

**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									
	Total # of service orders	5	1	2									
	Avg. # of business days	3.80	7.00	1.00									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	5	1	2									
	Total # of installation commitment met	5	1	2									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	404	400	398									
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								
		Total # of trouble reports	17	21	21								
		% of trouble reports	3.49%	4.35%	4.38%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	15	19	14									
	Total # of repair tickets restored in < 24hrs	15	13	13									
	% of repair tickets restored 24 Hours	100%	68%	93%									
	Sum of the duration of all outages (hh:mm)	90.03	585.03	109.9									
	Avg. outage duration (hh:mm)	6.00	30.79	7.85									
	Indicate if catastrophic event is in a month	no	no	no									
Unadjusted Out of Service Report	Total # of outage report tickets	15	19	14									
	Total # of repair tickets restored in < 24hrs	4	5	6									
	% of repair tickets restored 24 Hours	26.67%	26.32%	42.86%									
	Sum of the duration of all outages (hh:mm)	634.35	1328.98	994.22									
	Avg. outage duration (hh:mm)	42.29	69.95	71.02									
Refunds	Number of customers who received refunds	1	4	4									
	Monthly amount of refunds	\$ 25.05	\$ 107.00	\$ 132.05									
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: Gail Long

Phone: 541-516-8210

Email: gail.long@tdtelecom.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 Center 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									
	Total # of service orders	4	1	1									
	Avg. # of business days	3.75	7.00	1.00									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	4	1	1									
	Total # of installation commitment met	4	1	1									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	135	131	132									
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								
		Total # of trouble reports	3	2	2								
		% of trouble reports	1.85%	1.27%	1.29%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	3	2	2									
	Total # of repair tickets restored in < 24hrs	3	1	1									
	% of repair tickets restored 24 Hours	100%	50%	50%									
	Sum of the duration of all outages (hh:mm)	28.05	339.17	68.52									
	Avg. outage duration (hh:mm)	9.35	169.59	34.26									
	Indicate if catastrophic event is in a month	no	no	no									
Unadjusted Out of Service Report	Total # of outage report tickets	3	2	2									
	Total # of repair tickets restored in < 24hrs	1	0	1									
	% of repair tickets restored 24 Hours	33.33%	0.00%	50.00%									
	Sum of the duration of all outages (hh:mm)	97.92	476.95	107.27									
	Avg. outage duration (hh:mm)	32.64	238.48	53.64									
Refunds	Number of customers who received refunds	0	1	1									
	Monthly amount of refunds	\$ -	\$ 10.40	\$ 26.05									
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
Reporting Unit Type: Total Company Call Center Service Center

U#: 1011 Report Year: 2017
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							
		Total # of service orders	0	0	1									
		Avg. # of business days	#DIV/0!	#DIV/0!	1.00									
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitments	0	0	1									
		Total # of installation commitment met	0	0	1									
		Total # of installation commitment missed	0	0	0									
		% of commitment met	#DIV/0!	#DIV/0!	100%									
Customers		Acct # for voice or bundle, res+bus	30	30	30									
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									
		Total # of trouble reports	0	0	1									
		% of trouble reports	0.00%	0.00%	2.17%									
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	1										
	Total # of repair tickets restored in ≤ 24hrs	0	0	1										
	% of repair tickets restored 24 Hours	#DIV/0!	#DIV/0!	100%										
	Sum of the duration of all outages (hh:mm)			2:13										
	Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	2:13										
Indicate if catastrophic event is in a month		no	no	no										
Unadjusted Out of Service Report	Total # of outage report tickets			1										
	Total # of repair tickets restored in ≤ 24hrs			1										
	% of repair tickets restored 24 Hours	#DIV/0!	#DIV/0!	100.00%										
	Sum of the duration of all outages (hh:mm)			21:42										
	Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	21:42										
Refunds	Number of customers who received refunds	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

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

Company Name: Hornitos Telephone Company
Reporting Unit Type: Total Company Call Center Service Center

U#: 1011 Report Year: 2017
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									
	Total # of service orders	0	0	0									
	Avg. # of business days	#DIV/0!	#DIV/0!	#DIV/0!									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	0	0									
	Total # of installation commitment met	0	0	0									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	#DIV/0!	#DIV/0!	#DIV/0!									
Customers	Acct # for voice or bundle, res+bus	118	118	118									
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								
		Total # of trouble reports	6	12	9								
		% of trouble reports	4.00%	8.05%	6.04%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	5	12	5									
	Total # of repair tickets restored in ≤ 24hrs	5	7	5									
	% of repair tickets restored 24 Hours	100%	58%	100%									
	Sum of the duration of all outages (hh:mm)	35.92	226.72	16.1									
	Avg. outage duration (hh:mm)	7.18	18.89	3.22									
	Indicate if catastrophic event is in a month	no	no	no									
Unadjusted Out of Service Report	Total # of outage report tickets	5	12	5									
	Total # of repair tickets restored in ≤ 24hrs	0	3	1									
	% of repair tickets restored 24 Hours	0.00%	25.00%	20.00%									
	Sum of the duration of all outages (hh:mm)	363.82	718.82	560.75									
	Avg. outage duration (hh:mm)	72.76	59.90	112.15									
Refunds	Number of customers who received refunds	1	2	2									
	Monthly amount of refunds	\$ 25.05	\$ 67.55	\$ 80.95									
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												

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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: 2017

Reporting Unit Type: Total Company **TEH** Center

Reporting Unit Name: Mt. Bullion

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	4	0	0									
	Total # of service orders	1	0	0									
	Avg. # of business days	4.00	#DIV/0!	#DIV/0!									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	0	0									
	Total # of installation commitment met	1	0	0									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	#DIV/0!	#DIV/0!									
Customers	Acct # for voice or bundle, res+bus	121	121	118									
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								
		Total # of trouble reports	8	7	9								
		% of trouble reports	6.20%	5.38%	6.98%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	7	5	6									
	Total # of repair tickets restored in ≤ 24hrs	7	5	6									
	% of repair tickets restored 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	26.07	19.15	23.15									
	Avg. outage duration (hh:mm)	3.72	3.83	3.86									
	Indicate if catastrophic event is in a month	no	no	no									
Unadjusted Out of Service Report	Total # of outage report tickets	7	5	6									
	Total # of repair tickets restored in ≤ 24hrs	3	2	3									
	% of repair tickets restored 24 Hours	42.86%	40.00%	50.00%									
	Sum of the duration of all outages (hh:mm)	172.62	133.22	304.78									
	Avg. outage duration (hh:mm)	24.66	26.64	50.80									
Refunds	Number of customers who received refunds	0	1	1									
	Monthly amount of refunds	\$ -	\$ 29.05	\$ 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												

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