

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

Company Name: Hornitos Telephone Company

U#: 1011

Report Year: 2019

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	10	1	15	0	1	9						
	Total # of service orders	3	1	3	0	1	2						
	Avg. # of business days	3.33	1.00	5.00	#DIV/0!	1.00	4.50						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	3	1	3	0	1	2						
	Total # of installation commitment met	3	1	3	0	1	2						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	100%	100%	100%	100%	100%	100%						
<b>Customers</b>	Acct # for voice or bundle, res+bus	331	324	320	317	313	309						
<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	407	401	396	390	386	381					
		Total # of trouble reports	4	11	9	4	9	13					
		% of trouble reports	0.98%	2.74%	2.27%	1.03%	2.33%	3.41%					
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	4	10	7	3	7	7						
	Total # of repair tickets restored in ≤ 24hrs	2	7	6	2	7	6						
	% of repair tickets restored ≤ 24 Hours	50%	70%	86%	67%	100%	86%						
	Sum of the duration of all outages (hh:mm)	90.48	281.88	60.02	151.13	9.88	166.47						
	Avg. outage duration (hh:mm)	22.62	28.19	8.57	50.38	1.41	23.78						
Indicate if catastrophic event is in a month													
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	4	10	7	3	7	7						
	Total # of repair tickets restored in ≤ 24hrs	1	2	2	1	5	3						
	% of repair tickets restored ≤ 24 Hours	25%	20%	29%	33%	71%	43%						
	Sum of the duration of all outages (hh:mm)	418.6	598.35	354.5	196.27	150.90	469.38						
	Avg. outage duration (hh:mm)	104.65	59.84	50.64	65.42	21.56	67.05						
<b>Refunds</b>	Number of customers who received refunds	1	0	2	0	0	0						
	Monthly amount of refunds	\$ 31.45	\$ -	\$ 18.87	\$ -	\$ -	\$ -						
<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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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	4	0	0	0	1	4						
	Total # of service orders	1	0	0	0	1	1						
	Avg. # of business days	4.00	#DIV/0!	#DIV/0!	#DIV/0!	1.00	4.00						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	1	0	0	0	1	1						
	Total # of installation commitment met	1	0	0	0	1	1						
	Total # of installation commitment missed	0			0	0	0						
	% of commitment met	100%	100%	100%	100%	100%	100%						
<b>Customers</b>	Acct # for voice or bundle, res+bus	116	112	108	105	105	104						
<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	138	133	130	125	122	122					
		Total # of trouble reports	0	0	1	0	3	2					
		% of trouble reports	0.00%	0.00%	0.77%	0.00%	2.46%	1.64%					
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0	0	1	1						
	Total # of repair tickets restored in < 24hrs	0	0	0	0	1	1						
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100%	100%						
	Sum of the duration of all outages (hh:mm)				0	2.03	6.67						
	Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	2.03	6.67						
	Indicate if catastrophic event is in a month	0	0	0									
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	0	0	0	0	1	1						
	Total # of repair tickets restored in < 24hrs	0	0	0	0	1	0						
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100%	0%						
	Sum of the duration of all outages (hh:mm)	0	0	0	0	2.03	119.07						
	Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	2.03	119.07						
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0						
	Monthly amount of refunds	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -						
<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
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	0	0	0	0	0	0						
	Total # of service orders	0	0	0	0	0	0						
	Avg. # of business days	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	0	0	0	0	0	0						
	Total # of installation commitment met	0	0	0	0	0	0						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	100%	100%	100%	100%	100%	100%						
<b>Customers</b>	Acct # for voice or bundle, res+bus	26	26	25	25	24	24						
<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	40	40	40	39	38	38					
		Total # of trouble reports	1	2	1	1	0	1					
		% of trouble reports	2.50%	5.00%	2.50%	2.56%	0.00%	2.63%					
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	2	1	1	0	1						
	Total # of repair tickets restored in < 24hrs	0	1	0	1	0	1						
