

**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	7.36	6.65	13.45						
	Total # of service orders	8	5	7	4	5	5						
	Avg. # of business days	3.13	2.7	1.84	1.84	1.33	2.69						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	8	5	7	4	5	5						
	Total # of installation commitment met	7	5	7	4	5	5						
	Total # of installation commitment missed	1	0	0	0	0	0						
	% of commitment met	88%	100%	100%	100%	100%	100%						
Customers	Acct # for voice or bundle, res+bus	1,686	1,685	1,682	1,674	1,667	1,648						
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	1,714	1,707	1,688					
		Total # of trouble reports	36	16	21	14	14	23					
		% of trouble reports	2.09%	0.93%	1.22%	0.82%	0.82%	1.36%					
	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	3	7	12						
	Total # of repair tickets restored in ≤ 24hrs	18	9	13	3	7	12						
	% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%						
	Sum of the duration of all outages (hh:mm)	140:37	40:29	64:40	31:10	41:47	69:30						
	Avg. outage duration (hh:mm)	7:49	4:30	4:58	10:23	5:58	5:48						
	Indicate if catastrophic event is in a month	No	No	No	No	No	No						
Unadjusted Out of Service Report	Out	Total # of unadjusted outage report tickets	20	9	13	3	9	14					
		Total # of repair tickets restored in ≤ 24hrs	18	9	13	3	7	12					
		% of repair tickets restored ≤ 24 Hours	90.0%	100.0%	100.0%	100.00%	77.78%	85.71%					
		Sum of the duration of all outages (hh:mm)	236:09	40:29	64:40	31:10	138:25	156:18					
		Avg. outage duration (hh:mm)	11:48	4:30	4:58	10:23	15:23	11:10					
Refunds	Number of customers who received refunds	0	0	0	0	0	0						
	Monthly amount of refunds	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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