

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	0.9	5.33	2.37							
	Total # of service orders		7	3	3	1	5	3							
	Avg. # of business days		1.17	1.97	0.06	0.90	1.07	0.79							
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments		7	3	3	1	5	3							
	Total # of installation commitment met		7	3	3	1	5	3							
	Total # of installation commitment missed														
	% of commitment met		100%	100%	100%	100%	100%	100%							
Customers	Acct # for voice or bundle, res+bus		1,338	1,328	1,301	1,310	1,293	1,263							
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	1,346	1,328	1,298							
		Total # of trouble reports	5	23	15	13	14	18							
		% of trouble reports	0.36%	1.69%	1.12%	0.97%	1.05%	1.39%							
	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	10	10	11							
		Total # of repair tickets restored in ≤ 24hrs	4	12	12	10	10	9							
		% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%	100.00%	100.00%	81.82%							
		Sum of the duration of all outages (hh:mm)	35:20	155:59	169:14	103:15	66:30	188:02							
		Avg. outage duration (hh:mm)	8:50	12:60	14:6	10:20	6:39	17:06							
		Indicate if catastrophonc event is in a month	No	No	No	No	No	No							
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	5	16	12	12	10	12							
		Total # of repair tickets restored in ≤ 24hrs	4	12	12	10	10	9							
		% of repair tickets restored ≤ 24 Hours	80.0%	75.0%	100.0%	83.33%	100.00%	75.00%							
			110:29	416:01	169:14	152:50	66:30	242:28							
		Avg. outage duration (hh:mm)	22:06	26:06	14:06	12:44	6:39	20:12							
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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