

**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	35.25	49.47	38.7						
	Total # of service orders	48	29	48	26	22	18						
	Avg. # of business days	1.3	1.17	2.03	1.68	2.6	2.15						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	46	25	47	21	19	18						
	Total # of installation commitment met	46	25	47	21	17	16						
	Total # of installation commitment missed	0	0	0	0	2	2						
	% of commitment met	100%	100%	100%	100.00%	89.47%	88.89%						
Customers	Acct # for voice or bundle, res+bus	3,638	3,619	3,600	3,574	3,559	3,549						
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	3,866	3,871	3,854					
		Total # of trouble reports	54	53	66	46	31	39					
		% of trouble reports	1.4%	1.3%	1.7%	1.2%	0.8%	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											
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	39	28	20	14	13	20					
		Total # of repair tickets restored in ≤ 24hrs	34	25	19	13	13	16					
		% of repair tickets restored ≤ 24 Hours	87.2%	89.3%	95.0%	92.9%	100.0%	80.0%					
		Sum of the duration of all outages (hh:mm)	469:46	244:23	205:03	109:29	138:46	285:49					
		Avg. outage duration (hh:mm)	12:02	8:43	10:15	7:49	10:40	14:17					
		Indicate if catastrophic event is in a month	No	No	No	No	No	No					
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	42	29	28	17	14	26					
		Total # of repair tickets restored in ≤ 24hrs	34	23	19	13	13	15					
		% of repair tickets restored ≤ 24 Hours	80.95%	79.31%	67.86%	76.47%	92.86%	57.69%					
		Sum of the duration of all outages (hh:mm)	1144:42	332:07	676:45	293:06	166:59	592:25					
		Avg. outage duration (hh:mm)	27:15	11:27	24:10	17:14	11:56	22:47					
Refunds	Number of customers who received refunds	0	0	0	0	0	0						
	Monthly amount of refunds	0:00	0:00	0:00	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

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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)