

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

Company Name: Hornitos Telephone Company

U#: 1011

Report Year: 2019

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	10	1	15	0	1	9	8	0	5	15	4	1	
	Total # of service orders	3	1	3	0	1	2	1	0	2	4	1	1	
	Avg. # of business days	3.33	1.00	5.00	#DIV/0!	1.00	4.50	8.00	#DIV/0!	2.50	3.75	4.00	1.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	3	1	3	0	1	2	1	0	2	4	1	1	
	Total # of installation commitment met	3	1	3	0	1	2	0	0	2	3	1	1	
	Total # of installation commitment missed	0	0	0	0	0	0	1	0	0	1	0	0	
	% of commitment met	100%	100%	100%	#DIV/0!	100%	100%	0%	#DIV/0!	100%	75%	100%	100%	
Customers	Acct # for voice or bundle, res+bus	331	324	320	317	313	309	308	307	302	299	300	297	
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	407	401	396	390	386	381	377	377	375	372	368	367
		Total # of trouble reports	4	11	9	4	9	13	10	5	19	20	11	12
		% of trouble reports	0.98%	2.74%	2.27%	1.03%	2.33%	3.41%	2.65%	1.33%	5.07%	5.38%	2.99%	3.27%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	4	10	7	3	7	7	3	1	9	7	8	11	
	Total # of repair tickets restored in ≤ 24hrs	2	7	6	2	7	6	3	1	8	6	5	10	
	% of repair tickets restored ≤ 24 Hours	50%	70%	86%	67%	100%	86%	100%	100%	89%	86%	63%	91%	
	Sum of the duration of all outages (hh:mm)	90.48	281.88	60.02	151.13	9.88	166.47	32.13	3.38	186.73	67.65	359.9	205.82	
	Avg. outage duration (hh:mm)	22.62	28.19	8.57	50.38	1.41	23.78	10.71	3.38	20.75	9.66	44.99	18.71	
	Indicate if catastrophic event is in a month													
Unadjusted Out of Service Report	Total # of outage report tickets	4	10	7	3	7	7	3	1	9	7	8	11	
	Total # of repair tickets restored in ≤ 24hrs	1	2	2	1	5	3	1	1	4	2	2	2	
	% of repair tickets restored ≤ 24 Hours	25%	20%	29%	33%	71%	43%	33%	100%	44%	29%	25%	18%	
	Sum of the duration of all outages (hh:mm)	418.6	598.35	354.5	196.27	150.90	469.38	385.67	3.37	475.63	385.33	1205.17	1326.37	
	Avg. outage duration (hh:mm)	104.65	59.84	50.64	65.42	21.56	67.05	128.56	3.37	52.85	55.05	150.65	120.58	
Refunds	Number of customers who received refunds	1	0	2	0	0	0	0	1	1	3	3	1	
	Monthly amount of refunds	\$ 31.45	\$ -	\$ 18.87	\$ -	\$ -	\$ -	\$ -	\$ 27.55	\$ 49.40	\$ 78.65	\$ 76.65	\$ 38.75	
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: 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

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	
Installation Interval Min. standard = 5 bus. days	Total # of business days	4	0	0	0	1	4	0	0	0	8	0	0	
	Total # of service orders	1	0	0	0	1	1	0	0	0	2	0	0	
	Avg. # of business days	4.00	#DIV/0!	#DIV/0!	#DIV/0!	1.00	4.00	#DIV/0!	#DIV/0!	#DIV/0!	4.00	#DIV/0!	#DIV/0!	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	0	0	0	1	1	0	0	0	2	0	0	
	Total # of installation commitment met	1	0	0	0	1	1	0	0	0	1	0	0	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	1	0	0	
% of commitment met	100%	100%	100%	#DIV/0!	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	50%	#DIV/0!	#DIV/0!		
Customers	Acct # for voice or bundle, res+bus	116	112	108	105	105	104	104	104	102	100	100	101	
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	138	133	130	125	122	122	121	121	121	119	117	117
		Total # of trouble reports	0	0	1	0	3	2	0	0	2	7	2	3
		% of trouble reports	0.00%	0.00%	0.77%	0.00%	2.46%	1.64%	0.00%	0.00%	1.65%	5.88%	1.71%	2.56%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0	0	1	1	0	0	1	4	2	3	
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	1	1	0	0	1	4	2	2	
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100%	100%	#DIV/0!	#DIV/0!	100%	100%	100%	67%	
	Sum of the duration of all outages (hh:mm)				0	2.03	6.67	0	0	3.03	23.5	5.43	178.17	
	Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	2.03	6.67	#DIV/0!	#DIV/0!	3.03	5.88	2.72	59.39	
	Indicate if catastrophic event is in a month	0	0	0										
Unadjusted Out of Service Report	Total # of outage report tickets	0	0	0	0	1	1	0	0	1	4	2	3	
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	1	0	0	0	0	2	0	1	
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100%	0%	#DIV/0!	#DIV/0!	0%	50%	0%	33%	
	Sum of the duration of all outages (hh:mm)	0	0	0	0	2.03	119.07	0	0	136.15	111.83	635.13	391.97	
	Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	2.03	119.07	#DIV/0!	#DIV/0!	136.15	27.96	317.57	130.66	
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	1	1	1	0	
	Monthly amount of refunds	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 49.40	\$ 26.55	\$ 25.55	\$ -	
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: _____

