



**SEBASTIAN**  
*Putting people first.*

June 25, 2012

To: Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12th Street, SW  
Washington, DC 20554

Universal Service Administrative Company  
2000 L Street, NW, Suite 200  
Washington, DC 20036  
Hccerts@usac.org

Re: WC Docket No. 10-90  
Certifications for sections 54.313(a)(2)-54.313(a) (6)

Attached to this letter are documents in support of and certifications that Kerman Telephone Company (SAC 542324) and Foresthill Telephone Company (SAC 542318) (dba Sebastian) are in compliance with the provisions 54.313 (a)(2)-(6) of the Commission's rules established in the Commission's order on CAF/ICC in Docket 10-90.

In response to items 54.313(a)(2), the companies do report all outages that occur as defined in 47 CFR 4.5 to both the FCC and state Commission. No outages of this type occurred in 2011.

In response to Item 54.313 (a)(3), the companies submit information quarterly to the California Public Utilities Commission (CPUC) regarding quality of service standards with regard to specific line outage reporting, and customer complaints. A copy of this report for the four quarters of 2011 is attached with this filing. Note that unfulfilled service requests are no longer a part of what is required by the CPUC.

In response to Item 54.313 (a)(4), the companies submit information quarterly to the California Public Utilities Commission (CPUC) regarding quality of service standards with regard to specific line outage reporting, and customer complaints. A copy of this report for the four quarters of 2011 is attached with this filing.

In response to Item 54.313 (a)(5) and (a)(6), an attached form is attached providing a signed certification by Al Baumgarner (Controller/Treasurer) that the companies are in compliance with the requirements of the consumer protection rules and that they can function in an emergency situation.

Finally, although NECA will be filing information pertaining to Kerman and Foresthill with regard to the rate information required in 54.313(h), I will again reiterate here that neither

of these two companies has rates for residential services that are below the urban rate floors as established in section 54.318.

David D. Clark  
[Signature of Authorized Representative]

Date: 6/25/12

David D. Clark  
[Printed Name of Authorized Representative]

Regulatory Manager  
[Title of Authorized Representative]

**Carrier's Name:** Kerman Telephone Co./Foresthill Telephone Co.  
**Carrier's Address:** 811 South Madera Avenue, Kerman, CA 93630  
**Carrier's Telephone Number:** 559-846-6277

cc: California Public Utilities Commission

**Annual Reporting Requirements pursuant to § 54.313(a)(2)-(6)**

**WC Docket No. 10-90**

§ 54.313(a)(2) – Outage reporting

My company was not required to collect this information in 2011.

My company collected this information pursuant to state utility commission requirement.  
A copy of the report is attached.

§ 54.313(a)(3) – Unfulfilled service requests

My company was not required to collect this information in 2011.

My company collected this information pursuant to state utility commission requirement.  
A copy of the report is attached.

§ 54.313(a)(4) – Customer complaints per 1000 connections

My company was not required to collect this information in 2011.

My company collected this information pursuant to state utility commission requirement.  
A copy of the report is attached.

§ 54.313(a)(5) – Service quality standards and consumer protection rules

I certify that the reporting carrier is in compliance with applicable service quality standards and consumer protection rules.

§ 54.313(a)(6) – Ability to function in emergency situations

I certify that the reporting carrier can function in emergency situations as set forth in 47 CFR §54.202(a)(2). Specifically, the reporting carrier has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.

I am authorized to make this certification on behalf of the company named above and, to the best of my knowledge the information reported on this form is accurate. This certification is for the study area(s) listed below. **(Please enter your Company Name, State and Study Area Code)**

Company Name	State	Study Area Code
Kerman Telephone Co. (dba Sebastian)	California	542324
Foresthill Telephone Co. (dba Sebastian)	California	542318

(If necessary, attach a separate list of additional study areas and check this box.)

Signed,

Al Baumgarner  
[Signature of Corporate Officer]

Date:

6/25/12

Al Baumgarner

[Printed Name of Corporate Officer]

Controller/Treasurer

[Title of Corporate Officer]

Carrier's Name KermanTelephone Co./Foresthill Telephone Co. (dba Sebastian)

