

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

Company Name: Kerman Telephone dba Sebastian

U#: 1012-C

Report Year: 2022

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Kerman Telephone Co

Measurement (Compile monthly, file quarterly)		Date filed (05/15/22)			Date filed (08/15/22)			Date filed (11/15/2022)			Date filed (2/15/23)			
		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	4.15	3.88	7.81	7.57	4.58	6.23	1.8	6.08	15.29	13.83	4.57	1.27	
	Total # of service orders	2	2	6	6	5	8	4	7	9	8	8	2	
	Avg. # of business days	2.08	1.94	1.3	1.26	0.92	0.78	0.45	0.87	1.7	1.73	0.57	0.64	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	2	2	6	6	5	8	4	7	9	8	8	2	
	Total # of installation commitment met	2	2	6	6	5	8	4	7	9	8	8	2	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	2,371	2,358	2,334	2,313	2,304	2,285	2,231	2,214	2,198	2,170	2,158	2,145	
<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	2645	2,628	2,603	2,581	2,567	2,549	2,492	2,476	2,459	2,430	2,418	2405
		Total # of trouble reports	46	18	31	30	19	23	24	42	25	36	20	43
		% of trouble reports	1.7%	0.7%	1.2%	1.16%	0.74%	0.90%	0.96%	1.70%	1.02%	1.48%	0.83%	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												
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	28	10	15	20	10	18	16	13	17	18	12	22	
	Total # of repair tickets restored in ≤ 24hrs	28	10	15	20	10	18	16	13	17	18	12	22	
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	Sum of the duration of all outages (hh:mm)	297:17	81:14	91:10	132:39	59:13	115:11	110:26	106:15	131:17	63:51	91:44	137:36	
	Avg. outage duration (hh:mm)	10:37	8:07	6:05	6:38	5:55	6:24	6:54	8:10	7:43	3:33	7:39	6:16	
	Indicate if catastrophic event is in a month	No	No	No	No	No	No	No	No	No	No	No	No	No
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	30	11	17	23	12	21	16	13	17	22	13	28	
	Total # of repair tickets restored in ≤ 24hrs	26	10	15	20	10	18	16	13	17	18	12	22	
	% of repair tickets restored ≤ 24 Hours	86.7%	90.9%	88.24%	86.96%	83.3%	85.7%	100.0%	100.0%	100.0%	81.82%	92.3%	78.6%	
	Sum of the duration of all outages (hh:mm)	424:39	131:29	194:59	261:57	206:25	255:45	110:26	106:15	131:17	247:31	137:09	408:12	
	Avg. outage duration (hh:mm)	14:09	11:57	11:28	11:23	17:12	12:11	6:54	8:10	7:43	11:15	10:33	14:35	
<b>Refunds</b>	Number of customers who received refunds	0	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	0:00	
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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**

Name: Robyn Husmann

Phone: 530 367-3300

Email: [rhusmann@sebastiancorp.com](mailto:rhusmann@sebastiancorp.com)

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)