

**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 | | | | | | | | | |
| | Total # of service orders | 3 | 1 | 3 | | | | | | | | | |
| | Avg. # of business days | 3.33 | 1.00 | 5.00 | | | | | | | | | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 3 | 1 | 3 | | | | | | | | | |
| | Total # of installation commitment met | 3 | 1 | 3 | | | | | | | | | |
| | Total # of installation commitment missed | 0 | 0 | 0 | | | | | | | | | |
| | % of commitment met | 100% | 100% | 100% | | | | | | | | | |
| Customers | Acct # for voice or bundle, res+bus | 331 | 324 | 320 | | | | | | | | | |
| 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 | | | | | | | | |
| | | Total # of trouble reports | 4 | 11 | 9 | | | | | | | | |
| | | % of trouble reports | 0.98% | 2.74% | 2.27% | | | | | | | | |
| Adjusted Out of Service Report Min. standard = 90% within 24 hrs | Total # of outage report tickets | 4 | 10 | 7 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 2 | 7 | 6 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 50% | 70% | 86% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 90.48 | 281.88 | 60.02 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 22.62 | 28.19 | 8.57 | | | | | | | | | |
| Indicate if catastrophic event is in a month | | | | | | | | | | | | | |
| Unadjusted Out of Service Report | Total # of outage report tickets | 4 | 10 | 7 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 1 | 2 | 2 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 25% | 20% | 29% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 418.6 | 598.35 | 354.5 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 104.65 | 59.84 | 50.64 | | | | | | | | | |
| Refunds | Number of customers who received refunds | 1 | 0 | 2 | | | | | | | | | |
| | Monthly amount of refunds | \$ 31.45 | \$ - | \$ 18.87 | | | | | | | | | |
| 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 | | | | | | | | | |
| | 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 | | | | | | | | | | | |
| | % of commitment met | 100% | 100% | 100% | | | | | | | | | |
| Customers | Acct # for voice or bundle, res+bus | 116 | 112 | 108 | | | | | | | | | |
| 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 | | | | | | | | | |
| | Total # of trouble reports | 0 | 0 | 1 | | | | | | | | | |
| | % of trouble reports | 0.00% | 0.00% | 0.77% | | | | | | | | | |
| 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 | #DIV/0! | #DIV/0! | #DIV/0! | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | | | | | | | | | | | | |
| | Avg. outage duration (hh:mm) | #DIV/0! | #DIV/0! | #DIV/0! | | | | | | | | | |
| | Indicate if catastrophic event is in a month | 0 | 0 | 0 | | | | | | | | | |
| 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 | #DIV/0! | #DIV/0! | #DIV/0! | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 0 | 0 | 0 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | #DIV/0! | #DIV/0! | #DIV/0! | | | | | | | | | |
| 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

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 | | | | | | | | | |
| | 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 | 100% | 100% | 100% | | | | | | | | | |
| Customers | Acct # for voice or bundle, res+bus | 26 | 26 | 25 | | | | | | | | | |
| 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 | | | | | | | | |
| | | Total # of trouble reports | 1 | 2 | 1 | | | | | | | | |
| | | % of trouble reports | 2.50% | 5.00% | 2.50% | | | | | | | | |
| Adjusted Out of Service Report Min. standard = 90% within 24 hrs | Total # of outage report tickets | 1 | 2 | 1 | | | | | | | | | |
| | Total # of repair tickets restored in < 24hrs | 0 | 1 | 0 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 0% | 50% | 0% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 54.35 | 104.18 | 47.78 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 54.35 | 52.09 | 47.78 | | | | | | | | | |
| | Indicate if catastrophic event is in a month | | | | | | | | | | | | |
| Unadjusted Out of Service Report | Total # of outage report tickets | 1 | 2 | 1 | | | | | | | | | |
| | Total # of repair tickets restored in < 24hrs | 0 | 1 | 0 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 0% | 50% | 0% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 176.35 | 128.15 | 47.78 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 176.35 | 64.08 | 47.78 | | | | | | | | | |
| Refunds | Number of customers who received refunds | 0 | 0 | 1 | | | | | | | | | |
| | 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 | | | | | | | | | | | | |
| | | | | | | | | | | | | | |

