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

Company Name:	Hoi	rnitos Telephon	e Company	U	#:	1011	Report Year:	2018
Reporting Unit Type:	✓ Total Company	Exchange	Wire Center	Re	eporting Unit Na	me:	Total Company	

				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile n	nonthly, file quarterly)		1st Quarter			2nd Quarter	•		3rd Quarter			4th Quarter	r
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interv	ral	Total # of business days	14	12	26									
Min. standard = 5 bus. days		Total # of service orders	5	4	8									
Wiiri. Staridard Ok	Duo. duyo	Avg. # of business days	2.80	3.00	3.25									
		Total # of installation commitments	5	4	8									
Installation Comn		Total # of installation commitment met	5	4	8									
Min. standard = 95	5% commitment met	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	e Report													
	20/ /2 400 1: " 1	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
ard	units w/ ≥ 3,000 lines)	% of trouble reports												
pu	8% (8 per 100 working lines for	Total # of working lines												
šta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
6	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)  10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	% of trouble reports												
Σ		Total # of working lines	439	437	432									
		Total # of trouble reports	9	8	47									
	101 di 1110 W/ = 1,000 lil 100)	% of trouble reports	2.05%	1.83%	10.88%									
		Total # of outage report tickets	6	7	45									
		Total # of repair tickets restored in ≤ 24hrs	5	4	34									
Adjusted		% of repair tickets restored ≤ 24 Hours	83%	57%	76%									
Out of Service Re	port	Sum of the duration of all outages (hh:mm)	92.38	206.82	739.15									
Min. standard = 90	0% within 24 hrs	Avg. outage duration (hh:mm)	15.40	29.55	16.43									
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	6	7	45									
Out of Service Re	eport	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 (Trou	uble Reports, Billing & Non-Billing)													
Min. standard = 80	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a mer	nu option to reach live agent).	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

U#:

1011

Report Year:

Email:

2018

Corvice Quanty Standard	ao itopoiting
General Order No.	133-D

Hornitos Telephone Company

Reporting Unit Ty	/pe:	☐ Total Company ☐ Exchange ☐ Wire Center	er ·				Reporting Unit Na	me:		Catheys Valle	еу			
				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile n	nonthly, file quarterly)		1st Quarter		2nd Quarter			3rd Quarter			4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interval		Total # of business days	8	3	23									
Min. standard = 5 bu		Total # of service orders	2	1	5								i	
IVIIII. Standard = 5 DU	is. days	Avg. # of business days	4.00	3.00	4.60									
		Total # of installation commitments	2	1	5									
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitment met	2	1	5								, ,	i
		Total # of installation commitment missed	0	0	0								i	
		% of commitment met	100%	100%	100%								i	
Customers		Acct # for voice or bundle, res+bus	123	121	122									
Customer Trouble Report														
	6% (6 per 100 working lines for	Total # of working lines												
	units w/ ≥ 3,000 lines)	Total # of trouble reports												
2	units w/ = 5,000 inles)	% of trouble reports											, !	i
ğ	00/ (0 100 1: 1: 5	Total # of working lines											( T	
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
		% of trouble reports												
M. ë		Total # of working lines	146	144	141									
~	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports	140	144	141									
		% of trouble reports	2.05%	0.69%	9.93%									
	1	Total # of outage report tickets	2.0370	0.0370	14									
		Total # of repair tickets restored in < 24hrs	3	0	12								$\overline{}$	
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	0%	86%									
Out of Service Rep	ort	Sum of the duration of all outages (hh:mm)	25.93	66.13										
Min. standard = 90%		Avg. outage duration (hh:mm)	8.64	66.13	7.77									
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	3	1	14									
Out of Service Rep	ort	Total # of repair tickets restored in ≤ 24hrs	2	0										
•		% of repair tickets restored ≤ 24 Hours	67%	0%										
		Sum of the duration of all outages (hh:mm)	82.5	90.13										
		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 (Troub	le Reports, Billing & Non-Billing)													
	of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a menu	u option to reach live agent).	Total # of call seconds to reach live agent												
		% <u>&lt;</u> 60 seconds												
1							1							
					Primary Utility Cont	act Information								

