

**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									
	Total # of service orders	8	5	7									
	Avg. # of business days	3.13	2.7	1.84									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	8	5	7									
	Total # of installation commitment met	7	5	7									
	Total # of installation commitment missed	1	0	0									
	% of commitment met	88%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	1,686	1,685	1,682									
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								
		Total # of trouble reports	36	16	21								
		% of trouble reports	2.09%	0.93%	1.22%								
	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									
	Total # of repair tickets restored in ≤ 24hrs	18	9	13									
	% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%									
	Sum of the duration of all outages (hh:mm)	140:37	40:29	64:40									
	Avg. outage duration (hh:mm)	7:49	4:30	4:58									
	Indicate if catastrophic event is in a month	No	No	No									
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	20	9	13									
	Total # of repair tickets restored in ≤ 24hrs	18	9	13									
	% of repair tickets restored ≤ 24 Hours	90.0%	100.0%	100.0%									
	Sum of the duration of all outages (hh:mm)	236:09	40:29	64:40									
	Avg. outage duration (hh:mm)	11:48	4:30	4:58									
Refunds	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	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