

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

Company Name: Kerman Telephone dba Sebastian

U#: 1012-C

Report Year: 2024

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Kerman Telephone Co

Measurement (Compile monthly, file quarterly)		Date filed (05/15/24)			Date filed (08/15/24)			Date filed (11/15/2024)			Date filed (2/15/25)		
		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	0.94	3.37	3.2	16.07	17.88	3.97						
	Total # of service orders	1	4	4	8	10	3						
	Avg. # of business days	0.94	0.84	0.8	2.01	1.79	1.32						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	4	4	8	10	3						
	Total # of installation commitment met	1	4	4	8	10	3						
	Total # of installation commitment missed												
	% of commitment met	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						
Customers	Acct # for voice or bundle, res+bus	1,927	1,846	1,853	1,825	1,808	1,794						
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	2168	2,087	2,094	2,066	2,048	2,027					
		Total # of trouble reports	27	30	23	20	19	13					
		% of trouble reports	1.2%	1.4%	1.1%	0.97%	0.93%	0.64%					
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	17	14	14	13	16	8					
		Total # of repair tickets restored in < 24hrs	17	14	14	13	16	8					
		% 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)	147:31	85:49	53:17	45:01	163:58	55:14					
		Avg. outage duration (hh:mm)	8:41	6:08	3:48	3:28	10:15	6:54					
	Indicate if catastrophic event is in a month	No	No	No	No	No	No						
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	19	17	16	14	16	9					
		Total # of repair tickets restored in ≤ 24hrs	17	14	14	14	16	8					
		% of repair tickets restored ≤ 24 Hours	89.5%	82.4%	87.50%	100.00%	100.0%	88.9%					
		Sum of the duration of all outages (hh:mm)	172:21	180:35	147:27	71:41	163:58	385:53					
		Avg. outage duration (hh:mm)	9:04	10:37	9:13	5:7	10:15	42:53					
Refunds	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						
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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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)