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

Company Name:	Foresthill Telepho	one dba Sebastian	U#: <u>1009-C</u>	Report Year: 2021
Reporting Unit Type:	☐ Total Company ☑ Exchange	☐ Wire Center	Reporting Unit Name:	Foresthill Telephone Co

Min. stand Min. stand met Customer Customer Ground 6% for u 10% for u Adjusted Out of Se	on Commitment dard = 95% commitment ers er Trouble Report 0 (6 per 100 working lines units w/ ≥ 3,000 lines) 0 (8 per 100 working lines units w/ 1,001 - 2,999 lines)	Total # of business days Total # of service orders Avg. # of business days Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus Total # of working lines Total # of trouble reports % of trouble reports Total # of trouble reports Total # of trouble reports % of trouble reports % of trouble reports % of trouble reports	Jan 25.06 8 3.13 8 7 1 88% 1,686	Feb 13.51 5 2.7 5 0 100% 1,685	Mar 12.9 7 1.84 7 7 0 100% 1,682	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Min. stand Min. stand met Customer Customer Ground 6% for u 10% for u Adjusted Out of Se	dard = 5 bus. days on Commitment dard = 95% commitment ers er Trouble Report o (6 per 100 working lines units w/ ≥ 3,000 lines) o (8 per 100 working lines units w/ 1,001 - 2,999 lines)	Total # of service orders Avg. # of business days Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus Total # of working lines Total # of trouble reports % of trouble reports Total # of working lines Total # of working lines	8 3.13 8 7 1 88% 1,686	5 2.7 5 5 0 100% 1,685	7 1.84 7 7 7 0 100%									
Min. stand Min. stand met Customer Customer Ground 6% for u 10% for u Adjusted Out of Se	dard = 5 bus. days on Commitment dard = 95% commitment ers er Trouble Report o (6 per 100 working lines units w/ ≥ 3,000 lines) o (8 per 100 working lines units w/ 1,001 - 2,999 lines)	Avg. # of business days Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus Total # of working lines Total # of trouble reports % of trouble reports Total # of working lines Total # of working lines Total # of of working lines	3.13 8 7 1 88% 1,686	2.7 5 5 0 100% 1,685	1.84 7 7 7 0 100%									
Installation Min. standmet Customer Customer Gray for u 10% for u Adjusted Out of Se	on Commitment dard = 95% commitment ers er Trouble Report (6 per 100 working lines units w/ ≥ 3,000 lines) (8 per 100 working lines units w/ 1,001 - 2,999 lines)	Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus Total # of working lines Total # of trouble reports % of trouble reports Total # of working lines Total # of working lines Total # of trouble reports	8 7 1 88% 1,686	5 5 0 100% 1,685	7 7 0 100%									
Min. standmet Customer Customer Gway Government Adjusted Out of Se	dard = 95% commitment ers er Trouble Report o (6 per 100 working lines units w/ ≥ 3,000 lines) o (8 per 100 working lines units w/ 1,001 - 2,999 lines)	Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus Total # of working lines Total # of trouble reports % of trouble reports Total # of working lines Total # of trouble reports	7 1 88% 1,686	5 0 100% 1,685	7 0 100%									
Min. standmet Customer Customer Gway Government Adjusted Out of Se	dard = 95% commitment ers er Trouble Report o (6 per 100 working lines units w/ ≥ 3,000 lines) o (8 per 100 working lines units w/ 1,001 - 2,999 lines)	Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus Total # of working lines Total # of trouble reports % of trouble reports Total # of working lines Total # of trouble reports	1 88% 1,686	0 100% 1,685	0 100%									
Customer Customer Out of Se Republic State Customer Out of Se Customer 6% 6% 6or u 10% for u Adjusted Out of Se	ers or Trouble Report or (6 per 100 working lines units w/ ≥ 3,000 lines) or (8 per 100 working lines units w/ 1,001 - 2,999 lines)	% of commitment met Acct # for voice or bundle, res+bus Total # of working lines Total # of trouble reports % of trouble reports Total # of working lines Total # of trouble reports	88% 1,686	100% 1,685	100%									
