

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

Company Name: Hornitos Telephone Company

U#: 1011

Report Year: 2018

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed			Date filed			Date filed			Date filed		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	14	12	26	18	27	27	0	13	7			
	Total # of service orders	5	4	8	5	2	4	0	4	2			
	Avg. # of business days	2.80	3.00	3.25	3.60	13.50	6.75	#DIV/0!	3.25	3.50			
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	5	4	8	5	2	4	0	4	2			
	Total # of installation commitment met	8	4	8	5	2	3	0	4	2			
	Total # of installation commitment missed	0	0	0	0	0	1	0	0	0			
	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			
<b>Customers</b>	Acct # for voice or bundle, res+bus	364	360	357	356	348	351	347	343	341			
<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											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	439	437	432	433	429	423	424	419	417		
		Total # of trouble reports	9	8	47	33	4	9	5	29	14		
		% of trouble reports	2.05%	1.83%	10.88%	7.62%	0.93%	2.13%	1.18%	6.92%	3.36%		
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	6	7	45	25	2	7	1	24	7			
	Total # of repair tickets restored in ≤ 24hrs	5	4	8	11	1	3	1	13	4			
	% of repair tickets restored ≤ 24 Hours	83%	57%	18%	44%	50%	43%	100%	54%	57%			
	Sum of the duration of all outages (hh:mm)	92.38	206.82	1945.93	928.92	142.77	227.15	23.08	516.22	169.72			
	Avg. outage duration (hh:mm)	15.40	29.55	43.24	37.16	71.39	32.45	23.08	21.51	24.25			
	Indicate if catastrophic event is in a month												
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	6	7	45	25	2	7	1	24	7			
	Total # of repair tickets restored in ≤ 24hrs	3	2	3	5	0	0	1	12	1			
	% of repair tickets restored ≤ 24 Hours	50%	29%	7%	20%	0%	0%	100%	50%	14%			
	Sum of the duration of all outages (hh:mm)	296.98	304.67	2690.1	1462.07	262.016	558.27	23.08	589.18	477.62			
	Avg. outage duration (hh:mm)	49.50	43.52	59.78	58.48	131.01	79.75	23.08	24.55	68.23			
<b>Refunds</b>	Number of customers who received refunds	2	1		4	0	2	0	1	1			
	Monthly amount of refunds	\$ 56.10	\$ 26.55		\$ 108.65	\$ -	\$ 72.00	0	\$ 36.05	\$ 26.55			
<b>Answer Time (Trouble Reports, 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: Gail Long

Phone: 541-516-8210

Email: [gail.long@tdstelecom.com](mailto: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)

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

Company Name: Hornitos Telephone Company

U#: 1011

Report Year: 2018

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Catheys Valley

Measurement (Compile monthly, file quarterly)		Date filed			Date filed			Date filed			Date filed		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	1	3	23	4	0	6	0	6	0			
	Total # of service orders	2	1	5	1	0	2	0	2	0			
	Avg. # of business days	0.50	3.00	4.60	4.00	#DIV/0!	3.00	#DIV/0!	3.00	#DIV/0!			
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	2	1	5	1	0	2	0	2	0			
	Total # of installation commitment met	2	1	5	1	0	1	0	2	0			
	Total # of installation commitment missed	0	0	0	0	0	1	0	0	0			
	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			
<b>Customers</b>	Acct # for voice or bundle, res+bus	123	121	122	123	117	117	116	116	115			
<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											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	146	144	141	144	145	138	138	137	136		
		Total # of trouble reports	3	1	14	12	0	0	2	2	3		
		% of trouble reports	2.05%	0.69%	9.93%	8.33%	0.00%	0.00%	1.45%	1.46%	2.21%		
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	3	1	14	10	0	0	0	0	0			
	Total # of repair tickets restored in ≤ 24hrs	3	0	1	3	0	0	0	0	0			
	% of repair tickets restored ≤ 24 Hours	100%	0%	7%	30%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
	Sum of the duration of all outages (hh:mm)	25.93	66.13	600.88	413.13	0	0	0	0	0			
	Avg. outage duration (hh:mm)	8.64	66.13	42.92	41.31	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
	Indicate if catastrophic event is in a month												
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	3	1	14	10	0	0	0	0	0			
	Total # of repair tickets restored in ≤ 24hrs	2	0	1	3	0	0	0	0	0			
	% of repair tickets restored ≤ 24 Hours	67%	0%	7%	30%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
	Sum of the duration of all outages (hh:mm)	82.5	90.13	648.78	580.81	0	0	0	0	0			
	Avg. outage duration (hh:mm)	27.50	90.13	46.34	58.08	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
<b>Refunds</b>	Number of customers who received refunds	1	0	0	2	0	0	0	0	0			
	Monthly amount of refunds	\$ 29.55	\$ -	\$ -	\$ 57.55	\$ -	\$ -	\$ -	\$ -	\$ -			
<b>Answer Time (Trouble Reports, 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: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

