

**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	2	1	10	
	Total # of service orders	5	1	2	5	3	0	1	8	4	2	1	2	
	Avg. # of business days	3.80	7.00	1.00	4.00	6.00	#DIV/0!	1.00	3.38	1.50	1.00	1.00	5.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	5	1	2	5	3	0	1	8	4	2	1	2	
	Total # of installation commitment met	5	1	2	5	3	0	1	8	4	2	1	2	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
% of commitment met	100%	100%	100%	100%	100%	#DIV/0!	100%	100%	100%	100%	100%	100%		
Customers	Acct # for voice or bundle, res+bus	404	400	398	399	399	394	383	382	376	367	364	362	
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	452	445	443
		Total # of trouble reports	17	21	21	5	22	11	41	21	10	6	8	10
		% of trouble reports	3.49%	4.35%	4.38%	1.05%	4.60%	2.30%	8.70%	4.55%	2.19%	1.33%	1.80%	2.26%
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	0	5	8	
	Total # of repair tickets restored in < 24hrs	15	13	13	3	15	9	13	15	6	0	3	4	
	% of repair tickets restored 24 Hours	100%	68%	93%	100%	88%	90%	35%	75%	100%	#DIV/0!	60%	50%	
	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	0	207.85	213.77	
	Avg. outage duration (hh:mm)	6.00	30.79	7.85	2.96	7.79	9.02	59.14	12.47	2.52	#DIV/0!	41.57	26.72	
	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	0	5	8	
	Total # of repair tickets restored in < 24hrs	4	5	6	3	5	2	6	3	1	0	1	3	
	% of repair tickets restored 24 Hours	26.67%	26.32%	42.86%	100.00%	29.41%	20.00%	16.22%	15.00%	16.67%	#DIV/0!	20.00%	37.50%	
	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	0	435.31	420.01	
	Avg. outage duration (hh:mm)	42.29	69.95	71.02	2.95	49.98	47.53	94.35	58.84	65.03	#DIV/0!	87.06	52.50	
Refunds	Number of customers who received refunds	1	4	4	0	4	8	1	7	1	-	1	0	
	Monthly amount of refunds	\$ 25.05	\$ 107.00	\$ 132.05	\$ -	\$ 121.12	\$ 138.51	\$ 25.55	\$ 169.44	\$ 25.55	\$ -	\$ 47.75	\$ -	
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)

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

Company Name: Hornitos Telephone Company
 Reporting Unit Type: Total Company Exchange Wild Center

U#: 1011
 Reporting Unit Name: Catheys Valley

Report Year: 2017

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	0	2	6	1	0	0
	Total # of service orders	4	1	1	2	1	0	0	2	4	1	0	0
	Avg. # of business days	3.75	7.00	1.00	5.00	13.00	#DIV/0!	#DIV/0!	1.00	1.50	1.00	#DIV/0!	#DIV/0!
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	4	1	1	2	1	0	0	2	4	1	0	0
	Total # of installation commitment met	4	1	1	2	1	0	0	2	4	1	0	0
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
	% of commitment met	100%	100%	100%	100%	100%	#DIV/0!	#DIV/0!	100%	100%	100%	#DIV/0!	#DIV/0!
Customers	Acct # for voice or bundle, res+bus	135	131	132	134	135	134	133	132	129	126	123	122
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												
	Total # of trouble reports												
	% of trouble reports												
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	3	2	2	0	1	1	2	3	0	0	1	3
	Total # of repair tickets restored in ≤ 24hrs	3	1	1	0	1	1	2	3	0	0	1	1
	% of repair tickets restored 24 Hours	100%	50%	50%	#DIV/0!	100%	100%	100%	100%	#DIV/0!	#DIV/0!	100%	33%
	Sum of the duration of all outages (hh:mm)	28.05	339.17	68.52	0	6.17	3.5	3.27	8.37	0	0	7.48	122.5
	Avg. outage duration (hh:mm)	9.35	169.59	34.26	#DIV/0!	6.17	3.50	1.64	2.79	#DIV/0!	#DIV/0!	7.48	40.83
Indicate if catastrophic event is in a month													
Unadjusted Out of Service Report	Total # of outage report tickets	3	2	2	0	1	1	2	3	0	0	1	3
	Total # of repair tickets restored in ≤ 24hrs	1	0	1	0	0	0	0	2	0	0	0	0
	% of repair tickets restored 24 Hours	33.33%	0.00%	50.00%	#DIV/0!	0.00%	0.00%	0.00%	66.67%	#DIV/0!	#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	142.18	96.9	0	0	42.13	328.77
	Avg. outage duration (hh:mm)	32.64	238.48	53.64	#DIV/0!	49.4	49.1	71.09	32.30	#DIV/0!	#DIV/0!	42.13	109.59
Refunds	Number of customers who received refunds	0	1	1	0	0	1	1	1	0	-	0	0
	Monthly amount of refunds	\$ -	\$ 10.40	\$ 26.05	\$ -	\$ -	\$ 25.05	\$ 25.55	\$ 18.37	\$ -	\$ -	\$ -	\$ -
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
 Reporting Unit Type: Total Company Local Office Area Center

