

**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
Installation Interval Min. standard = 5 bus. days	Total # of business days	11.38	8.45	12.5	8.00	11.1	23.54						
	Total # of service orders	7	6	13	5	8	15						
	Avg. # of business days	2.28	1.69	1.56	2.00	1.59	1.96						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	5	5	8	4	7	12						
	Total # of installation commitment met	5	5	8	4	7	12						
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	100%	100%	100%	100%	100%	100%						
Customers	Acct # for voice or bundle, res+bus	2,389	1,743	1,730	1,726	1,727	1,724						
Customer Trouble Report													
Min. Standard	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	1,764	1,765	1,763					
		Total # of trouble reports	24	18	76	29	37	42					
		% of trouble reports	0.99%	1.01%	4.30%	1.64%	2.10%	2.38%					
	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	12	11	59	15	25	32						
	Total # of repair tickets restored in ≤ 24hrs	12	11	59	15	25	32						
	% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%						
	Sum of the duration of all outages (hh:mm)	80:57	69:19	484:18	59:20	144:17	265:28						
	Avg. outage duration (hh:mm)	6:45	6:18	8:13	3:57	5:46	8:18						
	Indicate if catastrophic event is in a month	No	No	No	No	No	No						
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	12	12	60	16	25	33						
	Total # of repair tickets restored in ≤ 24hrs	12	11	59	15	25	33						
	% of repair tickets restored ≤ 24 Hours	100.0%	91.7%	98.3%	93.75%	100.00%	100.00%						
	Sum of the duration of all outages (hh:mm)	80:57	94:47	578:11	101:19	144:17	265:28						
	Avg. outage duration (hh:mm)	6:45	7:54	9:38	6:20	5:46	8:18						
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0		
	Monthly amount of refunds	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

Name: Robyn Husmann

Phone: 530 367-3300

Email: rhusmann@sebastiancorp.com