

**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

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						
	Total # of service orders	5	1	2	5	3	0						
	Avg. # of business days	3.80	7.00	1.00	4.00	6.00	#DIV/0!						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	5	1	2	5	3	0						
	Total # of installation commitment met	5	1	2	5	3	0						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	100%	100%	100%	100%	100%	#DIV/0!						
Customers	Acct # for voice or bundle, res+bus	404	400	398	399	399	394						
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					
		Total # of trouble reports	17	21	21	5	22	11					
		% of trouble reports	3.49%	4.35%	4.38%	1.05%	4.60%	2.30%					
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	15	19	14	3	17	10						
	Total # of repair tickets restored in ≤ 24hrs	15	13	13	3	15	9						
	% of repair tickets restored ≤ 24 Hours	100%	68%	93%	100%	88%	90%						
	Sum of the duration of all outages (hh:mm)	90.03	585.03	109.9	8.87	132.43	90.18						
	Avg. outage duration (hh:mm)	6.00	30.79	7.85	2.96	7.79	9.02						
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	15	19	14	3	17	10						
	Total # of repair tickets restored in ≤ 24hrs	4	5	6	3	5	2						
	% of repair tickets restored ≤ 24 Hours	26.67%	26.32%	42.86%	100.00%	29.41%	20.00%						
	Sum of the duration of all outages (hh:mm)	634.35	1328.98	994.22	8.84	849.74	475.27						
	Avg. outage duration (hh:mm)	42.29	69.95	71.02	2.95	49.98	47.53						
Refunds	Number of customers who received refunds	1	4	4	0	4	8						
	Monthly amount of refunds	\$ 25.05	\$ 107.00	\$ 132.05	\$ -	\$ 121.12	\$ 138.51						
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: 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)

**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: Catheys Valley

Measurement (Compile monthly, file quarterly)		Date filed (05/10/2017)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (xx/xx/xxxx)		
		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	15	7	1	10	13	0						
	Total # of service orders	4	1	1	2	1	0						
	Avg. # of business days	3.75	7.00	1.00	5.00	13.00	#DIV/0!						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	4	1	1	2	1	0						
	Total # of installation commitment met	4	1	1	2	1	0						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	100%	100%	100%	100%	100%	#DIV/0!						
Customers	Acct # for voice or bundle, res+bus	135	131	132	134	135	134						
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	162	158	155	156	157	159					
		Total # of trouble reports	3	2	2	1	2	2					
		% of trouble reports	1.85%	1.27%	1.29%	0.64%	1.27%	1.26%					
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	3	2	2	0	1	1						
	Total # of repair tickets restored in ≤ 24hrs	3	1	1	0	1	1						
	% of repair tickets restored ≤ 24 Hours	100%	50%	50%	#DIV/0!	100%	100%						
	Sum of the duration of all outages (hh:mm)	28.05	339.17	68.52	0	6.17	3.5						
	Avg. outage duration (hh:mm)	9.35	169.59	34.26	#DIV/0!	6.17	3.50						
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	3	2	2	0	1	1						
	Total # of repair tickets restored in ≤ 24hrs	1	0	1	0	0	0						
	% of repair tickets restored ≤ 24 Hours	33.33%	0.00%	50.00%	#DIV/0!	0.00%	0.00%						
	Sum of the duration of all outages (hh:mm)	97.92	476.95	107.27	0	49.4	49.1						
	Avg. outage duration (hh:mm)	32.64	238.48	53.64	#DIV/0!	49.4	49.1						
Refunds	Number of customers who received refunds	0	1	1	0	0	1						
	Monthly amount of refunds	\$ -	\$ 10.40	\$ 26.05	\$ -	\$ -	\$ 25.05						
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: _____

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: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Exchequer

Measurement (Compile monthly, file quarterly)		Date filed (05/10/2017) 1st Quarter			Date filed (08/15/2016) 2nd Quarter			Date filed (11/15/2016) 3rd Quarter			Date filed (xx/xx/xxxx) 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	1	0	0	0	0	0	0	0
		Total # of service orders	0	0	1	0	0	0	0	0	0	0	0	
		Avg. # of business days	#DIV/0!	#DIV/0!	1.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitments	0	0	1	0	0	0	0	0	0	0	0	
		Total # of installation commitment met	0	0	1	0	0	0	0	0	0	0	0	
		Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	
		% of commitment met	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Customers		Acct # for voice or bundle, res+bus	30	30	30	29	29	29	29	29	29	29	29	
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	46	46	46	46	46	46	46	46	46	46	46	46
		Total # of trouble reports	0	0	1	2	0	1	0	1	0	1	0	1
		% of trouble reports	0.00%	0.00%	2.17%	4.35%	0.00%	2.17%	0.00%	2.17%	0.00%	2.17%	0.00%	2.17%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs		Total # of outage report tickets	0	0	1	2	0	1	0	1	0	1	0	
		Total # of repair tickets restored in ≤ 24hrs	0	0	1	2	0	1	0	1	0	1	0	
		% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	100%	100%	#DIV/0!	100%	#DIV/0!	100%	#DIV/0!	100%	#DIV/0!	
		Sum of the duration of all outages (hh:mm)			2.13	6.93	0	4.60						
		Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	2.13	3.47	#DIV/0!	4.60						
		Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report		Total # of outage report tickets			1	2	0	1						
		Total # of repair tickets restored in ≤ 24hrs			1	2	0	0						
		% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	100.00%	100.00%	#DIV/0!	0.00%						
		Sum of the duration of all outages (hh:mm)			21.42	6.92	0	24.5						
		Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	21.42	3.46	#DIV/0!	24.50						
Refunds		Number of customers who received refunds	0	0	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: _____