Customer Customer Gw for u 10% for u Adjusted Out of Se	ers or Trouble Report or (6 per 100 working lines units w/ ≥ 3,000 lines) or (8 per 100 working lines units w/ 1,001 - 2,999 lines)	Acct # for voice or bundle, res+bus Total # of working lines Total # of trouble reports % of trouble reports Total # of working lines Total # of trouble reports	1,686	1,685										
Gustomer pupping Gw for u 10% for u Adjusted Out of Se	er Trouble Report o (6 per 100 working lines units w/ ≥ 3,000 lines) o (8 per 100 working lines units w/ 1,001 - 2,999 lines)	Total # of working lines Total # of trouble reports % of trouble reports Total # of working lines Total # of trouble reports	1,724	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	1,682									
6% for u 8% for u 10% for u Adjusted Out of Se	(6 per 100 working lines units w/ ≥ 3,000 lines) (8 per 100 working lines units w/ 1,001 - 2,999 lines)	Total # of trouble reports % of trouble reports Total # of working lines Total # of trouble reports		1 726								+		
Min Steam of See See See See See See See See See Se	units w/ ≥ 3,000 lines) (8 per 100 working lines units w/ 1,001 - 2,999 lines)	Total # of trouble reports % of trouble reports Total # of working lines Total # of trouble reports		1 726								ı	ļ ļ	
Min Steam of See See See See See See See See See Se	units w/ ≥ 3,000 lines) (8 per 100 working lines units w/ 1,001 - 2,999 lines)	% of trouble reports Total # of working lines Total # of trouble reports		1 726			1							
Wind and a second secon	(8 per 100 working lines units w/ 1,001 - 2,999 lines)	Total # of working lines Total # of trouble reports		1 726										
10% for u Adjusted Out of Se	units w/ 1,001 - 2,999 lines)	Total # of trouble reports		1 726										
10% for u Adjusted Out of Se	units w/ 1,001 - 2,999 lines)		36		1,723									
10% for u Adjusted Out of Se		% of trouble reports		16	21									
for u Adjusted Out of Se			2.09%	0.93%	1.22%									
for u Adjusted Out of Se	10% (10 per 100 working line	Total # of working lines												
Adjusted Out of Se	% (10 per 100 working lines units w/ ≤ 1,000 lines)	Total # of trouble reports												
Out of Se	units w/ ≤ 1,000 lines)	% of trouble reports												
Out of Se		Total # of outage report tickets	18	9	13									
Out of Se	justed It of Service Report	Total # of repair tickets restored in ≤ 24hrs	18	9	13									
		% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%									
Min. Stand	dard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	140:37	40:29	64:40									
	dard = 90% within 24 hrs	Avg. outage duration (hh:mm)	7:49	4:30	4:58									
		Indicate if catastrophonc event is in a month	No	No	No									
		Total # of unadjusted outage report tickets	20	9	13									
Unadjuste	ted Out	Total # of repair tickets restored in ≤ 24hrs	18	9	13									
of Service	e Report	% of repair tickets restored ≤ 24 Hours	90.0%	100.0%	100.0%							1		
	-	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 anount of refunds	0:00	0:00	0:00									
Ans	swer Time (Trouble													
Reports,E	Dillian O Nan Dillian \ 221	Total # of calls for TR, Billing & Non-Billing										1		
standa	Billing & Non-Billing) Min.						1					 	++	
	Billing & Non-Billing) Min. lard = 80% of calls ≤ 60	T												
menu op	Billing & Non-Billing) Min. lard = 80% of calls ≤ 60 s to reach live agent (w/ a	Total # of call seconds to reach live agent												1

Primary Utility Contact Information

Name: Robyn Husmann Phone: 530 367-3300 Email: rhusmann@sebastiancorp.com
