

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

Company Name: Kerman Telephone dba Sebastian

U#: 1012-C

Report Year: 2021

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Kerman 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
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	26.61	12.07	24.88									
	Total # of service orders	16	8	16									
	Avg. # of business days	1.66	1.51	1.56									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	16	8	16									
	Total # of installation commitment met	16	8	16									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100.0%	100.0%	100.0%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	2,480	2,476	2,467									
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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	2765	2,760	2,750								
		Total # of trouble reports	44	30	21								
		% of trouble reports	1.6%	1.1%	0.8%								
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	27	16	13									
	Total # of repair tickets restored in ≤ 24hrs	27	16	13									
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%									
	Sum of the duration of all outages (hh:mm)	156:03	203:38	98:00									
	Avg. outage duration (hh:mm)	5:47	12:44	7:32									
	Indicate if catastrophic event is in a month	No	No	No									
<b>Unadjusted Out of Service Report</b>	<b>Out</b>	Total # of unadjusted outage report tickets	28	16	13								
		Total # of repair tickets restored in ≤ 24hrs	27	16	13								
		% of repair tickets restored ≤ 24 Hours	96.4%	100.0%	100.00%								
		Sum of the duration of all outages (hh:mm)	193:24	203:38	98:00								
		Avg. outage duration (hh:mm)	6:54	12:44	7:32								
<b>Refunds</b>	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	0:00	\$0.00	0:00									
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>													
	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)