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 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 | 1 | 0 | 10 | | | | | | | | | |
| | Total # of service orders | 1 | 0 | 2 | | | | | | | | | |
| | Avg. # of business days | 1.00 | #DIV/0! | 5.00 | | | | | | | | | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 1 | 0 | 2 | | | | | | | | | |
| | Total # of installation commitment met | 1 | 0 | 2 | | | | | | | | | |
| | Total # of installation commitment missed | 0 | 0 | 0 | | | | | | | | | |
| | % of commitment met | 100% | 100% | 100% | | | | | | | | | |
| Customers | Acct # for voice or bundle, res+bus | 94 | 93 | 94 | | | | | | | | | |
| 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 | | | | | | | | |
| | | Total # of trouble reports | 2 | 4 | 3 | | | | | | | | |
| | | % of trouble reports | 1.57% | 3.17% | 2.38% | | | | | | | | |
| Adjusted Out of Service Report Min. standard = 90% within 24 hrs | Total # of outage report tickets | 2 | 3 | 3 | | | | | | | | | |
| | Total # of repair tickets restored in < 24hrs | 1 | 3 | 3 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 50% | 100% | 100% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 29.65 | 9.35 | 9.7 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 14.83 | 3.12 | 3.23 | | | | | | | | | |
| | Indicate if catastrophic event is in a month | | | | | | | | | | | | |
| Unadjusted Out of Service Report | Total # of outage report tickets | 2 | 3 | 3 | | | | | | | | | |
| | Total # of repair tickets restored in < 24hrs | 0 | 0 | 1 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 0% | 0% | 33% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 235.76 | 214.13 | 215.83 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 117.88 | 71.38 | 71.94 | | | | | | | | | |
| Refunds | Number of customers who received refunds | 1 | 0 | 0 | | | | | | | | | |
| | Monthly amount of refunds | \$ 31.45 | \$ - | \$ - | | | | | | | | | |
| 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 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 | 5 | 1 | 5 | | | | | | | | | |
| | Total # of service orders | 1 | 1 | 1 | | | | | | | | | |
| | Avg. # of business days | 5.00 | 1.00 | 5.00 | | | | | | | | | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 1 | 1 | 1 | | | | | | | | | |
| | Total # of installation commitment met | 1 | 1 | 1 | | | | | | | | | |
| | Total # of installation commitment missed | 0 | 0 | 0 | | | | | | | | | |
| | % of commitment met | 100% | 100% | 100% | | | | | | | | | |
| Customers | Acct # for voice or bundle, res+bus | 95 | 93 | 93 | | | | | | | | | |
| 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 | 102 | 102 | 100 | | | | | | | | |
| | | Total # of trouble reports | 1 | 5 | 4 | | | | | | | | |
| | | % of trouble reports | 0.98% | 4.90% | 4.00% | | | | | | | | |
| Adjusted Out of Service Report Min. standard = 90% within 24 hrs | Total # of outage report tickets | 1 | 5 | 3 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 1 | 3 | 3 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 100% | 60% | 100% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 6.48 | 168.35 | 2.53 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 6.48 | 33.67 | 0.84 | | | | | | | | | |
| | Indicate if catastrophic event is in a month | | | | | | | | | | | | |
| Unadjusted Out of Service Report | Total # of outage report tickets | 1 | 5 | 3 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 1 | 1 | 1 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 100% | 20% | 33% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 6.48 | 256.05 | 90.88 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 6.48 | 51.21 | 30.29 | | | | | | | | | |
| Refunds | Number of customers who received refunds | 0 | 0 | 1 | | | | | | | | | |
| | Monthly amount of refunds | \$ - | \$ - | \$ 10.09 | | | | | | | | | |
| 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)