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	
Installation Interval Min. standard = 5 bus. days	Total # of business days	0	0	0	0	0	0	0	0	0	0	0	
	Total # of service orders	0	0	0	0	0	0	0	0	0	0	0	
	Avg. # of business days	#DIV/0!	#DIV/0!	#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	0	0	0	0	0	0	0	0	0	
	Total # of installation commitment met	0	0	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	
% of commitment met	#DIV/0!	#DIV/0!	#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	26	26	25	25	24	24	24	24	24	23	23	
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	40	40	40	39	38	38	38	38	38	37	36
		Total # of trouble reports	1	2	1	1	0	1	5	1	0	0	1
		% of trouble reports	2.50%	5.00%	2.50%	2.56%	0.00%	2.63%	13.16%	2.63%	0.00%	0.00%	2.78%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	2	1	1	0	1	2	0	0	0	1	
	Total # of repair tickets restored in ≤ 24hrs	0	1	0	1	0	1	2	0	0	0	1	
	% of repair tickets restored ≤ 24 Hours	0%	50%	0%	100%	#DIV/0!	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	100%	
	Sum of the duration of all outages (hh:mm)	54.35	104.18	47.78	4.05	0	0	29.28	0	0	0	3.08	
	Avg. outage duration (hh:mm)	54.35	52.09	47.78	4.05	#DIV/0!	0.00	14.64	#DIV/0!	#DIV/0!	#DIV/0!	3.08	
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	1	2	1	1	0	1	2	0	0	0	1	
	Total # of repair tickets restored in ≤ 24hrs	0	1	0	0	0	1	1	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	0%	50%	0%	0%	#DIV/0!	100%	50%	#DIV/0!	#DIV/0!	#DIV/0!	0%	
	Sum of the duration of all outages (hh:mm)	176.35	128.15	47.78	26.53	0	23.18	238.97	0	0	0	168.73	
	Avg. outage duration (hh:mm)	176.35	64.08	47.78	26.53	#DIV/0!	23.18	119.49	#DIV/0!	#DIV/0!	#DIV/0!	168.73	
Refunds	Number of customers who received refunds	0	0	1	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	\$ -	\$ -	\$ 8.78	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
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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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: 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		
Installation Interval Min. standard = 5 bus. days	Total # of business days	1	0	10	0	0	5	0	0	1	0	4	0	
	Total # of service orders	1	0	2	0	0	1	0	0	1	0	1	0	
	Avg. # of business days	1.00	#DIV/0!	5.00	#DIV/0!	#DIV/0!	5.00	#DIV/0!	#DIV/0!	1.00	#DIV/0!	4.00	#DIV/0!	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	0	2	0	0	1	0	0	1	0	1	0	
	Total # of installation commitment met	1	0	2	0	0	1	0	0	1	0	1	0	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
% of commitment met	100%	#DIV/0!	100%	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!	100%	#DIV/0!	100%	#DIV/0!		
Customers	Acct # for voice or bundle, res+bus	94	93	94	94	94	94	93	92	90	90	91	88	
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	127	126	126	126	126	127	126	125	124	123	123	123
		Total # of trouble reports	2	4	3	1	1	2	0	1	14	5	3	4
		% of trouble reports	1.57%	3.17%	2.38%	0.79%	0.79%	1.57%	0.00%	0.80%	11.29%	4.07%	2.44%	3.25%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	3	3	1	1	2	0	1	6	0	2	3	
	Total # of repair tickets restored in ≤ 24hrs	1	3	3	1	1	2	0	1	5	0	0	3	
	% of repair tickets restored ≤ 24 Hours	50%	100%	100%	100%	100%	100%	#DIV/0!	100%	83%	#DIV/0!	0%	100%	
	Sum of the duration of all outages (hh:mm)	29.65	9.35	9.7	4.93	2.38	6.95	0	3.38	178.8	0	231.8	13.08	
	Avg. outage duration (hh:mm)	14.83	3.12	3.23	4.93	2.38	3.48	#DIV/0!	3.38	29.80	#DIV/0!	115.90	4.36	
Indicate if catastrophic event is in a month														
Unadjusted Out of Service Report	Total # of outage report tickets	2	3	3	1	1	2	0	1	6	0	2	3	
	Total # of repair tickets restored in ≤ 24hrs	0	0	1	1	0	1	0	1	3	0	0	1	
	% of repair tickets restored ≤ 24 Hours	0%	0%	33%	100%	0%	50%	#DIV/0!	100%	50%	#DIV/0!	0%	33%	
	Sum of the duration of all outages (hh:mm)	235.76	214.13	215.83	3.60	97.90	101.93	0	3.37	286.77	0	279.8	205.88	
	Avg. outage duration (hh:mm)	117.88	71.38	71.94	3.60	97.90	50.97	#DIV/0!	3.37	47.80	#DIV/0!	139.90	68.63	
Refunds	Number of customers who received refunds	1	0	0	0	0	0	0	0	0	0	2	0	
	Monthly amount of refunds	\$ 31.45	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 51.10	\$ -	
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: _____

