

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

Company Name: Foresthill Telephone dba Sebastian

U#: 1009-C

Report Year: 2022

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Foresthill 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	
Installation Interval Min. standard = 5 bus. days	Total # of business days	3.26	8.97	11.68	4.83	14.08	2.91	0.05	1.05	14.92	1.26	6.38	0.77	
	Total # of service orders	1	4	6	4	6	1	1	1	30	7	3	4	
	Avg. # of business days	3.26	2.24	1.95	1.21	2.35	2.91	0.05	1.05	0.5	0.18	2.13	0.19	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	4	6	4	6	1	1	1	30	7	3	4	
	Total # of installation commitment met	1	4	6	4	6	1	1	1	30	7	3	4	
	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%	N/A	100%	100%	100%	100%	
Customers	Acct # for voice or bundle, res+bus	1,648	1,645	1,637	1,627	1,625	1,609	1,587	1,572	1,548	1,545	1,537	1,537	
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	1,688	1,684	1,675	1,667	1,664	1,648	1,626	1,611	1,587	1,583	1,574	1,574
		Total # of trouble reports	74	27	16	42	31	32	26	25	300	22	17	30
		% of trouble reports	4.38%	1.60%	0.96%	2.52%	1.86%	1.94%	1.60%	1.55%	18.90%	1.39%	1.08%	1.91%
	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	27	9	12	28	21	9	21	19	291	17	9	20	
	Total # of repair tickets restored in ≤ 24hrs	25	9	12	28	21	9	21	19	26	17	9	16	
	% of repair tickets restored ≤ 24 Hours	92.59%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	8.93%	100.00%	100.00%	80.00%	
	Sum of the duration of all outages (hh:mm)	435:52	56:56	76:44	74:10	117:28	56:04	129.41	110.23	35508.03	79.13	87.43	275.36	
	Avg. outage duration (hh:mm)	16:09	6:20	6:24	2:39	5:36	6:14	6.11	5.49	122.01	4.40	9.45	13.47	
	Indicate if catastrophic event is in a month	No	No	No	No	No	No	No	No	Yes	No	No	No	
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	50	13	12	31	21	13	23	21	291	17	11	22	
	Total # of repair tickets restored in ≤ 24hrs	22	9	12	28	21	9	21	19	26	17	9	16	
	% of repair tickets restored ≤ 24 Hours	44.0%	69.2%	100.0%	90.32%	100.00%	69.23%	91.3%	90.5%	8.93%	100.00%	81.82%	72.73%	
	Sum of the duration of all outages (hh:mm)	2346:55	325:33	76:44	228:34	117:28	346:29	245.30	303.21	35508.03	79.13	154.05	395.18	
	Avg. outage duration (hh:mm)	46:56	25:03	6:24	7:23	5:36	26:39	10.4	14.27	122.01	4.40	14.0	17.58	
Refunds	Number of customers who received refunds	15	0	0	0	0	7	0	0	155	0	0	1	
	Monthly amount of refunds	\$139.28	0:00	0:00	0:00	0:00	\$27.14	0:00	0:00	\$1,962.62	\$582.61	0:00	\$12.76	
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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