

**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									
	Total # of service orders	2	2	6									
	Avg. # of business days	2.08	1.94	1.3									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	2	2	6									
	Total # of installation commitment met	2	2	6									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100.0%	100.0%	100.0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Customers</b>	Acct # for voice or bundle, res+bus	2,371	2,358	2,334									
<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								
		Total # of trouble reports	46	18	31								
		% of trouble reports	1.7%	0.7%	1.2%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	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									
	Total # of repair tickets restored in ≤ 24hrs	28	10	15									
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	297:17	81:14	91:10									
	Avg. outage duration (hh:mm)	10:37	8:07	6:05									
	Indicate if catastrophic event is in a month	No	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	30	11	17									
	Total # of repair tickets restored in ≤ 24hrs	26	10	15									
	% of repair tickets restored ≤ 24 Hours	86.7%	90.9%	88.24%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	424:39	131:29	194:59									
	Avg. outage duration (hh:mm)	14:09	11:57	11:28									
<b>Refunds</b>	Number of customers who received refunds	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	
<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**

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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)