

**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><br>Min. standard = 5 bus. days  | Total # of business days                                      | 14                         | 12       | 26      | 18          | 27      | 27       |             |     |      |             |     |     |
|  | Total # of service orders                                     | 5                          | 4        | 8       | 5           | 2       | 4        |             |     |      |             |     |     |
|  | Avg. # of business days                                       | 2.80                       | 3.00     | 3.25    | 3.60        | 13.50   | 6.75     |             |     |      |             |     |     |
| <b>Installation Commitment</b><br>Min. standard = 95% commitment met   | Total # of installation commitments                           | 5                          | 4        | 8       | 5           | 2       | 4        |             |     |      |             |     |     |
|  | Total # of installation commitment met                        | 8                          | 4        | 8       | 5           | 2       | 3        |             |     |      |             |     |     |
|  | Total # of installation commitment missed                     | 0                          | 0        | 0       | 0           | 0       | 1        |             |     |      |             |     |     |
|  | % of commitment met   | 100%                       | 100%     | 100%    | 100%        | 100%    | 100%     |             |     |      |             |     |     |
| <b>Customers</b>   | Acct # for voice or bundle, res+bus                           | 364                        | 360      | 357     | 356         | 348     | 351      |             |     |      |             |     |     |
| <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         |     |      |             |     |     |
|  |   | Total # of trouble reports | 9        | 8       | 47          | 33      | 4        | 9           |     |      |             |     |     |
|  |   | % of trouble reports       | 2.05%    | 1.83%   | 10.88%      | 7.62%   | 0.93%    | 2.13%       |     |      |             |     |     |
| <b>Adjusted Out of Service Report</b><br>Min. standard = 90% within 24 hrs   | Total # of outage report tickets                              | 6                          | 7        | 45      | 25          | 2       | 7        |             |     |      |             |     |     |
|  | Total # of repair tickets restored in ≤ 24hrs                 | 5                          | 4        | 8       | 11          | 1       | 3        |             |     |      |             |     |     |
|  | % of repair tickets restored ≤ 24 Hours                       | 83%                        | 57%      | 18%     | 44%         | 50%     | 43%      |             |     |      |             |     |     |
|  | Sum of the duration of all outages (hh:mm)                    | 92.38                      | 206.82   | 1945.93 | 928.92      | 142.77  | 227.15   |             |     |      |             |     |     |
|  | Avg. outage duration (hh:mm)                                  | 15.40                      | 29.55    | 43.24   | 37.16       | 71.39   | 32.45    |             |     |      |             |     |     |
|  | 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        |             |     |      |             |     |     |
|  | Total # of repair tickets restored in ≤ 24hrs                 | 3                          | 2        | 3       | 5           | 0       | 0        |             |     |      |             |     |     |
|  | % of repair tickets restored ≤ 24 Hours                       | 50%                        | 29%      | 7%      | 20%         | 0%      | 0%       |             |     |      |             |     |     |
|  | Sum of the duration of all outages (hh:mm)                    | 296.98                     | 304.67   | 2690.1  | 1462.07     | 262.016 | 558.27   |             |     |      |             |     |     |
|  | Avg. outage duration (hh:mm)                                  | 49.50                      | 43.52    | 59.78   | 58.48       | 131.01  | 79.75    |             |     |      |             |     |     |
| <b>Refunds</b>   | Number of customers who received refunds                      | 2                          | 1        |         | 4           | 0       | 2        |             |     |      |             |     |     |
|  | Monthly amount of refunds                                     | \$ 56.10                   | \$ 26.55 |         | \$ 108.65   | \$ -    | \$ 72.00 |             |     |      |             |     |     |
| Answer Time (Trouble Reports, Billing & Non-Billing)<br>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 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><br>Min. standard = 5 bus. days   | Total # of business days                                      | 1                          | 3     | 23     | 4           | 0       | 6       |             |     |      |             |     |     |
|   | Total # of service orders                                     | 2                          | 1     | 5      | 1           | 0       | 2       |             |     |      |             |     |     |
