

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

Company Name: Foresthill Telephone dba Sebastian

U#: 1009-C

Report Year: 2022

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Foresthill Telephone Co

Measurement (Compile monthly, file quarterly)		Date filed (05/15/22)			Date filed (08/15/22)			Date filed (11/15/2022)			Date filed (2/15/23)		
		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	3.26	8.97	11.68	4.83	14.08	2.91						
	Total # of service orders	1	4	6	4	6	1						
	Avg. # of business days	3.26	2.24	1.95	1.21	2.35	2.91						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	4	6	4	6	1						
	Total # of installation commitment met	1	4	6	4	6	1						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	100%	100%	100%	100%	100%	100%						
Customers	Acct # for voice or bundle, res+bus	1,648	1,645	1,637	1,627	1,625	1,609						
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	1,688	1,684	1,675	1,667	1,664	1,648					
		Total # of trouble reports	74	27	16	42	31	32					
		% of trouble reports	4.38%	1.60%	0.96%	2.52%	1.86%	1.94%					
	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	27	9	12	28	21	9						
	Total # of repair tickets restored in ≤ 24hrs	25	9	12	28	21	9						
	% of repair tickets restored ≤ 24 Hours	92.59%	100.00%	100.00%	100.00%	100.00%	100.00%						
	Sum of the duration of all outages (hh:mm)	435:52	56:56	76:44	74:10	117:28	56:04						
	Avg. outage duration (hh:mm)	16:09	6:20	6:24	2:39	5:36	6:14						
	Indicate if catastrophic event is in a month	No	No	No	No	No	No						
	Total # of unadjusted outage report tickets	50	13	12	31	21	13						
Unadjusted Out of Service Report	Total # of repair tickets restored in ≤ 24hrs	22	9	12	28	21	9						
	% of repair tickets restored ≤ 24 Hours	44.0%	69.2%	100.0%	90.32%	100.00%	69.23%						
	Sum of the duration of all outages (hh:mm)	2346:55	325:33	76:44	228:34	117:28	346:29						
	Avg. outage duration (hh:mm)	46:56	25:03	6:24	7:23	5:36	26:39						
Refunds	Number of customers who received refunds	15	0	0	0	0	7						
	Monthly amount of refunds	\$139.28	0:00	0:00	0:00	0:00	\$27.14						
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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