

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

Company Name: Foresthill Telephone dba Sebastian

U#: 1009-C

Report Year: 2020

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Foresthill Telephone Co

| Measurement (Compile monthly, file quarterly)  |   | Date filed (05/15/20)      |         |         | Date filed (08/15/20) |     |     | Date filed (11/15/2020) |     |     | Date filed (2/15/21) |     |     |
|--|---|----------------------------|---------|---------|-----------------------|-----|-----|-------------------------|-----|-----|----------------------|-----|-----|
|  |   | 1st Quarter                |         |         | 2nd Quarter           |     |     | 3rd Quarter             |     |     | 4th Quarter          |     |     |
|  |   | Jan                        | Feb     | Mar     | Apr                   | May | Jun | Jul                     | Aug | Sep | Oct                  | Nov | Dec |
| <b>Installation Interval</b><br>Min. standard = 5 bus. days  | Total # of business days                                      | 11.38                      | 8.45    | 12.5    |                       |     |     |                         |     |     |                      |     |     |
|  | Total # of service orders                                     | 7                          | 6       | 13      |                       |     |     |                         |     |     |                      |     |     |
|  | Avg. # of business days                                       | 2.28                       | 1.69    | 1.56    |                       |     |     |                         |     |     |                      |     |     |
| <b>Installation Commitment</b><br>Min. standard = 95% commitment met   | Total # of installation commitments                           | 5                          | 5       | 8       |                       |     |     |                         |     |     |                      |     |     |
|  | Total # of installation commitment met                        | 5                          | 5       | 8       |                       |     |     |                         |     |     |                      |     |     |
|  | Total # of installation commitment missed                     | 0                          | 0       | 0       | 0                     | 0   | 0   | 0                       | 0   | 0   | 0                    | 0   |     |
|  | % of commitment met   | 100%                       | 100%    | 100%    |                       |     |     |                         |     |     |                      |     |     |
| <b>Customers</b>   | Acct # for voice or bundle, res+bus                           | 2,389                      | 1,743   | 1,730   |                       |     |     |                         |     |     |                      |     |     |
| <b>Customer Trouble Report</b>   |   |                            |         |         |                       |     |     |                         |     |     |                      |     |     |
| <b>Min. Standard</b>   | 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   | 2,426   | 1,780   | 1,767                 |     |     |                         |     |     |                      |     |     |
|  |   | Total # of trouble reports | 24      | 18      | 76                    |     |     |                         |     |     |                      |     |     |
|  |   | % of trouble reports       | 0.99%   | 1.01%   | 4.30%                 |     |     |                         |     |     |                      |     |     |
|  | 10% (10 per 100 working lines for units w/ ≤ 1,000 lines)     | Total # of working lines   |         |         |                       |     |     |                         |     |     |                      |     |     |
|  |   | Total # of trouble reports |         |         |                       |     |     |                         |     |     |                      |     |     |
|  |   | % of trouble reports       |         |         |                       |     |     |                         |     |     |                      |     |     |
| <b>Adjusted Out of Service Report</b><br>Min. standard = 90% within 24 hrs   | Total # of outage report tickets                              | 12                         | 11      | 59      |                       |     |     |                         |     |     |                      |     |     |
|  | Total # of repair tickets restored in ≤ 24hrs                 | 12                         | 11      | 59      |                       |     |     |                         |     |     |                      |     |     |
|  | % of repair tickets restored ≤ 24 Hours                       | 100.00%                    | 100.00% | 100.00% |                       |     |     |                         |     |     |                      |     |     |
|  | Sum of the duration of all outages (hh:mm)                    | 80:57                      | 69:19   | 484:18  |                       |     |     |                         |     |     |                      |     |     |
|  | Avg. outage duration (hh:mm)                                  | 6:45                       | 6:18    | 8:13    |                       |     |     |                         |     |     |                      |     |     |
|  | Indicate if catastrophic event is in a month                  | No                         | No      | No      |                       |     |     |                         |     |     |                      |     |     |
| <b>Unadjusted Out of Service Report</b>  | Total # of unadjusted outage report tickets                   | 12                         | 12      | 60      |                       |     |     |                         |     |     |                      |     |     |
|  | Total # of repair tickets restored in ≤ 24hrs                 | 12                         | 11      | 59      |                       |     |     |                         |     |     |                      |     |     |
|  | % of repair tickets restored ≤ 24 Hours                       | 100.0%                     | 91.7%   | 98.3%   |                       |     |     |                         |     |     |                      |     |     |
|  | Sum of the duration of all outages (hh:mm)                    | 80:57                      | 94:47   | 578:11  |                       |     |     |                         |     |     |                      |     |     |
|  | Avg. outage duration (hh:mm)                                  | 6:45                       | 7:54    | 9:38    |                       |     |     |                         |     |     |                      |     |     |
| <b>Refunds</b>   | Number of customers who received refunds                      | 0                          | 0       | 0       |                       |     |     |                         |     |     |                      |     |     |
|  | Monthly amount of refunds                                     | 0:00                       | 0:00    | 0:00    |                       |     |     |                         |     |     |                      |     |     |
| <b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)</b> |   |                            |         |         |                       |     |     |                         |     |     |                      |     |     |
|  | 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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