

**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	15.97	24.31	7.64	7.43	4.15	2.52	
	Total # of service orders	7	6	13	5	8	15	17	19	8	5	5	2	
	Avg. # of business days	2.28	1.69	1.56	2.00	1.59	1.96	1.45	1.52	1.53	1.49	0.83	3.06	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	5	5	8	4	7	12	11	16	5	5	5	2	
	Total # of installation commitment met	5	5	8	4	7	12	11	16	5	5	5	2	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	100%	100%	100%	100%	100%	100%	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	1,721	1,712	1,711	1,703	1,696	1,689	
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	1,760	1,750	1,749	1,741	1,734	1,727
		Total # of trouble reports	24	18	76	29	37	42	30	84	46	27	27	29
		% of trouble reports	0.99%	1.01%	4.30%	1.64%	2.10%	2.38%	1.70%	4.80%	2.63%	1.55%	1.56%	1.68%
	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	15	21	38	19	19	25	
	Total # of repair tickets restored in ≤ 24hrs	12	11	59	15	25	32	15	21	38	19	19	25	
	% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	93:39	125:25	164:32	130:18	183:32	94:52	
	Avg. outage duration (hh:mm)	6:45	6:18	8:13	3:57	5:46	8:18	6:15	5:58	4:20	6:51	9:40	3:48	
	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	12	12	60	16	25	33	16	22	38	19	19	27	
	Total # of repair tickets restored in ≤ 24hrs	12	11	59	15	25	33	15	21	38	19	19	25	
	% of repair tickets restored ≤ 24 Hours	100.0%	91.7%	98.3%	93.75%	100.00%	100.00%	93.8%	95.5%	100.00%	100.00%	100.00%	92.59%	
	Sum of the duration of all outages (hh:mm)	80:57	94:47	578:11	101:19	144:17	265:28	191:34	164:13	164:32	130:18	207:32	196:50	
	Avg. outage duration (hh:mm)	6:45	7:54	9:38	6:20	5:46	8:18	11:58	7:28	4:20	6:51	10:55	7:17	
Refunds	Number of customers who received refunds	0	0	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	\$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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