

**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 | 10.77 | 5.63 | 2.47 | 4.73 | 1.15 | 7.54 | |
| | Total # of service orders | 1 | 5 | 4 | 1 | 4 | 6 | 9 | 8 | 2 | 4 | 1 | 7 | |
| | Avg. # of business days | 4.25 | 1.22 | 2.01 | 2.22 | 0.75 | 1.89 | 1.20 | 0.7 | 1.24 | 1.18 | 1.15 | 1.08 | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 1 | 5 | 4 | 1 | 4 | 6 | 9 | 8 | 2 | 4 | 1 | 7 | |
| | Total # of installation commitment met | 1 | 5 | 4 | 1 | 4 | 6 | 9 | 8 | 2 | 4 | 1 | 7 | |
| | Total # of installation commitment missed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | % of commitment met | 100% | 100% | 100% | 100% | 100% | 100% | 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 | 1,479 | 1,472 | 1,460 | 1,450 | 1,444 | 1,436 | |
| 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 | 1,517 | 1,510 | 1,497 | 1,488 | 1,483 | 1,474 |
| | | Total # of trouble reports | 35 | 18 | 35 | 43 | 95 | 29 | 22 | 31 | 32 | 29 | 26 | 34 |
| | | % of trouble reports | 2.24% | 1.16% | 2.27% | 2.80% | 6.22% | 1.90% | 1.45% | 2.05% | 2.14% | 1.95% | 1.75% | 2.31% |
| | 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 | 17 | 24 | 15 | 20 | 13 | 22 | |
| | Total # of repair tickets restored in ≤ 24hrs | 25 | 9 | 25 | 35 | 65 | 22 | 17 | 24 | 15 | 20 | 13 | 22 | |
| | % of repair tickets restored ≤ 24 Hours | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 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 | 46:46 | 209:23 | 143:49 | 193:57 | 68:21 | 64:49 | |
| | Avg. outage duration (hh:mm) | 10:58 | 8:53 | 9:27 | 7:54 | 5:42 | 3:14 | 2:45 | 8:43 | 9:35 | 9:42 | 5:15 | 2:57 | |
| | Indicate if catastrophic event is in a month | No | No | No | No | No | No | No | No | No | No | No | No | |
| Unadjusted Out of Service Report | Total # of unadjusted outage report tickets | 25 | 11 | 27 | 37 | 65 | 22 | 19 | 25 | 19 | 20 | 13 | 23 | |
| | Total # of repair tickets restored in ≤ 24hrs | 23 | 8 | 25 | 34 | 64 | 22 | 16 | 23 | 14 | 20 | 13 | 22 | |
| | % of repair tickets restored ≤ 24 Hours | 92.0% | 72.7% | 92.6% | 91.89% | 98.46% | 100.00% | 84.2% | 92.0% | 73.68% | 100.00% | 100.00% | 95.65% | |
| | Avg. outage duration (hh:mm) | 322:10 | 176:36 | 617:01 | 411:58 | 394:36 | 71:2 | 139:10 | 353:16 | 332:42 | 193:57 | 68:21 | 112:35 | |
| Refunds | 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 | |
| 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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