Phone:

Company Name:

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)

Name:

# California Public Utilities Commission Service Quality Standards Reporting

U#:

1011

Report Year:

2018

Service Quality Standards Repo	,, uii
General Order No. 133-D	

Hornitos Telephone Company

☐ Total Company ☑ Exchange ☐ Wire Center

Reporting Unit Type: ☐ Total Company ☑ Exchange ☐ Wire Center		Reporting Unit Name:						Exchequer						
				Date filed		Date filed				Date filed			Date filed	
	Measurement (Compile n	nonthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
		Total # of business days	0	0	0	740.			ou.y	7.03	Сорг			<del></del>
Installation Interva		Total # of service orders	0	0	0									†
Min. standard = 5 b	us. days	Avg. # of business days	0.00	0.00	0.00									1
		Total # of installation commitments	0	0	0									1
Installation Comm	itment	Total # of installation commitment met	0	0	0									Ī
Min. standard = 95%	% commitment met	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									
<b>Customer Trouble</b>	Report													
	6% (6 per 100 working lines for	Total # of working lines												
	units w/ ≥ 3,000 lines)	Total # of trouble reports												
Standard	units w/ 2 3,000 lines)	% of trouble reports												
<u>ğ</u>		Total # of working lines												
Į į	8% (8 per 100 working lines for	Total # of trouble reports											+	+
s.	units w/ 1,001 - 2,999 lines)	% of trouble reports												†
Min			40	43	43		+						+	+
2	10% (10 per 100 working lines	Total # of working lines	42	43	43		_							+
	for units w/ ≤ 1,000 lines)	Total # of trouble reports % of trouble reports	4.76%	0.00%	2.33%		_							+
		Total # of outage report tickets	4.70%	0.00 /6	2.33 /0									+
		Total # of repair tickets restored in < 24hrs	0	0	0									+
Adjusted		% of repair tickets restored ≤ 24 Hours	0%	0%	0%		+							+
Out of Service Rep	nort	Sum of the duration of all outages (hh:mm)	070	0 70	0.70		+						+	+
Min. standard = 90°		Avg. outage duration (hh:mm)	0.00	0.00	0.00								1	1
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	0	0	0									
Out of Service Rep	port	Total # of repair tickets restored in ≤ 24hrs	0	0	0									T
-		% 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												
	ble Reports, Billing & Non-Billing)													
	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a men	nu option to reach live agent).	Total # of call seconds to reach live agent												
		%<60 seconds												
	Name			Pr	imary Utility Conta	ct Information				Email:				

Company Name:

