

**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						
	Total # of service orders	10	3	6	8	8	3						
	Avg. # of business days	0.63	1.32	0.44	0.39	0.82	0.83						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	10	3	6	8	8	3						
	Total # of installation commitment met	10	3	6	8	8	3						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	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						
<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					
		Total # of trouble reports	44	16	32	57	86	26					
		% of trouble reports	1.8%	0.7%	1.4%	2.45%	3.74%	1.14%					
	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						
	Total # of repair tickets restored in ≤ 24hrs	33	10	19	49	65	13						
	% of repair tickets restored ≤ 24 Hours	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						
	Avg. outage duration (hh:mm)	5:23	10:10	7:11	6:44	3:46	12:31						
	Indicate if catastrophic event is in a month	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						
	Total # of repair tickets restored in ≤ 24hrs	33	10	17	49	65	12						
	% of repair tickets restored ≤ 24 Hours	97.1%	100.0%	73.91%	98.00%	94.2%	70.6%						
	Sum of the duration of all outages (hh:mm)	251:14	100:9	377:22	357:15	482:42	454:10						
	Avg. outage duration (hh:mm)	7:23	10:10	16:24	7:09	6:60	26:43						
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0						
	Monthly amount of refunds	\$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)