

**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 | 19.43 | 4.63 | 8:38 | |
| | Total # of service orders | 14 | 13 | 11 | 12 | 21 | 12 | 9 | 19 | 20 | 8 | 8 | 10 | |
| | Avg. # of business days | 2.96 | 1.65 | 3.05 | 2.46 | 1.38 | 1.05 | 1.19 | 1.46 | 1.71 | 2.43 | 0.93 | 1.20 | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 12 | 11 | 10 | 9 | 14 | 7 | 7 | 17 | 18 | 8 | 5 | 7 | |
| | Total # of installation commitment met | 12 | 11 | 10 | 9 | 14 | 7 | 7 | 17 | 18 | 8 | 5 | 7 | |
| | 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% | 100% | 100% | 100% | |
| 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 | 2,387 | 2,386 | 2,382 | |
| 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 | 2,424 | 2,423 | 2,419 |
| | | Total # of trouble reports | 34 | 31 | 40 | 51 | 34 | 34 | 35 | 25 | 14 | 58 | 49 | 35 |
| | | % of trouble reports | 1.40% | 1.28% | 1.65% | 2.11% | 1.41% | 1.40% | 1.45% | 1.04% | 0.58% | 2.39% | 2.02% | 1.45% |
| | 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 | 42 | 35 | 19 | |
| | Total # of repair tickets restored in ≤ 24hrs | 14 | 15 | 23 | 31 | 22 | 24 | 18 | 13 | 9 | 42 | 35 | 19 | |
| | % of repair tickets restored ≤ 24 Hours | 100.00% | 100.00% | 100.00% | 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 | 161:15 | 210:35 | 110:14 | |
| | Avg. outage duration (hh:mm) | 6:16 | 4:55 | 9:32 | 7:20 | 5:20 | 7:02 | 3:58 | 3:36 | 5:12 | 3:50 | 6:10 | 5:48 | |
| | Indicate if catastrophic event is in a month | No | No | No | 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 | 42 | 36 | 19 | |
| | Total # of repair tickets restored in ≤ 24hrs | 14 | 15 | 23 | 31 | 22 | 24 | 17 | 13 | 9 | 42 | 34 | 19 | |
| | % of repair tickets restored ≤ 24 Hours | 93.3% | 93.8% | 88.5% | 100.00% | 95.65% | 88.89% | 94.4% | 92.9% | 100.00% | 100.00% | 94.44% | 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 | 160:45 | 349:01 | 110:14 | |
| | Avg. outage duration (hh:mm) | 9:05 | 6:14 | 12:40 | 7:20 | 7:13 | 12:03 | 5:17 | 5:04 | 5:12 | 3:50 | 9:43 | 5:48 | |
| Refunds | Number of customers who received refunds | 0 | 0 | 0 | 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 | 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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