U#: 1011 Report Year: 2017
 Reporting Unit Name: Exchequer

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	0	0	1	0	0	0	0	0	0	0	0	0	
	Total # of service orders	0	0	1	0	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!	#DIV/0!	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	0	1	0	0	0	0	0	0	0	0	0	
	Total # of installation commitment met	0	0	1	0	0	0	0	0	0	0	0	0	
	Total # of installation commitment missed	0	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!	#DIV/0!	
Customers	Acct # for voice or bundle, res+bus	30	30	30	29	29	29	29	29	29	27	26	26	
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	45	45	45	43	43
		Total # of trouble reports	0	0	1	2	0	1	1	0	0	0	0	4
		% of trouble reports	0.00%	0.00%	2.17%	4.35%	0.00%	2.17%	2.17%	0.00%	0.00%	0.00%	0.00%	9.30%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	1	2	0	1	1	0	0	0	0	3	
	Total # of repair tickets restored in <= 24hrs	0	0	1	2	0	1	0	0	0	0	0	2	
	% of repair tickets restored 24 Hours	#DIV/0!	#DIV/0!	100%	100%	#DIV/0!	100%	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	67%	
	Sum of the duration of all outages (hh:mm)			2:13	6:93	0	4:60	124.8	0	0	0	0	44.57	
	Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	2:13	3:47	#DIV/0!	4:60	124.80	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	14.86	
	Indicate if catastrophic event is in a month													
Unadjusted Out of Service Report	Total # of outage report tickets			1	2	0	1	1	0	0	0	0	3	
	Total # of repair tickets restored in <= 24hrs			1	2	0	0	0	0	0	0	0	2	
	% of repair tickets restored 24 Hours	#DIV/0!	#DIV/0!	100.00%	100.00%	#DIV/0!	0.00%	0.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	66.67%	
	Sum of the duration of all outages (hh:mm)			21.42	6.92	0	24.5	267.13	0	0	0	0	44.57	
	Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	21.42	3.46	#DIV/0!	24.50	267.13	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	14.856667	
Refunds	Number of customers who received refunds	0	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: _____

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Date Adopted: 7/28/09
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 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 Wild Center

Reporting Unit Name: Hornitos

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	0	0	0	1	0	0	1	1	0	0	1	0
	Total # of service orders	0	0	0	1	0	0	1	1	0	0	1	0
	Avg. # of business days	#DIV/0!	#DIV/0!	#DIV/0!	1.00	#DIV/0!	#DIV/0!	1.00	1.00	#DIV/0!	#DIV/0!	1.00	#DIV/0!
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	0	0	1	0	0	1	1	0	0	1	0
	Total # of installation commitment met	0	0	0	1	0	0	1	1	0	0	1	0
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
	% of commitment met	#DIV/0!	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!	100%	100%	#DIV/0!	#DIV/0!	100%	#DIV/0!
Customers	Acct # for voice or bundle, res+bus	118	118	118	117	117	115	110	110	109	108	110	109
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	146	142	140	139	138	139
	Total # of trouble reports	6	12	9	1	18	6	10	14	3	0	3	1
	% of trouble reports	4.00%	8.05%	6.04%	0.67%	12.16%	4.05%	6.85%	9.86%	2.14%	0.00%	2.17%	0.72%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	5	12	5	1	16	6	8	13	1	0	2	1
	Total # of repair tickets restored in ≤ 24hrs	5	7	5	1	14	5	6	8	1	0	1	0
	% of repair tickets restored 24 Hours	100%	58%	100%	100%	88%	83%	75%	62%	100%	#DIV/0!	50%	0%
	Sum of the duration of all outages (hh:mm)	35.92	226.72	16.1	1.93	126.27	66.07	95.5	236.4	3.12	0	166.28	26.8
	Avg. outage duration (hh:mm)	7.18	18.89	3.22	1.93	7.89	11.01	11.94	18.18	3.12	#DIV/0!	83.14	26.80
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	5	12	5	1	16	6	8	13	1	0	2	1
	Total # of repair tickets restored in ≤ 24hrs	0	3	1	1	5	2	2	1	1	0	0	0
	% of repair tickets restored 24 Hours	0.00%	25.00%	20.00%	100.00%	31.25%	33.33%	25.00%	7.69%	100.00%	#DIV/0!	0.00%	0.00%
	Sum of the duration of all outages (hh:mm)	363.82	718.82	560.75	1.93	800.33	291.43	503.74	743.25	22.45	0	642.77	26.8
	Avg. outage duration (hh:mm)	72.76	59.90	112.15	1.93	50.02	48.57	62.97	57.17	22.45	#DIV/0!	321.385	26.8
Refunds	Number of customers who received refunds	1	2	2	0	4	5	0	5	0	-	0	0
	Monthly amount of refunds	\$ 25.05	\$ 67.55	\$ 80.95	\$ -	\$ 121.12	\$ 80.94	\$ -	\$ 122.52	\$ -	\$ -	\$ -	\$ -
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)

