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

Company Name: <u>Kerman Telephone dba Sebastian</u>   **U#:** <u>1012-C</u>   **Report Year:** <u>2020</u>

Reporting Unit Type: ☐ Total Company ☑ Exchange ☐ Wire Center   **Reporting Unit Name:** Kerman Telephone Co

Measurement (Compile monthly, file quarterly)		Date filed (05/15/20) 1st Quarter			Date filed (08/15/20) 2nd Quarter			Date filed (11/15/2020) 3rd Quarter			Date filed (2/15/21) 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	15.3	14.05	25.91									
	Total # of service orders	13	15	22									
	Avg. # of business days	1.18	0.94	1.18									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	13	15	22									
	Total # of installation commitment met	12	15	22									
	Total # of installation commitment missed	1	0	0									
	% of commitment met	92.3%	100.0%	100.0%									
Customers	Acct # for voice or bundle, res+bus	2,982	2,613	2,596									
Customer Trouble Report													
Min. Standard — 6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3,287											
	Total # of trouble reports	36											
	% of trouble reports	1.1%											
8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines		2915	2895									
	Total # of trouble reports		25	31									
	% of trouble reports		0.9%	1.1%									
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	18	14	19									
	Total # of repair tickets restored in < 24hrs	18	14	19									
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%									
	Sum of the duration of all outages (hh:mm)	89:31	121:39	140:49									
	Avg. outage duration (hh:mm)	4:58	8:41	7:25									
	Indicate if catastrophic event is in a month	No	No	No									
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	22	16	22									
	Total # of repair tickets restored in < 24hrs	18	14	19									
	% of repair tickets restored ≤ 24 Hours	81.8%	87.50%	86.36%									
	Sum of the duration of all outages (hh:mm)	315:14	223:28	294:30									
	Avg. outage duration (hh:mm)	14:20	13:58	13:23									
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
	Monthly anount 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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