

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

Company Name: Kerman Telephone dba Sebastian

U#: 1012-C

Report Year: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Kerman 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	15.3	14.05	25.91	12.81	16.91	7.97	36.17	35.98	14.21	7.65	9.92	8.12	
	Total # of service orders	13	15	22	8	9	7	12	18	19	10	7	8	
	Avg. # of business days	1.18	0.94	1.18	1.83	2.11	1.14	3.01	2.25	0.79	0.76	1.42	1.02	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	13	15	22	7	8	7	12	16	18	10	7	8	
	Total # of installation commitment met	12	15	22	7	8	7	11	15	18	10	7	8	
	Total # of installation commitment missed	1	0	0	0	0	0	1	1	0	0	0	0	
	% of commitment met	92.3%	100.0%	100.0%	100.0%	100.0%	100.0%	91.7%	93.8%	100.0%	100.0%	100.0%	100.0%	
Customers	Acct # for voice or bundle, res+bus	2,982	2,613	2,596	2,589	2,584	2,574	2,557	2,541	2,521	2,517	2,503	2,492	
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3,287											
		Total # of trouble reports	36											
		% of trouble reports	1.1%											
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines		2,915	2,895	2,887	2,880	2,868	2,849	2,835	2,814	2809	2792	2780
		Total # of trouble reports		25	31	22	52	33	28	34	23	22	39	26
		% of trouble reports		0.9%	1.1%	0.76%	1.81%	1.15%	1.0%	1.2%	0.8%	0.78%	1.40%	0.94%
	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	18	14	19	15	35	33	19	25	12	11	25	14	
	Total # of repair tickets restored in ≤ 24hrs	18	14	19	15	34	33	19	25	12	11	25	14	
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	100.0%	97.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	Sum of the duration of all outages (hh:mm)	89:31	121:39	140:49	107:01	338:11	162:04	76:40	245:02	52:28	107:37	242:32	123:44	
	Avg. outage duration (hh:mm)	4:58	8:41	7:25	7:08	9:40	4:55	4:02	9:48	4:22	9:47	9:42	8:50	
	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	Out	Total # of unadjusted outage report tickets	22	16	22	15	36	34	19	28	13	26	14	
		Total # of repair tickets restored in ≤ 24hrs	18	14	19	15	34	33	19	25	12	11	25	14
		% of repair tickets restored ≤ 24 Hours	81.8%	87.50%	86.36%	100.00%	94.4%	97.1%	100.00%	89.3%	92.3%	91.7%	96.2%	100.0%
		Sum of the duration of all outages (hh:mm)	315:14	223:28	294:30	107:01	436:26	210:12	76:40	348:43	77:10	153:41	320:04	123:44
	Avg. outage duration (hh:mm)	14:20	13:58	13:23	7:08	12:07	6:11	4:02	12:27	5:56	12:48	12:18	8:50	
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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Date Adopted: 7/28/09
Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 11/10/2016 (Add new rows to reflect requirements of GO 133-D)