

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

Company Name: Kerman Telephone dba Sebastian

U#: 1012-C

Report Year: 2016

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Kerman 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	11.22	24.94	13.1	25.3	9.04	15.09	
	Total # of service orders	48	69	310	30	35	39	17	24	15	16	11	27	
	Avg. # of business days	2.4	3.28	7.41	1.43	1.59	1.77	0.66	1.04	0.87	1.58	0.82	0.56	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	48	69	310	30	35	39	17	24	15	16	11	27	
	Total # of installation commitment met	48	69	310	28	35	36	17	24	15	16	10	27	
	Total # of installation commitment missed	0	0	0	2	0	3	0	0	0	0	1	1	
	% of commitment met	100.00%	100.00%	100.00%	93.33%	100.00%	92.31%	100%	100%	100%	100%	91%	100%	
Customers	Acct # for voice or bundle, res+bus								3799	3761	3729	3693	3665	
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	4,724	4,694	4,671	4,643	4,619	4,594	4240	4209	4138	4,104	4,072	4,043
		Total # of trouble reports	161	169	139	29	25	22	36	39	33	40	38	100
		% of trouble reports	3.40%	3.60%	2.97%	0.62%	0.51%	0.47%	0.85%	0.93%	0.80%	0.97%	0.93%	2.47%
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	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	34	41	27	15	15	9	11	12	18	12	15	48
		Total # of repair tickets restored in ≤ 24hrs	34	41	27	14	15	9	11	12	16	12	13	44
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	93%	100%	100%	100%	100%	89%	100%	87%	92%
		Sum of the duration of all outages (hh:mm)	739:22	652:14	225:35	431:20	866:50	1:618:95	2:88	109:53	493:25	134:55	179:03	607:22
		Avg. outage duration (hh:mm)	21.74	15.90	8.34	30.8	57.76	179.88	0:26	9:09	27:24	11:15	11.56	12:39
		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								23	23	18	21	51
		Total # of repair tickets restored in ≤ 24hrs								14	17	12	13	44
		% of repair tickets restored ≤ 24 Hours								60.87%	73.91%	67%	62%	86%
		Sum of the duration of all outages (hh:mm)								746:09	731:11	516:02	653:09	1061:09
		Avg. outage duration (hh:mm)								32:26	31:47	28:40	31:06	21:39
Refunds	Number of customers who received refunds								0	0	0	0	0	
	Monthly amount of refunds								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										59	51	57	
	Total # of call seconds to reach live agent										650	525	477	
	% ≤ 60 seconds										98.31%	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)