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#:	101	<u>1</u>	Report Year: 2018				
Reporting Unit Ty	/pe:	☐ Total Company ☑ Exchange ☐ Wire Center					Reporting Unit Na	ime:		Hornitos				
				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile n	nonthly, file quarterly)	1st Quarter				2nd Quarter		3rd Quarter			<del>                                     </del>	4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
		Total # of business days	5	4	1		,			9				
nstallation Interval		Total # of service orders	2	1	1									
Min. standard = 5 bu	s. days	Avg. # of business days	2.50	4.00	1.00									
		Total # of installation commitments	2	1	1									
nstallation Commit	tment	Total # of installation commitment met	2	1	1									
Min. standard = 95%		Total # of installation commitment missed	0	0	n									
win. standard = 35 /6 communent met		% of commitment met	100%	100%	100%									
Customers		Acct # for voice or bundle, res+bus	110	108	105									
Customer Trouble I	Report		110		100								$\overline{}$	
	Ι΄.	Total # of working lines											$\overline{}$	
	6% (6 per 100 working lines for	Total # of trouble reports												
ē	units w/ ≥ 3,000 lines)	% of trouble reports												
tandaı	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
		Total # of trouble reports												
<u>ن</u>	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Ē		Total # of working lines	139	138	136									
_	10% (10 per 100 working lines	Total # of working lines Total # of trouble reports	139	138	136									
	for units w/ ≤ 1,000 lines)	% of trouble reports	0.72%	3.62%	8.09%									
		Total # of outage report tickets	0.72%	3.02%	6.09%									
		Total # of outage report tickets  Total # of repair tickets restored in ≤ 24hrs	0	4	10									
		% of repair tickets restored ≤ 24 Hours	0%	50%	10%		+							
Adjusted		Sum of the duration of all outages (hh:mm)	0/6	129.15	564.57		+							
Out of Service Repo		Avg. outage duration (hh:mm)	0.00	32.29	56.46		+							
Min. standard = 90%	within 24 hrs	Indicate if catastrophonc event is in a month	0.00	32.29	30.40									
Jnadjusted		Total # of outage report tickets	0	4	10									
Out of Service Rep	ort	Total # of repair tickets restored in < 24hrs	0	0	0								$\overline{}$	
out of oct vice rep		% 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 (Troub	le Reports, Billing & Non-Billing)													
	of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing			+		+						$\overline{}$	
	option to reach live agent).	Total # of call seconds to reach live agent			+		+						$\overline{}$	
ivo ageni (w/a illellu	option to readilitive agent).	%< 60 seconds					+					-		
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							1	l						
				Pr	imary Utility Conta	act Information								

Date Adopted: 7/28/09

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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 Compan	у				U#:	101	<u>1</u>		Report Year:		2018	•
Reporting Unit Ty	/pe:	☐ Total Company ☑ Exchange ☐ Wire Center					Reporting Unit Na	me:		Mt. Bullion				_
				Date filed Date fi			Date filed			Date filed			Date filed	
	Measurement (Compile n	nonthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter	4th Quarter			
			Jan	Feb	Mar	Apr	May	Jun	July Aug Sept			Oct	Nov	Dec
nstallation Interval	1	Total # of business days	1	5	2									
Min. standard = 5 bu		Total # of service orders	1	2	2									
viiii. Staridard – 5 bu	is. days	Avg. # of business days	1.00	2.50	1.00									
		Total # of installation commitments	1	2	2								<u> </u>	
nstallation Commit	tment	Total # of installation commitment met	1	2	2									
Min. standard = 95%	commitment met	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 I	Report												1	
itandard	6% (6 per 100 working lines for	Total # of working lines Total # of trouble reports												
	units w/ ≥ 3,000 lines)	% of trouble reports												
	8% (8 per 100 working lines for	Total # of working lines												
	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
6,	units w/ 1,001 - 2,999 inles)	% of trouble reports												
Ē		Total # of working lines	112	112	112								1	
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports	3	2	21		+						<del></del>	
		% of trouble reports	2.68%	1.79%	18.75%		+						<del></del>	
		Total # of outage report tickets	3	2	21								1	
		Total # of repair tickets restored in < 24hrs	2	2	21								1	
Adjusted		% of repair tickets restored ≤ 24 Hours	67%	100%	100%									
Solution Service Repo	ort	Sum of the duration of all outages (hh:mm)	66.45	11.53	65.75									
Min. standard = 90%		Avg. outage duration (hh:mm)	22.15	5.77	3.13								1	
viiii. Staridard – 3070	) Within 24 (113	Indicate if catastrophonc event is in a month												
Jnadjusted		Total # of outage report tickets	3	2	21									
Out of Service Repo	ort	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					1							
Answer Time (Trouble Reports, Billing & Non-Billing)													<u> </u>	
	of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
ive agent (w/a menu	option to reach live agent).	Total # of call seconds to reach live agent												
		%<_60 seconds												
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**Primary Utility Contact Information** 

Name:	Phone:	Email:

Date Adopted: 7/28/09
Date Revised: 12/08/09 (Corrects typographical errors)
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