**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 Wild 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	0	24	0	1	0	10	
	Total # of service orders	1	0	0	2	2	0	0	5	0	1	0	2	
	Avg. # of business days	4.00	#DIV/0!	#DIV/0!	4.5	2.5	#DIV/0!	#DIV/0!	4.80	#DIV/0!	1	#DIV/0!	5	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	0	0	2	2	0	0	5	0	1	0	2	
	Total # of installation commitment met	1	0	0	2	2	0	0	5	0	1	0	2	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	100%	#DIV/0!	#DIV/0!	100%	100%	#DIV/0!	#DIV/0!	100%	#DIV/0!	100%	#DIV/0!	100%	
Customers	Acct # for voice or bundle, res+bus	121	121	118	119	118	116	111	111	109	106	105	105	
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	122	119	117	117	114	113
		Total # of trouble reports	8	7	9	1	2	2	26	4	5	6	3	2
		% of trouble reports	6.20%	5.38%	6.98%	0.80%	1.57%	1.60%	21.31%	3.36%	4.27%	5.13%	2.63%	1.77%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	7	5	6	0	0	2	26	4	5	0	2	1	
	Total # of repair tickets restored in < 24hrs	7	5	6	0	0	2	5	4	5	0	1	1	
	% of repair tickets restored 24 Hours	100%	100%	100%	#DIV/0!	#DIV/0!	100%	19%	100%	100%	#DIV/0!	50%	100%	
	Sum of the duration of all outages (hh:mm)	26.07	19.15	23.15	0.00	0.00	16.02	1964.75	4.67	12	0	34.08	19.88	
	Avg. outage duration (hh:mm)	3.72	3.83	3.86	#DIV/0!	#DIV/0!	8.01	75.57	1.17	2.40	#DIV/0!	17.04	19.88	
	Indicate if catastrophic event is in a month													
Unadjusted Out of Service Report	Total # of outage report tickets	7	5	6	0	0	2	26	4	5	0	2	1	
	Total # of repair tickets restored in < 24hrs	3	2	3	0	0	0	4	0	0	0	1	1	
	% of repair tickets restored 24 Hours	42.86%	40.00%	50.00%	#DIV/0!	#DIV/0!	0%	15.38%	0.00%	0.00%	#DIV/0!	50.00%	100.00%	
	Sum of the duration of all outages (hh:mm)	172.62	133.22	304.78	0.00	0.00	110.25	2577.91	336.65	367.73	0	58.06	19.87	
	Avg. outage duration (hh:mm)	24.66	26.64	50.80	#DIV/0!	#DIV/0!	55.13	99.15	84.16	73.55	#DIV/0!	29.03	19.87	
Refunds	Number of customers who received refunds	0	1	1	0	0	2	0	1	1	-	1	0	
	Monthly amount of refunds	\$ -	\$ 29.05	\$ 25.05	\$ -	\$ -	\$ 32.52	\$ -	\$ 28.55	\$ 25.55	\$ -	\$ 47.75	\$ -	
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)