

**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									
	Total # of service orders	23	20	23									
	Avg. # of business days	2.04	1.52	1.21									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	21	18	22									
	Total # of installation commitment met	21	18	22									
	Total # of installation commitment missed	0											
	% of commitment met	100.0%	100.0%	100.0%									
Customers	Acct # for voice or bundle, res+bus	3,341	3,337	3,323									
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								
		Total # of trouble reports	65	28	51								
		% of trouble reports	1.8%	0.8%	1.4%								
	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	28	11	31								
		Total # of repair tickets restored in ≤ 24hrs	28	10	30								
		% of repair tickets restored ≤ 24 Hours	100.0%	90.9%	96.8%								
		Sum of the duration of all outages (hh:mm)	248:21	222:49	361:54								
		Avg. outage duration (hh:mm)	8:52	20:15	11:40								
		Indicate if catastrophic event is in a month	No	No	No								
		Total # of unadjusted outage report tickets	35	11	38								
Unadjusted of Service Report	Out	Total # of repair tickets restored in ≤ 24hrs	28	10	30								
		% of repair tickets restored ≤ 24 Hours	80.00%	90.91%	78.95%								
		Sum of the duration of all outages (hh:mm)	770:32	318:49	731:52								
		Avg. outage duration (hh:mm)	22:91	28:59	19:16								
		Total # of unadjusted outage report tickets	35	11	38								
Refunds	Number of customers who received refunds	0	1	0									
	Monthly amount of refunds	0:00	\$7.54	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)