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: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Hornitos

Measurement (Compile monthly, file quarterly)		Date filed (05/10/2017) 1st Quarter			Date filed (08/15/2016) 2nd Quarter			Date filed (11/15/2016) 3rd Quarter			Date filed (xx/xx/xxxx) 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	1	0	0				
		Total # of service orders	0	0	0	1	0	0						
		Avg. # of business days	#DIV/0!	#DIV/0!	#DIV/0!	1.00	#DIV/0!	#DIV/0!						
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitments	0	0	0	1	0	0						
		Total # of installation commitment met	0	0	0	1	0	0						
		Total # of installation commitment missed	0	0	0	0	0	0						
		% of commitment met	#DIV/0!	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!						
Customers		Acct # for voice or bundle, res+bus	118	118	118	117	117	115						
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	150	149	149	149	148	148						
		Total # of trouble reports	6	12	9	1	18	6						
		% of trouble reports	4.00%	8.05%	6.04%	0.67%	12.16%	4.05%						
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	5	12	5	1	16	6							
	Total # of repair tickets restored in ≤ 24hrs	5	7	5	1	14	5							
	% of repair tickets restored ≤ 24 Hours	100%	58%	100%	100%	88%	83%							
	Sum of the duration of all outages (hh:mm)	35.92	226.72	16.1	1.93	126.27	66.07							
	Avg. outage duration (hh:mm)	7.18	18.89	3.22	1.93	7.89	11.01							
	Indicate if catastrophic event is in a month													
Unadjusted Out of Service Report	Total # of outage report tickets	5	12	5	1	16	6							
	Total # of repair tickets restored in ≤ 24hrs	0	3	1	1	5	2							
	% of repair tickets restored ≤ 24 Hours	0.00%	25.00%	20.00%	100.00%	31.25%	33.33%							
	Sum of the duration of all outages (hh:mm)	363.82	718.82	560.75	1.93	800.33	291.43							
	Avg. outage duration (hh:mm)	72.76	59.90	112.15	1.93	50.02	48.57							
Refunds	Number of customers who received refunds	1	2	2	0	4	5							
	Monthly amount of refunds	\$ 25.05	\$ 67.55	\$ 80.95	\$ -	\$ 121.12	\$ 80.94							
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: _____

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: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Mt. Bullion

Measurement (Compile monthly, file quarterly)		Date filed (05/10/2017)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (xx/xx/xxxx)		
		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	4	0	0	9	5	0						
	Total # of service orders	1	0	0	2	2	0						
	Avg. # of business days	4.00	#DIV/0!	#DIV/0!	4.5	2.5	#DIV/0!						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	0	0	2	2	0						
	Total # of installation commitment met	1	0	0	2	2	0						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	100%	#DIV/0!	#DIV/0!	100%	100%	#DIV/0!						
Customers	Acct # for voice or bundle, res+bus	121	121	118	119	118	116						
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	129	130	129	125	127	125					
		Total # of trouble reports	8	7	9	1	2	2					
		% of trouble reports	6.20%	5.38%	6.98%	0.80%	1.57%	1.60%					
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	7	5	6	0	0	2						
	Total # of repair tickets restored in ≤ 24hrs	7	5	6	0	0	2						
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	#DIV/0!	#DIV/0!	100%						
	Sum of the duration of all outages (hh:mm)	26.07	19.15	23.15	0.00	0.00	16.02						
	Avg. outage duration (hh:mm)	3.72	3.83	3.86	#DIV/0!	#DIV/0!	8.01						
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	7	5	6	0	0	2						
	Total # of repair tickets restored in ≤ 24hrs	3	2	3	0	0	0						
	% of repair tickets restored ≤ 24 Hours	42.86%	40.00%	50.00%	#DIV/0!	#DIV/0!	0%						
	Sum of the duration of all outages (hh:mm)	172.62	133.22	304.78	0.00	0.00	110.25						
	Avg. outage duration (hh:mm)	24.66	26.64	50.80	#DIV/0!	#DIV/0!	55.13						
Refunds	Number of customers who received refunds	0	1	1	0	0	2						
	Monthly amount of refunds	\$ -	\$ 29.05	\$ 25.05	\$ -	\$ -	\$ 32.52						
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: _____

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)