	% of repair tickets restored ≤ 24 Hours	0%	50%	0%	100%	#DIV/0!	100%						
	Sum of the duration of all outages (hh:mm)	54.35	104.18	47.78	4.05	0	0						
	Avg. outage duration (hh:mm)	54.35	52.09	47.78	4.05	#DIV/0!	0.00						
	Indicate if catastrophic event is in a month												
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	1	2	1	1	0	1						
	Total # of repair tickets restored in < 24hrs	0	1	0	0	0	1						
	% of repair tickets restored ≤ 24 Hours	0%	50%	0%	0%	#DIV/0!	100%						
	Sum of the duration of all outages (hh:mm)	176.35	128.15	47.78	26.53	0	23.18						
	Avg. outage duration (hh:mm)	176.35	64.08	47.78	26.53	#DIV/0!	23.18						
<b>Refunds</b>	Number of customers who received refunds	0	0	1	0	0	0						
	Monthly amount of refunds	\$ -	\$ -	\$ 8.78	\$ -	\$ -	\$ -						
<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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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	1	0	10	0	0	5						
	Total # of service orders	1	0	2	0	0	1						
	Avg. # of business days	1.00	#DIV/0!	5.00	#DIV/0!	#DIV/0!	5.00						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	1	0	2	0	0	1						
	Total # of installation commitment met	1	0	2	0	0	1						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	100%	100%	100%	100%	100%	100%						
<b>Customers</b>	Acct # for voice or bundle, res+bus	94	93	94	94	94	94						
<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	127	126	126	126	126	127					
		Total # of trouble reports	2	4	3	1	1	2					
		% of trouble reports	1.57%	3.17%	2.38%	0.79%	0.79%	1.57%					
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	3	3	1	1	2						
	Total # of repair tickets restored in < 24hrs	1	3	3	1	1	2						
	% of repair tickets restored ≤ 24 Hours	50%	100%	100%	100%	100%	100%						
	Sum of the duration of all outages (hh:mm)	29.65	9.35	9.7	4.93	2.38	6.95						
	Avg. outage duration (hh:mm)	14.83	3.12	3.23	4.93	2.38	3.48						
	Indicate if catastrophic event is in a month												
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	2	3	3	1	1	2						
	Total # of repair tickets restored in < 24hrs	0	0	1	1	0	1						
	% of repair tickets restored ≤ 24 Hours	0%	0%	33%	100%	0%	50%						
	Sum of the duration of all outages (hh:mm)	235.76	214.13	215.83	3.60	97.90	101.93						
	Avg. outage duration (hh:mm)	117.88	71.38	71.94	3.60	97.90	50.97						
<b>Refunds</b>	Number of customers who received refunds	1	0	0	0	0	0						
	Monthly amount of refunds	\$ 31.45	\$ 0 -	\$ 0 -	\$ 0 -	\$ 0 -	\$ 0 -						
<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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**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	5	1	5	0	0	0						
	Total # of service orders	1	1	1	0	0	0						
	Avg. # of business days	5.00	1.00	5.00	#DIV/0!	#DIV/0!	#DIV/0!						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	1	1	1	0	0	0						
	Total # of installation commitment met	1	1	1	0	0	0						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	100%	100%	100%	100%	100%	100%						
<b>Customers</b>	Acct # for voice or bundle, res+bus	95	93	93	93	90	87						
<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	102	102	100	100	100	94					
		Total # of trouble reports	1	5	4	2	5	8					
		% of trouble reports	0.98%	4.90%	4.00%	2.00%	5.00%	8.51%					
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	5	3	1	5	3						
	Total # of repair tickets restored in < 24hrs	1	3	3	0	5	2						
	% of repair tickets restored ≤ 24 Hours	100%	60%	100%	0%	100%	67%						
	Sum of the duration of all outages (hh:mm)	6.48	168.35	2.53	142.15	5.47	152.85						
	Avg. outage duration (hh:mm)	6.48	33.67	0.84	142.15	1.09	50.95						
	Indicate if catastrophic event is in a month												
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	1	5	3	1	5	3						
	Total # of repair tickets restored in ≤ 24hrs	1	1	1	0	4	1						
	% of repair tickets restored ≤ 24 Hours	100%	20%	33%	0%	80%	33%						
	Sum of the duration of all outages (hh:mm)	6.48	256.05	90.88	166.13	50.98	225.22						
	Avg. outage duration (hh:mm)	6.48	51.21	30.29	166.13	10.20	75.07						
<b>Refunds</b>	Number of customers who received refunds	0	0	1	0	0	0						
	Monthly amount of refunds	\$ -	\$ -	\$ 10.09	\$ -	\$ -	\$ -						
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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