

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

Company Name: Foresthill Telephone dba Sebastian

U#: 1009-C

Report Year: 2023

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Foresthill Telephone Co

Measurement (Compile monthly, file quarterly)		Date filed (05/15/23)			Date filed (08/15/23)			Date filed (11/15/2023)			Date filed (2/15/24)		
		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	4.25	6.1	8.03	2.22	2.99	11.31						
	Total # of service orders	1	5	4	1	4	6						
	Avg. # of business days	4.25	1.22	2.01	2.22	0.75	1.89						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	5	4	1	4	6						
	Total # of installation commitment met	1	5	4	1	4	6						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	100%	100%	100%	100%	100%	100%						
Customers	Acct # for voice or bundle, res+bus	1,527	1,516	1,507	1,496	1,491	1,489						
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	1,564	1,553	1,543	1,533	1,527	1,528					
		Total # of trouble reports	35	18	35	43	95	29					
		% of trouble reports	2.24%	1.16%	2.27%	2.80%	6.22%	1.90%					
	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	25	9	25	35	65	22						
	Total # of repair tickets restored in ≤ 24hrs	25	9	25	35	65	22						
	% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%						
	Sum of the duration of all outages (hh:mm)	274:10	79:57	236:22	276:34	370:36	71:02						
	Avg. outage duration (hh:mm)	10:58	8:53	9:27	7:54	5:42	3:14						
	Indicate if catastrophic event is in a month	No	No	No	No	No	No						
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	25	11	27	37	65	22						
	Total # of repair tickets restored in ≤ 24hrs	23	8	25	34	64	22						
	% of repair tickets restored ≤ 24 Hours	92.0%	72.7%	92.6%	91.89%	98.46%	100.00%						
		322:10	176:36	617:01	411:58	394:36	71:2						
	Avg. outage duration (hh:mm)	12:53	16:03	23:51	11:08	6:04	3:14						
Refunds	Number of customers who received refunds	0	0	0	0	0	0						
	Monthly amount of refunds	\$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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