

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

Company Name: Kerman Telephone dba Sebastian

U#: 1012-C

Report Year: 2023

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Kerman 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	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	6.31	3.95	2.65	3.12	6.52	2.48	0.22	5.39	5.58	4.53	2.35	4.58	
	Total # of service orders	10	3	6	8	8	3	3	9	5	4	5	5	
	Avg. # of business days	0.63	1.32	0.44	0.39	0.82	0.83	0.07	0.6	1.12	1.13	0.47	0.92	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	10	3	6	8	8	3	3	9	5	4	5	5	
	Total # of installation commitment met	10	3	6	8	8	3	3	9	5	4	5	5	
	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	2,130	2,105	2,084	2,071	2,050	2,040	2,027	2,012	1,992	1,974	1,963	1,949	
<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	2389	2,360	2,338	2,323	2,301	2,287	2,278	2,261	2,238	2,220	2,209	2192
		Total # of trouble reports	44	16	32	57	86	26	35	27	37	15	21	29
		% of trouble reports	1.8%	0.7%	1.4%	2.45%	3.74%	1.14%	1.54%	1.19%	1.65%	0.68%	0.95%	1.32%
	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	33	10	19	49	65	13	26	18	27	8	14	20	
	Total # of repair tickets restored in ≤ 24hrs	33	10	19	49	65	13	26	18	27	8	14	20	
	% 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)	177:48	100:09	136:26	329:38	245:14	162:39	140:02	115:01	51:55	52:43	80:06	96:03	
	Avg. outage duration (hh:mm)	5:23	10:10	7:11	6:44	3:46	12:31	5:23	6:23	1:55	6:35	5:43	4:48	
	Indicate if catastrophic event is in a month	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	34	10	23	50	69	17	27	18	31	9	14	24	
	Total # of repair tickets restored in ≤ 24hrs	33	10	17	49	65	12	26	18	27	8	14	20	
	% of repair tickets restored ≤ 24 Hours	97.1%	100.0%	73.91%	98.00%	94.2%	70.6%	96.3%	100.0%	87.1%	88.89%	100.0%	83.3%	
	Sum of the duration of all outages (hh:mm)	251:14	100:9	377:22	357:15	482:42	454:10	166:09	115:01	505:31	81:44	80:06	324:15	
	Avg. outage duration (hh:mm)	7:23	10:10	16:24	7:09	6:60	26:43	6:09	6:23	16:18	9:05	5:43	13:31	
<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) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>														
	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)