

**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
Installation Interval Min. standard = 5 bus. days	Total # of business days	14	12	26									
	Total # of service orders	5	4	8									
	Avg. # of business days	2.80	3.00	3.25									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	5	4	8									
	Total # of installation commitment met	5	4	8									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	364	360	357									
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	439	437	432								
		Total # of trouble reports	9	8	47								
		% of trouble reports	2.05%	1.83%	10.88%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	6	7	45									
	Total # of repair tickets restored in ≤ 24hrs	5	4	34									
	% of repair tickets restored ≤ 24 Hours	83%	57%	76%									
	Sum of the duration of all outages (hh:mm)	92.38	206.82	739.15									
	Avg. outage duration (hh:mm)	15.40	29.55	16.43									
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	6	7	45									
	Total # of repair tickets restored in ≤ 24hrs	3	2	3									
	% of repair tickets restored ≤ 24 Hours	50%	29%	7%									
	Sum of the duration of all outages (hh:mm)	296.98	304.67	2659.51									
	Avg. outage duration (hh:mm)	49.50	43.52	59.10									
Refunds	Number of customers who received refunds	2	1	0									
	Monthly amount of refunds	\$ 56.10	\$ 26.55	\$ -									
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

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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
Reporting Unit Type: Total Company Exchange Wire Center

U#: 1011 Report Year: 2018
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
Installation Interval Min. standard = 5 bus. days	Total # of business days	8	3	23									
	Total # of service orders	2	1	5									
	Avg. # of business days	4.00	3.00	4.60									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2	1	5									
	Total # of installation commitment met	2	1	5									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	123	121	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	146	144	141								
		Total # of trouble reports	3	1	14								
		% of trouble reports	2.05%	0.69%	9.93%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	3	1	14									
	Total # of repair tickets restored in < 24hrs	3	0	12									
	% of repair tickets restored ≤ 24 Hours	100%	0%	86%									
	Sum of the duration of all outages (hh:mm)	25.93	66.13	108.83									
	Avg. outage duration (hh:mm)	8.64	66.13	7.77									
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	3	1	14									
	Total # of repair tickets restored in < 24hrs	2	0	2									
	% of repair tickets restored ≤ 24 Hours	67%	0%	14%									
	Sum of the duration of all outages (hh:mm)	82.5	90.13	648.78									
	Avg. outage duration (hh:mm)	27.50	90.13	46.34									
Refunds	Number of customers who received refunds	1	0	0									
	Monthly amount of refunds	\$ 29.55	\$ -	\$ -									
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: _____

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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
 Reporting Unit Type: Total Company Exchange Wire Center

U#: 1011 Report Year: 2018
 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
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	0.00	0.00	0.00									
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	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	26	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	42	43	43								
		Total # of trouble reports	2	0	1								
		% of trouble reports	4.76%	0.00%	2.33%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0									
	Total # of repair tickets restored in ≤ 24hrs	0	0	0									
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%									
	Sum of the duration of all outages (hh:mm)	0	0	0									
	Avg. outage duration (hh:mm)	0.00	0.00	0.00									
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	0	0	0									
	Total # of repair tickets restored in ≤ 24hrs	0	0	0									
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%									
	Sum of the duration of all outages (hh:mm)	0	0	0									
	Avg. outage duration (hh:mm)	0.00	0.00	0.00									
Refunds	Number of customers who received refunds												
	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												

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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 Exchange Wire Center

U#: 1011 Report Year: 2018
 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
Installation Interval Min. standard = 5 bus. days	Total # of business days	5	4	1									
	Total # of service orders	2	1	1									
	Avg. # of business days	2.50	4.00	1.00									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2	1	1									
	Total # of installation commitment met	2	1	1									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	110	108	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	139	138	136								
		Total # of trouble reports	1	5	11								
		% of trouble reports	0.72%	3.62%	8.09%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	4	10									
	Total # of repair tickets restored in < 24hrs	0	2	1									
	% of repair tickets restored ≤ 24 Hours	0%	50%	10%									
	Sum of the duration of all outages (hh:mm)	0	129.15	564.57									
	Avg. outage duration (hh:mm)	0.00	32.29	56.46									
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	0	4	10									
	Total # of repair tickets restored in < 24hrs	0	0	0									
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%									
	Sum of the duration of all outages (hh:mm)	0	190.75	781.74									
	Avg. outage duration (hh:mm)	0.00	47.69	78.17									
Refunds	Number of customers who received refunds		1										
	Monthly amount of refunds		\$ 26.55										
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
 Reporting Unit Type: Total Company Exchange Wire Center

U#: 1011 Report Year: 2018
 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
Installation Interval Min. standard = 5 bus. days	Total # of business days	1	5	2									
	Total # of service orders	1	2	2									
	Avg. # of business days	1.00	2.50	1.00									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	2	2									
	Total # of installation commitment met	1	2	2									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	105	105	104									
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	112	112	112									
	Total # of trouble reports	3	2	21									
	% of trouble reports	2.68%	1.79%	18.75%									
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	3	2	21									
	Total # of repair tickets restored in < 24hrs	2	2	21									
	% of repair tickets restored ≤ 24 Hours	67%	100%	100%									
	Sum of the duration of all outages (hh:mm)	66.45	11.53	65.75									
	Avg. outage duration (hh:mm)	22.15	5.77	3.13									
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	3	2	21									
	Total # of repair tickets restored in < 24hrs	1	2	1									
	% of repair tickets restored ≤ 24 Hours	33%	100%	5%									
	Sum of the duration of all outages (hh:mm)	214.48	23.8	1259									
	Avg. outage duration (hh:mm)	71.49	11.90	59.95									
Refunds	Number of customers who received refunds												
	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												

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