

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

Company Name: Kerman Telephone dba Sebastian

U#: 1012-C

Report Year: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Kerman Telephone Co

Measurement (Compile monthly, file quarterly)		Date filed (05/15/21)			Date filed (08/15/21)			Date filed (11/15/2021)			Date filed (2/15/22)			
		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	26.61	12.07	24.88	9.51	8.7	1.38	9.99	6.04	3.99	11.67	8.33	9.15	
	Total # of service orders	16	8	16	8	5	3	6	6	4	6	8	5	
	Avg. # of business days	1.66	1.51	1.56	1.19	1.74	0.46	1.66	1.01	1	1.95	1.04	1.83	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	16	8	16	8	5	3	6	6	4	6	8	5	
	Total # of installation commitment met	16	8	16	8	5	3	6	6	4	6	8	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%	
Customers	Acct # for voice or bundle, res+bus	2,480	2,476	2,467	2,454	2,445	2,423	2,417	2,407	2,390	2,371	2,361	2,345	
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	2765	2,760	2,750	2,739	2,729	2,710	2,694	2,683	2,664	2,644	2,633	2619
		Total # of trouble reports	44	30	21	29	15	24	28	13	21	44	24	38
		% of trouble reports	1.6%	1.1%	0.8%	1.06%	0.55%	0.89%	1.04%	0.48%	0.79%	1.66%	0.91%	1.45%
	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	16	13	16	7	18	23	12	11	35	10	28	
	Total # of repair tickets restored in ≤ 24hrs	27	16	13	16	7	18	23	11	11	35	8	27	
	% of repair tickets restored ≤ 24 Hours	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	91.7%	100.0%	100.0%	80.0%	96.4%	
	Sum of the duration of all outages (hh:mm)	156:03	203:38	98:00	119:29	49:46	94:56	253:05	153:18	97:47	150:54	124:35	208:04	
	Avg. outage duration (hh:mm)	5:47	12:44	7:32	7:28	8:07	5:16	11:22	12:47	8:53	4:19	12:28	7:26	
	Indicate if catastrophic event is in a month	No	No	No	No	No	No	No	No	No	No	No	No	No
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	28	16	13	18	8	19	24	12	11	37	12	29	
	Total # of repair tickets restored in ≤ 24hrs	27	16	13	16	7	18	22	11	11	35	8	26	
	% of repair tickets restored ≤ 24 Hours	96.4%	100.0%	100.00%	88.89%	87.5%	94.7%	91.7%	91.7%	100.0%	94.59%	66.7%	89.7%	
	Sum of the duration of all outages (hh:mm)	193:24	203:38	98:00	263:14	75:42	140:40	329:35	177:18	97:47	268:36	310:20	375:40	
	Avg. outage duration (hh:mm)	6:54	12:44	7:32	14:37	9:28	7:24	13:44	14:47	8:53	7:16	25:52	12:57	
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

Name: Robyn Husmann

Phone: 530 367-3300

Email: rhusmann@sebastiancorp.com

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)