|   | Avg. # of business days                                       | 0.50                       | 3.00  | 4.60   | 4.00        | #DIV/0! | 3.00    |             |     |      |             |     |     |
| <b>Installation Commitment</b><br>Min. standard = 95% commitment met  | Total # of installation commitments                           | 2                          | 1     | 5      | 1           | 0       | 2       |             |     |      |             |     |     |
|   | Total # of installation commitment met                        | 2                          | 1     | 5      | 1           | 0       | 1       |             |     |      |             |     |     |
|   | Total # of installation commitment missed                     | 0                          | 0     | 0      | 0           | 0       | 1       |             |     |      |             |     |     |
|   | % of commitment met   | 100%                       | 100%  | 100%   | 100%        | 100%    | 100%    |             |     |      |             |     |     |
| <b>Customers</b>  | Acct # for voice or bundle, res+bus                           | 123                        | 121   | 122    | 123         | 117     | 117     |             |     |      |             |     |     |
| <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         |     |      |             |     |     |
|   |   | Total # of trouble reports | 3     | 1      | 14          | 12      | 0       | 0           |     |      |             |     |     |
|   |   | % of trouble reports       | 2.05% | 0.69%  | 9.93%       | 8.33%   | 0.00%   | 0.00%       |     |      |             |     |     |
| <b>Adjusted Out of Service Report</b><br>Min. standard = 90% within 24 hrs  | Total # of outage report tickets                              | 3                          | 1     | 14     | 10          | 0       | 0       |             |     |      |             |     |     |
|   | Total # of repair tickets restored in ≤ 24hrs                 | 3                          | 0     | 1      | 3           | 0       | 0       |             |     |      |             |     |     |
|   | % of repair tickets restored ≤ 24 Hours                       | 100%                       | 0%    | 7%     | 30%         | #DIV/0! | #DIV/0! |             |     |      |             |     |     |
|   | Sum of the duration of all outages (hh:mm)                    | 25.93                      | 66.13 | 600.88 | 413.13      | 0       | 0       |             |     |      |             |     |     |
|   | Avg. outage duration (hh:mm)                                  | 8.64                       | 66.13 | 42.92  | 41.31       | #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       |             |     |      |             |     |     |
|   | Total # of repair tickets restored in ≤ 24hrs                 | 2                          | 0     | 1      | 3           | 0       | 0       |             |     |      |             |     |     |
|   | % of repair tickets restored ≤ 24 Hours                       | 67%                        | 0%    | 7%     | 30%         | #DIV/0! | #DIV/0! |             |     |      |             |     |     |
|   | Sum of the duration of all outages (hh:mm)                    | 82.5                       | 90.13 | 648.78 | 580.81      | 0       | 0       |             |     |      |             |     |     |
|   | Avg. outage duration (hh:mm)                                  | 27.50                      | 90.13 | 46.34  | 58.08       | #DIV/0! | #DIV/0! |             |     |      |             |     |     |
| <b>Refunds</b>  | Number of customers who received refunds                      | 1                          | 0     | 0      | 2           | 0       | 0       |             |     |      |             |     |     |
|   | Monthly amount of refunds                                     | \$ 29.55                   | \$ -  | \$ -   | \$ 57.55    | \$ -    | \$ -    |             |     |      |             |     |     |
| <b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b><br>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><br>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><br>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      | 26      | 26          | 26      | 27      |             |     |      |             |     |     |
| <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   | 42      | 43      | 43          | 43      | 43      | 42          |     |      |             |     |     |
|   |   | Total # of trouble reports | 2       | 0       | 1           | 1       | 0       | 0           |     |      |             |     |     |
|   |   | % of trouble reports       | 4.76%   | 0.00%   | 2.33%       | 2.33%   | 0.00%   | 0.00%       |     |      |             |     |     |
| <b>Adjusted Out of Service Report</b><br>Min. standard = 90% within 24 hrs  | Total # of outage report tickets                              | 0                          | 0       | 1       | 1           | 0       | 0       |             |     |      |             |     |     |
|   | Total # of repair tickets restored in ≤ 24hrs                 | 0                          | 0       | 1       | 1           | 0       | 0       |             |     |      |             |     |     |