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)

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

Company Name: Hornitos Telephone Company

U#: 1011

Report Year: 2018

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Exchequer

Measurement (Compile monthly, file quarterly)		Date filed			Date filed			Date filed			Date filed		
		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	0	0	0	0	0	0	0	3	0			
	Total # of service orders	0	0	0	0	0	0	0	1	0			
	Avg. # of business days	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	3.00	#DIV/0!			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	0	0	0	0	0	0	1	0			
	Total # of installation commitment met	0	0	0	0	0	0	0	1	0			
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Customers	Acct # for voice or bundle, res+bus	26	26	26	26	26	27	27	28	27			
<b>Customer Trouble Report</b>													
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	42	43	43	43	43	42	42	42	43		
		Total # of trouble reports	2	0	1	1	0	0	0	2	0		
		% of trouble reports	4.76%	0.00%	2.33%	2.33%	0.00%	0.00%	0.00%	4.76%	0.00%		
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	1	1	0	0	0	2	0			
	Total # of repair tickets restored in ≤ 24hrs	0	0	1	1	0	0	0	1	0			
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	50%	#DIV/0!			
	Sum of the duration of all outages (hh:mm)	0	0	0.18	6.95	0	0	0	51.25	0			
	Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	0.18	6.95	#DIV/0!	#DIV/0!	#DIV/0!	25.63	#DIV/0!			
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	0	0	1	1	0	0	0	2	0			
	Total # of repair tickets restored in ≤ 24hrs	0	0	1	1	0	0	0	1	0			
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	50%	#DIV/0!			
	Sum of the duration of all outages (hh:mm)	0	0	0.2	6.95	0	0	0	51.23	0			
	Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	0.20	6.95	#DIV/0!	#DIV/0!	#DIV/0!	25.62	#DIV/0!			
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	Monthly amount of refunds	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
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: \_\_\_\_\_

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Email: \_\_\_\_\_

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)

