

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

Company Name: Foresthill Telephone dba Sebastian

U#: 1009-C

Report Year: 2025

Reporting Unit Type: ☐ Total Company ☒ Exchange ☐ Wire Center

Reporting Unit Name: Foresthill Telephone Co

Measurement (Compile monthly, file quarterly)			Date filed (05/15/25)			Date filed (08/15/25)			Date filed (11/15/2025)			Date filed (2/15/26)		
			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	8.18	5.9	0.19									
		Total # of service orders	7	3	3									
		Avg. # of business days	1.17	1.97	0.06									
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitments	7	3	3									
		Total # of installation commitment met	7	3	3									
		Total # of installation commitment missed												
		% of commitment met	100%	100%	100%									
Customers		Acct # for voice or bundle, res+bus	1,338	1,328	1,301									
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	1,375	1,364	1,336									
		Total # of trouble reports	5	23	15									
		% of trouble reports	0.36%	1.69%	1.12%									
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
Adjusted of Service Report Min. standard = 90% within 24 hrs		Out	Total # of outage report tickets	4	12	12								
			Total # of repair tickets restored in ≤ 24hrs	4	12	12								
			% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%								
			Sum of the duration of all outages (hh:mm)	35:20	155:59	169:14								
			Avg. outage duration (hh:mm)	8:50	12:60	14:6								
			Indicate if catastrophonc event is in a month	No	No	No								
Unadjusted of Service Report		Out	Total # of unadjusted outage report tickets	5	16	12								
			Total # of repair tickets restored in ≤ 24hrs	4	12	12								
			% of repair tickets restored ≤ 24 Hours	80.0%	75.0%	100.0%								
				110:29	416:01	169:14								
			Avg. outage duration (hh:mm)	22:06	26:06	14:06								
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

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