Carrier's Address 811 S. Madera Ave., Kerman, CA, 93630

Carrier's Telephone Number (559) 846-6277

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

Company Name: Sebastian dba Foresthill Telephone

U#: 1009-C

Report Year: 2011

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: \_\_\_\_\_

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2011)			Date filed (08/15/2011)			Date filed (11/15/2011)			Date filed (02/15/2012)			
		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	20	19	23	26	25	26	21	23	22	21	22	21	
	Total # of service orders	15	10	26	15	10	12	15	27	15	21	16	12	
	Avg. # of business days	1.6	2.7	1.2	0.61	0.23	1.27	0.79	0.63	0.18	0.7	0.5	0.9	
<b>Installation Commitment New Installs &amp; reconnects (LCC USOC \$28.00) only</b> Min. standard = 95% commitment met	Total # of installation commitments	15	10	26	15	10	12	15	27	15	21	16	12	
	Total # of installation commitment met	14	9	25	15	7	11	15	27	15	21	16	12	
	Total # of installation commitment missed	1	1	1	0	3	1	0	0	0	0	0	0	
	% of commitment met	99.33	90	96.15	100.00%	70.00%	91.67%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
<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	2761	2750	2721	2740	2723	2688	2659	2647	2619	2678	2620	2615
		Total # of trouble reports	65	46	55	29	70	32	20	33	57	35	45	31
		% of trouble reports	2.35	1.67	2.02	1.06%	2.57%	1.19%	0.75%	1.25%	2.18%	1.31%	1.72%	1.19%
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
<b>Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets													
	<b>NO DIAL TONE -Voice only</b>	42	34	32	13	47	19	9	20	30	14	26	11	
	Total # of repair tickets restored in ≤ 24hrs	38	31	31	12	45	18	9	20	29	13	25	10	
	% of repair tickets restored ≤ 24 Hours	90.48	91.18	96.88	92.31%	95.74%	94.74%	100.00%	100.00%	96.67%	92.86%	96.15%	90.91%	
	Sum of the duration of all outages (hh:mm)	386:04	277:76	234:01	81:23	227:25	845:20	85:61	69:25	185:18	113:30	186:52	59:00	
	Avg. outage duration (hh:mm)	5:55	4:36	4:16	6:25	5:23	44:48	9:51	3:46	6:17	8:32	7:17	5:41	

Measurement (Compile quarterly, file annually on February 15)		1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
<b>Answer Time (Trouble Reports "TR", Billing &amp; Non-Billing)</b> 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: David D Clark

Phone: 559-846-6277

Email: dclark@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)

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

Company Name: Sebastian dba Kerman Telephone

U#: 1012-C

Report Year: 2011

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: \_\_\_\_\_

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2011)			Date filed (08/15/2011)			Date filed (11/15/2011)			Date filed (02/15/2012)			
		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	20	19	23	26	25	26	21	23	22	21	22	21	
	Total # of service orders	45	55	65	34	38	42	60	82	47	56	40	39	
	Avg. # of business days	1.5	1.3	1.4	0.50	0.54	1.00	0.62	0.65	0.73	0.7	0.7	0.7	
<b>Installation Commitment New Installs &amp; reconnects (LCC USOC \$28.00) only</b> Min. standard = 95% commitment met	Total # of installation commitments	45	55	65	34	38	42	60	82	47	56	40	39	
	Total # of installation commitment met	45	55	63	33	36	42	59	81	46	56	40	39	
	Total # of installation commitment missed	0	0	2	1	2	0	1	1	1	0	0	0	
	% of commitment met	100	100	96.92	97.06%	94.74%	100.00%	98.33%	98.78%	97.87%	100.00%	100.00%	100.00%	
<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	6589	6551	6623	6074	6024	5963	5782	5758	5731	5824	5807	5769
		Total # of trouble reports	222	129	124	81	93	103	93	86	67	97	78	96
		% of trouble reports	3.41	1.98	1.91	1.33%	1.54%	1.73%	1.61%	1.49%	1.17%	1.67%	1.34%	1.66%
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
<b>Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets													
	<b>NO DIAL TONE -Voice only</b>	102	46	48	50	51	62	52	43	39	49	44	52	
	Total # of repair tickets restored in ≤ 24hrs	89	39	37	45	42	50	49	39	36	47	40	48	
	% of repair tickets restored ≤ 24 Hours	87.25	84.78	77.08	90.00%	82.35%	80.65%	94.23%	90.70%	92.31%	95.92%	90.91%	92.31%	
	Sum of the duration of all outages (hh:mm)	1114:16	756:41	973:53	356:37	969:09	889:32	540:04	388:23	417:31	498:42	705:02	644:00	
	Avg. outage duration (hh:mm)	11:33	16:52	20:10	7:13	19:02	14:34	10:39	9:01	11:09	10:61	19:58	14:31	

Measurement (Compile quarterly, file annually on February 15)		1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
<b>Answer Time (Trouble Reports "TR", Billing &amp; Non-Billing)</b> 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: David D Clark

Phone: 559-846-6277

Email: dclark@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)