

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

Company Name: Hornitos Telephone Company

U#: 1011

Report Year: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company

July & August - Including Fire Related Troubles.

Measurement (Compile monthly, file quarterly)		Date filed (05/10/2017)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (03/06/2017)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	19	7	2	20	18	0	1	27	6			
	Total # of service orders	5	1	2	5	3	0	1	8	4			
	Avg. # of business days	3.80	7.00	1.00	4.00	6.00	#DIV/0!	1.00	3.38	1.50			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	5	1	2	5	3	0	1	8	4			
	Total # of installation commitment met	5	1	2	5	3	0	1	8	4			
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
	% of commitment met	100%	100%	100%	100%	100%	#DIV/0!	100%	100%	100%			
Customers	Acct # for voice or bundle, res+bus	404	400	398	399	399	394	383	382	376			
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											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ 1,000 lines)	Total # of working lines	487	483	479	476	478	478	471	462	457		
		Total # of trouble reports	17	21	21	5	22	11	41	21	10		
		% of trouble reports	3.49%	4.35%	4.38%	1.05%	4.60%	2.30%	8.70%	4.55%	2.19%		
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	15	19	14	3	17	10	37	20	6			
	Total # of repair tickets restored in < 24hrs	15	13	13	3	15	9	13	15	6			
	% of repair tickets restored 24 Hours	100%	68%	93%	100%	88%	90%	35%	75%	100%			
	Sum of the duration of all outages (hh:mm)	90.03	585.03	109.9	8.87	132.43	90.18	2188.32	249.43	15.12			
	Avg. outage duration (hh:mm)	6.00	30.79	7.85	2.96	7.79	9.02	59.14	12.47	2.52			
Indicate if catastrophic event is in a month													
Unadjusted Out of Service Report	Total # of outage report tickets	15	19	14	3	17	10	37	20	6			
	Total # of repair tickets restored in < 24hrs	4	5	6	3	5	2	6	3	1			
	% of repair tickets restored 24 Hours	26.67%	26.32%	42.86%	100.00%	29.41%	20.00%	16.22%	15.00%	16.67%			
	Sum of the duration of all outages (hh:mm)	634.35	1328.98	994.22	8.84	849.74	475.27	3490.97	1176.78	390.18			
	Avg. outage duration (hh:mm)	42.29	69.95	71.02	2.95	49.98	47.53	94.35	58.84	65.03			
Refunds	Number of customers who received refunds	1	4	4	0	4	8	1	7	1			
	Monthly amount of refunds	\$ 25.05	\$ 107.00	\$ 132.05	\$ -	\$ 121.12	\$ 138.51	\$ 25.55	\$ 169.44	\$ 25.55			
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												

July & August - Including Fire Related Troubles.

Primary Utility Contact Information

Name: Gail Long

Phone: 541-516-8210

Email: gail.long@tdstelecom.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: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)