

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

Company Name: Foresthill Telephone dba Sebastian

U#: 1009-C

Report Year: 2016

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Foresthill Telephone Co

Measurement (Compile monthly, file quarterly)		Date filed (05/13/16)			Date filed (08/03/16)			Date filed (11/15/2016)			Date filed (xx/xx/xx)			
		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	20	21	23	21	22	22	8.35	8.95	5.62	10.56	16.27	20.95	
	Total # of service orders	33	14	108	22	27	19	5	12	9	4	14	14	
	Avg. # of business days	1.65	0.66	4.69	1.04	1.22	0.86	1.67	0.746	0.62	2.64	1.16	1.50	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	33	14	108	22	27	19	5	12	9	4	14	14	
	Total # of installation commitment met	33	14	108	22	27	19	5	12	9	4	14	14	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100%	100%	100%	100%	100%	100%	
Customers	Acct # for voice or bundle, res+bus								2,362	2,360	2350	2345	2355	
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	2,512	2,507	2,513	2,510	2,488	2,483	2,421	2,413	2,403	2404	2399	2408
		Total # of trouble reports	53	59	66	6	8	9	25	6	7	30	27	43
		% of trouble reports	2.10%	2.35%	2.62%	0.23%	0.32%	0.36%	1.03%	0.25%	0.29%	1.25%	1.13%	1.79%
	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	14	10	14	1	4	4	15	0	2	14	10	18
		Total # of repair tickets restored in ≤ 24hrs	14	10	14	1	4	4	15	0	2	13	6	17
		% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	0	100.00%	92.86%	60.00%	94.44%
		Sum of the duration of all outages (hh:mm)	69:06	50:90	60:29	159:65	222:17:00	103:56:00	138:45	0	18:54	101:15	348:44	173:41
		Avg. outage duration (hh:mm)	4.93	5.09	4:30	0:62	0:18	0:38	9:23	0	9:27	7:14	34:52	9:39
		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							1	3	15	11	20	
		Total # of repair tickets restored in ≤ 24hrs							1	2	13	6	17	
		% of repair tickets restored ≤ 24 Hours							100.0%	67%	86.67%	54.55%	85.00%	
		Sum of the duration of all outages (hh:mm)							1:52	46:00	143:12	639:24	578:40	
		Avg. outage duration (hh:mm)							1:52	15:20	9:33	58:08	28:56	
Refunds	Number of customers who received refunds							0	0	0	2	0		
	Monthly amount of refunds							0:00	0:00	0	\$26.20	0		
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										43	55	49	
	Total # of call seconds to reach live agent										833	725	768	
	% ≤ 60 seconds										95.35%	100.00%	100.00%	

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)