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

Company Name: Hornitos Telephone Company

U#: 1011

Report Year: 2018

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Hornitos

Measurement (Compile monthly, file quarterly)		Date filed			Date filed			Date filed			Date filed		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	5	4	1	3	0	20	0	4	4			
	Total # of service orders	2	1	1	2	0	1	0	1	1			
	Avg. # of business days	2.50	4.00	1.00	1.50	#DIV/0!	20.00	#DIV/0!	4.00	4.00			
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	2	1	1	2	0	1	0	1	1			
	Total # of installation commitment met	2	1	1	2	0	1	0	1	1			
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			
<b>Customers</b>	Acct # for voice or bundle, res+bus	110	108	105	104	104	105	103	100	100			
<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											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	139	138	136	136	134	135	135	132	132		
		Total # of trouble reports	1	5	11	10	1	4	1	3	2		
		% of trouble reports	0.72%	3.62%	8.09%	7.35%	0.75%	2.96%	0.74%	2.27%	1.52%		
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	4	11	6	1	4	1	1	1			
	Total # of repair tickets restored in ≤ 24hrs	0	2	1	3	0	2	1	0	0			
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	50%	9%	50%	0%	50%	100%	0%	0%			
	Sum of the duration of all outages (hh:mm)	0	129.15	591.68	129.8	140.5	37.03	23.08	53.35	47.67			
	Avg. outage duration (hh:mm)	#DIV/0!	32.29	53.79	21.63	140.50	9.26	23.08	53.35	47.67			
	Indicate if catastrophic event is in a month												
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	0	4	11	6	1	4	1	1	1			
	Total # of repair tickets restored in ≤ 24hrs	0	0	1	0	0	0	1	0	0			
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	0%	9%	0%	0%	0%	100%	0%	0%			
	Sum of the duration of all outages (hh:mm)	0	190.75	782.15	318.73	164.5	201.51	23.08	77.33	47.65			
	Avg. outage duration (hh:mm)	#DIV/0!	47.69	71.10	53.12	164.50	50.38	23.08	77.33	47.65			
<b>Refunds</b>	Number of customers who received refunds	0	1	0	1	0	0	0	0	0			
	Monthly amount of refunds	\$ -	\$ 26.55	\$ -	\$ 25.55	\$ -	\$ -	\$ -	\$ -	\$ -			
<b>Answer Time (Trouble Reports, 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: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

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)

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

Company Name: Hornitos Telephone Company

U#: 1011

Report Year: 2018

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Mt. Bullion

Measurement (Compile monthly, file quarterly)		Date filed			Date filed			Date filed			Date filed		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	1	5	1	11	27	1	0	0	3			
	Total # of service orders	1	2	1	2	2	1	0	0	1			
	Avg. # of business days	1.00	2.50	1.00	5.50	13.50	1.00	#DIV/0!	#DIV/0!	3.00			
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	1	2	1	2	2	1	0	0	1			
	Total # of installation commitment met	1	2	1	2	2	1	0	0	1			
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			
<b>Customers</b>	Acct # for voice or bundle, res+bus	105	105	104	103	101	102	101	99	99			
<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											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	112	112	112	110	107	108	109	108	106		
		Total # of trouble reports	3	2	21	10	3	5	2	22	9		
		% of trouble reports	2.68%	1.79%	18.75%	9.09%	2.80%	4.63%	1.83%	20.37%	8.49%		
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	3	2	21	8	1	3	0	21	6			
	Total # of repair tickets restored in ≤ 24hrs	2	2	6	4	1	1	0	12	4			
	% of repair tickets restored ≤ 24 Hours	67%	100%	29%	50%	100%	33%	#DIV/0!	57%	67%			
	Sum of the duration of all outages (hh:mm)	66.45	11.53	753.77	379.03	2.27	190.12	0	411.62	122.05			
	Avg. outage duration (hh:mm)	22.15	5.77	35.89	47.38	2.27	63.37	#DIV/0!	19.60	20.34			
	Indicate if catastrophic event is in a month												
	<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	3	2	21	8	1	3	0	21	6		
Total # of repair tickets restored in ≤ 24hrs		1	2	1	1	0	0	0	11	1			
% of repair tickets restored ≤ 24 Hours		33%	100%	5%	13%	0%	0%	#DIV/0!	52%	17%			
Sum of the duration of all outages (hh:mm)		214.48	23.8	1259	555.57	97.52	356.77	0	460.6	429.97			
Avg. outage duration (hh:mm)		71.49	11.90	59.95	69.45	97.52	118.92	#DIV/0!	21.93	71.66			
<b>Refunds</b>	Number of customers who received refunds	0	0	0	1	0	2	0	1	1			
	Monthly amount of refunds	\$ -	\$ -	\$ -	\$ 25.55	\$ -	\$ 72.00	\$ -	\$ 36.05	\$ 26.55			
<b>Answer Time (Trouble Reports, 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**

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