

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

Company Name: Foresthill Telephone dba Sebastian

U#: 1009-C

Report Year: 2026

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Foresthill Telephone Co

Measurement (Compile monthly, file quarterly)		Date filed (05/15/26)			Date filed (08/15/26)			Date filed (11/15/2026)			Date filed (2/15/27)		
		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	1.35	7.34	2.48									
	Total # of service orders	2	3	3									
	Avg. # of business days	0.68	2.45	0.83									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	2	3	3									
	Total # of installation commitment met	2	3	3									
	Total # of installation commitment missed												
<b>Customers</b>	% of commitment met	100%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Acct # for voice or bundle, res+bus	1,143	1,136	1,134									
<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	1,174	1,168	1,166								
		Total # of trouble reports	12	27	23								
		% of trouble reports	1.02%	2.31%	1.97%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	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 of Service Report</b> Min. standard = 90% within 24 hrs	<b>Out</b>	Total # of outage report tickets	10	20	16								
		Total # of repair tickets restored in < 24hrs	10	20	16								
		% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
		Sum of the duration of all outages (hh:mm)	61:31	76:50	130:40								
		Avg. outage duration (hh:mm)	6:09	50:50	8:10								
Indicate if catastrophic event is in a month		No	No	No	No	No	No	No	No	No	No	No	
<b>Unadjusted of Service Report</b>	<b>Out</b>	Total # of unadjusted outage report tickets	10	21	17								
		Total # of repair tickets restored in ≤ 24hrs	10	20	16								
		% of repair tickets restored ≤ 24 Hours	100.0%	95.2%	94.1%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
		Avg. outage duration (hh:mm)	61:31	108:24	158:52								
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$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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