

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

Company Name: Kerman Telephone dba Sebastian

U#: 1012-C

Report Year: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Kerman Telephone Co

Measurement (Compile monthly, file quarterly)		Date filed (05/15/19)			Date filed (08/15/19)			Date filed (11/15/2019)			Date filed (2/15/20)		
		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	29.74	16.31	25.26									
	Total # of service orders	27	16	22									
	Avg. # of business days	1.14	1.36	1.15									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	26	12	22									
	Total # of installation commitment met	25	12	22									
	Total # of installation commitment missed	1	0	0									
	% of commitment met	96.2%	100.0%	100.0%									
Customers	Acct # for voice or bundle, res+bus	3,160	3,145	3,146									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3,472	3,458	3,457								
		Total # of trouble reports	44	37	19								
		% of trouble reports	1.3%	1.1%	0.5%								
	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	19	29	10									
	Total # of repair tickets restored in ≤ 24hrs	19	29	10									
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%									
	Sum of the duration of all outages (hh:mm)	150:32	264:17	52:29									
	Avg. outage duration (hh:mm)	7:55	9:07	5:15									
	Indicate if catastrophic event is in a month	No	No	No									
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	21	30	13									
	Total # of repair tickets restored in ≤ 24hrs	19	29	10									
	% of repair tickets restored ≤ 24 Hours	90.5%	96.67%	76.92%									
	Sum of the duration of all outages (hh:mm)	302:23	291:12	267:41									
	Avg. outage duration (hh:mm)	14:24	9:42	20:35									
Refunds	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	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)