

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

Company Name: Kerman Telephone dba Sebastian

U#: 1012-C

Report Year: 2018

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Kerman 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	38.77	27.3	26.69	33.47	29.15	31.01	29.63	30.71	21.05	31.64	13.81	25.08	
	Total # of service orders	23	20	23	18	26	15	17	30	17	23	12	20	
	Avg. # of business days	2.04	1.52	1.21	0.51	1.12	2.07	1.85	1.34	1.24	1.38	1.26	1.39	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	21	18	22	17	26	15	16	23	17	23	12	18	
	Total # of installation commitment met	21	18	22	17	26	15	16	23	17	23	12	18	
	Total # of installation commitment missed	0												
	% of commitment met	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Customers	Acct # for voice or bundle, res+bus	3,341	3,337	3,323	3,310	3,282	3,271	3,247	3,239	3,214	3,210	3,203	3,179	
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3,679	3,670	3,655	3,646	3,611	3,600	3,576	3,564	3,540	3,533	3,526	3,498
		Total # of trouble reports	65	28	51	31	108	28	19	40	15	39	33	36
		% of trouble reports	1.8%	0.8%	1.4%	0.9%	3.0%	0.8%	0.5%	1.1%	0.4%	1.1%	0.9%	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 Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	28	11	31	21	75	18	10	11	8	13	13	14	
	Total # of repair tickets restored in ≤ 24hrs	28	10	30	20	74	18	9	10	8	13	13	14	
	% of repair tickets restored ≤ 24 Hours	100.0%	90.9%	96.8%	95.2%	98.7%	100.0%	90.00%	90.91%	100.00%	100.0%	100.0%	100.0%	
	Sum of the duration of all outages (hh:mm)	248:21	222:49	361:54	933:03	442:44	164:50	141:42	147:21	39:57	148:18	143:14	115:06	
	Avg. outage duration (hh:mm)	8:52	20:15	11:40	20:26	5:54	9:09	14:10	13:24	5:00	11:24	11:01	8:13	
	Indicate if catastrophic event is in a month	No	No	No	No	No	No	No	No	No	No	No	No	No
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	35	11	38	22	75	21	11	15	9	17	18	15	
	Total # of repair tickets restored in ≤ 24hrs	28	10	30	20	74	17	9	10	8	13	12	14	
	% of repair tickets restored ≤ 24 Hours	80.00%	90.91%	78.95%	90.91%	98.7%	81.0%	81.8%	66.7%	88.9%	76.5%	66.7%	93.3%	
	Sum of the duration of all outages (hh:mm)	770:32	318:49	731:52	966:55	442:44	282:30	171:04	283:15	183:16	436:60	561:56	143:27	
	Avg. outage duration (hh:mm)	22:91	28:59	19:16	43:57	5:54	13:27	15:33	18:53	20:22	25:42	31:13	9:34	
Refunds	Number of customers who received refunds	0	1	0	1	1	0	1	0	0	0	0	0	
	Monthly amount of refunds	0:00	\$7.54	0:00	\$12.85	\$6.42	0:00	\$6.51	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)