

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

Company Name: Kerman Telephone dba Sebastian

U#: 1012-C

Report Year: 2025

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

Reporting Unit Name: Kerman Telephone Co

Measurement (Compile monthly, file quarterly)			Date filed (05/15/25)			Date filed (08/15/25)			Date filed (11/15/25)			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	12.13	1.03	3.68	0.88	4.36	12.26							
			Total # of service orders	7	1	4	3	2	8							
			Avg. # of business days	1.73	1.03	0.92	0.29	2.18	1.53							
Installation Commitment Min. standard = 95% commitment met			Total # of installation commitments	7	1	4	3	2	8							
			Total # of installation commitment met	7	1	4	3	2	8							
			Total # of installation commitment missed													
			% of commitment met	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%							
Customers			Acct # for voice or bundle, res+bus	1668	1647	1619	1629	1616	1597							
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	1891	1871	1843	1856	1836	1817								
		Total # of trouble reports	13	11	29	30	16	22								
		% of trouble reports	0.69%	0.59%	1.57%	1.62%	0.87%	1.21%								
	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	8	4	15	9	9	12							
			Total # of repair tickets restored in ≤ 24hrs	8	4	15	9	9	12							
			% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%							
			Sum of the duration of all outages (hh:mm)	42:30	39:18	112:04	91:53	78:02	87:29							
			Avg. outage duration (hh:mm)	5:19	9:50	7:29	10:13	8:40	7:17							
			Indicate if catastrophic event is in a month	No	No	No	No	No	No							
Unadjusted of Service Report		Out	Total # of unadjusted outage report tickets	8	4	20	9	9	14							
			Total # of repair tickets restored in ≤ 24hrs	8	4	15	9	9	12							
			% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	75.00%	100.00%	100.0%	85.7%							
			Sum of the duration of all outages (hh:mm)	42:30	39:18	330:20	91:53	78:02	159:32							
			Avg. outage duration (hh:mm)	5:19	9:50	16:31	10:13	8:40	11:24							
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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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)