

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

Company Name: Foresthill Telephone dba Sebastian

U#: 1009-C

Report Year: 2018

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Foresthill Telephone Co

Measurement (Compile monthly, file quarterly)		Date filed (05/15/18)			Date filed (08/15/18)			Date filed (11/15/2018)			Date filed (2/15/19)		
		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	35.53	18.18	30.5	22.17	19.26	7.33	8.32	24.8	34.11			
	Total # of service orders	14	13	11	12	21	12	9	19	20			
	Avg. # of business days	2.96	1.65	3.05	2.46	1.38	1.05	1.19	1.46	1.71			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	12	11	10	9	14	7	7	17	18			
	Total # of installation commitment met	12	11	10	9	14	7	7	17	18			
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	100%	100%	100%	100%	100%	100%	100.0%	100.0%	100.0%			
Customers	Acct # for voice or bundle, res+bus	2,381	2,378	2,381	2,376	2,373	2,389	2,378	2,371	2,376			
Customer Trouble Report													
Min. Standard	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	2,422	2,418	2,421	2,416	2,412	2,427	2,414	2,408	2,413		
		Total # of trouble reports	34	31	40	51	34	34	35	25	14		
		% of trouble reports	1.40%	1.28%	1.65%	2.11%	1.41%	1.40%	1.45%	1.04%	0.58%		
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	14	15	23	31	22	24	18	13	9			
	Total # of repair tickets restored in ≤ 24hrs	14	15	23	31	22	24	18	13	9			
	% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%			
	Sum of the duration of all outages (hh:mm)	87:46	73:38	219:19	227:11	117:23	168:46	71:16	46:47	46:47			
	Avg. outage duration (hh:mm)	6:16	4:55	9:32	7:20	5:20	7:02	3:58	3:36	5:12			
	Indicate if catastrophic event is in a month	No	No	No	No	No	No	No	No	No			
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	15	16	26	31	23	27	18	14	9			
	Total # of repair tickets restored in ≤ 24hrs	14	15	23	31	22	24	17	13	9			
	% of repair tickets restored ≤ 24 Hours	93.3%	93.8%	88.5%	100.00%	95.65%	88.89%	94.4%	92.9%	100.00%			
	Sum of the duration of all outages (hh:mm)	136:14	99:45	329:08	227:11	165:56	325:15	95:16	70:51	46:47			
	Avg. outage duration (hh:mm)	9:05	6:14	12:40	7:20	7:13	12:03	5:17	5:04	5:12			
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	Monthly amount of refunds	0:00	0:00	0:00	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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