|   | % of repair tickets restored ≤ 24 Hours                       | #DIV/0!                    | #DIV/0! | 100%    | 100%        | #DIV/0! | #DIV/0! |             |     |      |             |     |     |
|   | Sum of the duration of all outages (hh:mm)                    | 0                          | 0       | 0.18    | 6.95        | 0       | 0       |             |     |      |             |     |     |
|   | Avg. outage duration (hh:mm)                                  | #DIV/0!                    | #DIV/0! | 0.18    | 6.95        | #DIV/0! | #DIV/0! |             |     |      |             |     |     |
|   | Indicate if catastrophic event is in a month                  |                            |         |         |             |         |         |             |     |      |             |     |     |
| <b>Unadjusted Out of Service Report</b>   | Total # of outage report tickets                              | 0                          | 0       | 1       | 1           | 0       | 0       |             |     |      |             |     |     |
|   | Total # of repair tickets restored in ≤ 24hrs                 | 0                          | 0       | 1       | 1           | 0       | 0       |             |     |      |             |     |     |
|   | % of repair tickets restored ≤ 24 Hours                       | #DIV/0!                    | #DIV/0! | 100%    | 100%        | #DIV/0! | #DIV/0! |             |     |      |             |     |     |
|   | Sum of the duration of all outages (hh:mm)                    | 0                          | 0       | 0.2     | 6.95        | 0       | 0       |             |     |      |             |     |     |
|   | Avg. outage duration (hh:mm)                                  | #DIV/0!                    | #DIV/0! | 0.20    | 6.95        | #DIV/0! | #DIV/0! |             |     |      |             |     |     |
| <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><br>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: 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><br>Min. standard = 5 bus. days   | Total # of business days                                      | 5                          | 4        | 1      | 3           | 0       | 20     |             |     |      |             |     |     |
|   | Total # of service orders                                     | 2                          | 1        | 1      | 2           | 0       | 1      |             |     |      |             |     |     |
|   | Avg. # of business days                                       | 2.50                       | 4.00     | 1.00   | 1.50        | #DIV/0! | 20.00  |             |     |      |             |     |     |
| <b>Installation Commitment</b><br>Min. standard = 95% commitment met  | Total # of installation commitments                           | 2                          | 1        | 1      | 2           | 0       | 1      |             |     |      |             |     |     |
|   | Total # of installation commitment met                        | 2                          | 1        | 1      | 2           | 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                           | 110                        | 108      | 105    | 104         | 104     | 105    |             |     |      |             |     |     |
| <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         |     |      |             |     |     |
|   |   | Total # of trouble reports | 1        | 5      | 11          | 10      | 1      | 4           |     |      |             |     |     |
|   |   | % of trouble reports       | 0.72%    | 3.62%  | 8.09%       | 7.35%   | 0.75%  | 2.96%       |     |      |             |     |     |
| <b>Adjusted Out of Service Report</b><br>Min. standard = 90% within 24 hrs  | Total # of outage report tickets                              | 0                          | 4        | 11     | 6           | 1       | 4      |             |     |      |             |     |     |
|   | Total # of repair tickets restored in ≤ 24hrs                 | 0                          | 2        | 1      | 3           | 0       | 2      |             |     |      |             |     |     |
|   | % of repair tickets restored ≤ 24 Hours                       | #DIV/0!                    | 50%      | 9%     | 50%         | 0%      | 50%    |             |     |      |             |     |     |
|   | Sum of the duration of all outages (hh:mm)                    | 0                          | 129.15   | 591.68 | 129.8       | 140.5   | 37.03  |             |     |      |             |     |     |
|   | Avg. outage duration (hh:mm)                                  | #DIV/0!                    | 32.29    | 53.79  | 21.63       | 140.50  | 9.26   |             |     |      |             |     |     |
|   | 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      |             |     |      |             |     |     |
|   | Total # of repair tickets restored in ≤ 24hrs                 | 0                          | 0        | 1      | 0           | 0       | 0      |             |     |      |             |     |     |
|   | % of repair tickets restored ≤ 24 Hours                       | #DIV/0!                    | 0%       | 9%     | 0%          | 0%      | 0%     |             |     |      |             |     |     |
