

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

Company Name: Kerman Telephone dba Sebastian

U#: 1012-C

Report Year: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Kerman Telephone Co

Measurement (Compile monthly, file quarterly)		Date filed (05/15/20)			Date filed (08/15/20)			Date filed (11/15/2020)			Date filed (2/15/21)		
		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	15.3	14.05	25.91	12.81	16.91	7.97	36.17	35.98	14.21			
	Total # of service orders	13	15	22	8	9	7	12	18	19			
	Avg. # of business days	1.18	0.94	1.18	1.83	2.11	1.14	3.01	2.25	0.79			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	13	15	22	7	8	7	12	16	18			
	Total # of installation commitment met	12	15	22	7	8	7	11	15	18			
	Total # of installation commitment missed	1	0	0	0	0	0	1	1	0			
	% of commitment met	92.3%	100.0%	100.0%	100.0%	100.0%	100.0%	91.7%	93.8%	100.0%			
Customers	Acct # for voice or bundle, res+bus	2,982	2,613	2,596	2,589	2,584	2,574	2,557	2,541	2,521			
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3,287										
		Total # of trouble reports	36										
		% of trouble reports	1.1%										
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines		2,915	2,895	2,887	2,880	2,868	2,849	2,835	2,814		
		Total # of trouble reports		25	31	22	52	33	28	34	23		
		% of trouble reports		0.9%	1.1%	0.76%	1.81%	1.15%	1.0%	1.2%	0.8%		
	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	14	19	15	35	33	19	25	12			
	Total # of repair tickets restored in ≤ 24hrs	18	14	19	15	34	33	19	25	12			
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	100.0%	97.1%	100.0%	100.0%	100.0%	100.0%			
	Sum of the duration of all outages (hh:mm)	89:31	121:39	140:49	107:01	338:11	162:04	76:40	245:02	52:28			
	Avg. outage duration (hh:mm)	4:58	8:41	7:25	7:08	9:40	4:55	4:02	9:48	4:22			
	Indicate if catastrophic event is in a month	No	No	No	No	No	No	No	No	No			
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	22	16	22	15	36	34	19	28	13			
	Total # of repair tickets restored in ≤ 24hrs	18	14	19	15	34	33	19	25	12			
	% of repair tickets restored ≤ 24 Hours	81.8%	87.50%	86.36%	100.00%	94.4%	97.1%	100.00%	89.3%	92.3%			
	Sum of the duration of all outages (hh:mm)	315:14	223:28	294:30	107:01	436:26	210:12	76:40	348:43	77:10			
	Avg. outage duration (hh:mm)	14:20	13:58	13:23	7:08	12:07	6:11	4:02	12:27	5:56			
Refunds	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	
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)