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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: 2019

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	
Installation Interval Min. standard = 5 bus. days	Total # of business days	5	1	5	0	0	0	8	0	4	7	0	1	
	Total # of service orders	1	1	1	0	0	0	1	0	1	2	0	1	
	Avg. # of business days	5.00	1.00	5.00	#DIV/0!	#DIV/0!	#DIV/0!	8.00	#DIV/0!	4.00	3.50	#DIV/0!	1.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	1	1	0	0	0	1	0	1	2	0	1	
	Total # of installation commitment met	1	1	1	0	0	0	0	0	1	2	0	1	
	Total # of installation commitment missed	0	0	0	0	0	0	1	0	0	0	0	0	
% of commitment met	100%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	0%	#DIV/0!	100%	100%	#DIV/0!	100%		
Customers	Acct # for voice or bundle, res+bus	95	93	93	93	90	87	87	87	86	86	86	86	
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									7			
		Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	102	102	100	100	100	94	92	93	92	92	91	91
		Total # of trouble reports	1	5	4	2	5	8	5	3	3	8	6	4
		% of trouble reports	0.98%	4.90%	4.00%	2.00%	5.00%	8.51%	5.43%	3.23%	3.26%	8.70%	6.59%	4.40%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	5	3	1	5	3	1	0	2	3	4	4	
	Total # of repair tickets restored in ≤ 24hrs	1	3	3	0	5	2	1	0	2	2	3	4	
	% of repair tickets restored ≤ 24 Hours	100%	60%	100%	0%	100%	67%	100%	#DIV/0!	100%	67%	75%	100%	
	Sum of the duration of all outages (hh:mm)	6.48	168.35	2.53	142.15	5.47	152.85	2.85	0	4.9	44.15	122.67	11.48	
	Avg. outage duration (hh:mm)	6.48	33.67	0.84	142.15	1.09	50.95	2.85	#DIV/0!	2.45	14.72	30.67	2.87	
Indicate if catastrophic event is in a month														
Unadjusted Out of Service Report	Total # of outage report tickets	1	5	3	1	5	3	1	0	2	3	4	4	
	Total # of repair tickets restored in < 24hrs	1	1	1	0	4	1	0	0	1	0	2	0	
	% of repair tickets restored ≤ 24 Hours	100%	20%	33%	0%	80%	33%	0%	#DIV/0!	50%	0%	50%	0%	
	Sum of the duration of all outages (hh:mm)	6.48	256.05	90.88	166.13	50.98	225.22	146.7	0	52.7	273.48	290.23	559.77	
	Avg. outage duration (hh:mm)	6.48	51.21	30.29	166.13	10.20	75.07	146.70	#DIV/0!	26.35	91.16	72.56	139.94	
Refunds	Number of customers who received refunds	0	0	1	0	0	0	0	1	0	2	0	1	
	Monthly amount of refunds	\$ -	\$ -	\$ 10.09	\$ -	\$ -	\$ -	\$ -	\$ 27.55	\$ -	\$ 52.10	\$ -	\$ 38.75	
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)