|   | Sum of the duration of all outages (hh:mm)                    | 0                          | 190.75   | 782.15 | 318.73      | 164.5   | 201.51 |             |     |      |             |     |     |
|   | Avg. outage duration (hh:mm)                                  | #DIV/0!                    | 47.69    | 71.10  | 53.12       | 164.50  | 50.38  |             |     |      |             |     |     |
| <b>Refunds</b>  | Number of customers who received refunds                      | 0                          | 1        | 0      | 1           | 0       | 0      |             |     |      |             |     |     |
|   | Monthly amount of refunds                                     | \$ -                       | \$ 26.55 | \$ -   | \$ 25.55    | \$ -    | \$ -   |             |     |      |             |     |     |
| <b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b><br>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><br>Min. standard = 5 bus. days   | Total # of business days                                      | 1                          | 5     | 1      | 11          | 27    | 1        |             |     |      |             |     |     |
|   | Total # of service orders                                     | 1                          | 2     | 1      | 2           | 2     | 1        |             |     |      |             |     |     |
|   | Avg. # of business days                                       | 1.00                       | 2.50  | 1.00   | 5.50        | 13.50 | 1.00     |             |     |      |             |     |     |
| <b>Installation Commitment</b><br>Min. standard = 95% commitment met  | Total # of installation commitments                           | 1                          | 2     | 1      | 2           | 2     | 1        |             |     |      |             |     |     |
|   | Total # of installation commitment met                        | 1                          | 2     | 1      | 2           | 2     | 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                           | 105                        | 105   | 104    | 103         | 101   | 102      |             |     |      |             |     |     |
| <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         |     |      |             |     |     |
|   |   | Total # of trouble reports | 3     | 2      | 21          | 10    | 3        | 5           |     |      |             |     |     |
|   |   | % of trouble reports       | 2.68% | 1.79%  | 18.75%      | 9.09% | 2.80%    | 4.63%       |     |      |             |     |     |
| <b>Adjusted Out of Service Report</b><br>Min. standard = 90% within 24 hrs  | Total # of outage report tickets                              | 3                          | 2     | 21     | 8           | 1     | 3        |             |     |      |             |     |     |
|   | Total # of repair tickets restored in ≤ 24hrs                 | 2                          | 2     | 6      | 4           | 1     | 1        |             |     |      |             |     |     |
|   | % of repair tickets restored ≤ 24 Hours                       | 67%                        | 100%  | 29%    | 50%         | 100%  | 33%      |             |     |      |             |     |     |
|   | Sum of the duration of all outages (hh:mm)                    | 66.45                      | 11.53 | 753.77 | 379.03      | 2.27  | 190.12   |             |     |      |             |     |     |
|   | Avg. outage duration (hh:mm)                                  | 22.15                      | 5.77  | 35.89  | 47.38       | 2.27  | 63.37    |             |     |      |             |     |     |
|   | 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        |             |     |      |             |     |     |
|   | Total # of repair tickets restored in < 24hrs                 | 1                          | 2     | 1      | 1           | 0     | 0        |             |     |      |             |     |     |
|   | % of repair tickets restored ≤ 24 Hours                       | 33%                        | 100%  | 5%     | 13%         | 0%    | 0%       |             |     |      |             |     |     |
|   | Sum of the duration of all outages (hh:mm)                    | 214.48                     | 23.8  | 1259   | 555.57      | 97.52 | 356.77   |             |     |      |             |     |     |
|   | Avg. outage duration (hh:mm)                                  | 71.49                      | 11.90 | 59.95  | 69.45       | 97.52 | 118.92   |             |     |      |             |     |     |
| <b>Refunds</b>  | Number of customers who received refunds                      | 0                          | 0     | 0      | 1           | 0     | 2        |             |     |      |             |     |     |
|   | Monthly amount of refunds                                     | \$ -                       | \$ -  | \$ -   | \$ 25.55    | \$ -  | \$ 72.00 |             |     |      |             |     |     |
| <b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b><br>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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