

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

Company Name: Foresthill Telephone dba Sebastian

U#: 1009-C

Report Year: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Foresthill Telephone Co

Measurement (Compile monthly, file quarterly)		Date filed (05/15/21)			Date filed (08/15/21)			Date filed (11/15/2021)			Date filed (2/15/22)			
		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	25.06	13.51	12.9	7.36	6.65	13.45	29.76	13.99	13.66	9.21	8.83	7.78	
	Total # of service orders	8	5	7	4	5	5	10	8	6	3	4	3	
	Avg. # of business days	3.13	2.7	1.84	1.84	1.33	2.69	2.98	1.75	2.28	3.07	2.21	2.59	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	8	5	7	4	5	5	10	8	6	3	4	3	
	Total # of installation commitment met	7	5	7	4	5	5	10	8	6	3	4	3	
	Total # of installation commitment missed	1	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	88%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Customers	Acct # for voice or bundle, res+bus	1,686	1,685	1,682	1,674	1,667	1,648	1,647	1,647	1,647	1,638	1,629	1,625	
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	1,724	1,726	1,723	1,714	1,707	1,688	1,687	1,687	1,685	1,678	1,669	1,665
		Total # of trouble reports	36	16	21	14	14	23	23	36	56	64	39	60
		% of trouble reports	2.09%	0.93%	1.22%	0.82%	0.82%	1.36%	1.36%	2.13%	3.32%	3.81%	2.34%	3.60%
	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	9	13	3	7	12	14	29	30	20	12	41	
	Total # of repair tickets restored in ≤ 24hrs	18	9	13	3	7	12	14	29	28	20	12	41	
	% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	93.33%	100.00%	100.00%	100.00%	
	Sum of the duration of all outages (hh:mm)	140:37	40:29	64:40	31:10	41:47	69:30	101:01	273:09	227:44	249:25	53:09	450:55	
	Avg. outage duration (hh:mm)	7:49	4:30	4:58	10:23	5:58	5:48	7:13	9:25	7:35	12:28	4:26	11:00	
	Indicate if catastrophic event is in a month	No	No	No	No	No	No	No	No	No	No	No	No	
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	20	9	13	3	9	14	15	30	30	22	16	45	
	Total # of repair tickets restored in ≤ 24hrs	18	9	13	3	7	12	14	29	28	20	12	41	
	% of repair tickets restored ≤ 24 Hours	90.0%	100.0%	100.0%	100.00%	77.78%	85.71%	93.3%	96.7%	93.33%	90.91%	75.00%	91.11%	
	Sum of the duration of all outages (hh:mm)	236:09	40:29	64:40	31:10	138:25	156:18	129:49	414:58	227:44	347:02	446:03	932:07	
	Avg. outage duration (hh:mm)	11:48	4:30	4:58	10:23	15:23	11:10	8:39	13:50	7:35	15:47	27:53	20:43	
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	2	
	Monthly amount of refunds	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	\$0.00	\$15.32	
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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