						
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0:00						
	Monthly amount of refunds	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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