

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

Company Name: Hornitos Telephone Company

U#: 1011

Report Year: 2021

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	15	4	12									
	Total # of service orders	2	3	1									
	Avg. # of business days	7.50	1.33	12.00									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2	3	1									
	Total # of installation commitment met	2	3	0									
	Total # of installation commitment missed	0	0	1									
	% of commitment met	100%	100%	0%									
Customers	Acct # for voice or bundle, res+bus	273	275	275									
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	338	340	340								
		Total # of trouble reports	14	4	8								
		% of trouble reports	4.14%	1.18%	2.35%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	11	4	3									
	Total # of repair tickets restored in ≤ 24hrs	11	3	3									
	% of repair tickets restored ≤ 24 Hours	100%	75%	100%									
	Sum of the duration of all outages (hh:mm)	33.85	174.9	2.43									
	Avg. outage duration (hh:mm)	3.08	43.73	0.81									
Indicate if catastrophic event is in a month													
Unadjusted Out of Service Report	Total # of outage report tickets	11	4	3									
	Total # of repair tickets restored in ≤ 24hrs	7	0	2									
	% of repair tickets restored ≤ 24 Hours	64%	0%	67%									
	Sum of the duration of all outages (hh:mm)	1057.53	502.7	160.37									
	Avg. outage duration (hh:mm)	96.14	125.68	53.46									
Refunds	Number of customers who received refunds	5	7	0									
	Monthly amount of refunds	\$ 130.67	\$ 192.94	\$ -									
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

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

Company Name: Hornitos Telephone Company

U#: 1011

Report Year: 2021

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	9	0	0									
	Total # of service orders	1	0	0									
	Avg. # of business days	9.00	#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	0	0									
	% of commitment met	100%	#DIV/0!	#DIV/0!									
Customers	Acct # for voice or bundle, res+bus	96	96	95									
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	1	1	1								
		% of trouble reports	0.89%	0.89%	0.89%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	1	0									
	Total # of repair tickets restored in ≤ 24hrs	1	1	0									
	% of repair tickets restored ≤ 24 Hours	100%	100%	#DIV/0!									
	Sum of the duration of all outages (hh:mm)	4.37	2.75	0									
	Avg. outage duration (hh:mm)	4.37	2.75	#DIV/0!									
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	1	1	0									
	Total # of repair tickets restored in ≤ 24hrs	0	0	0									
	% of repair tickets restored ≤ 24 Hours	0%	0%	#DIV/0!									
	Sum of the duration of all outages (hh:mm)	510.57	116.32	0									
	Avg. outage duration (hh:mm)	510.57	116.32	#DIV/0!									
Refunds	Number of customers who received refunds	0	3	0									
	Monthly amount of refunds	\$ -	\$ 128.40	\$ -									
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: _____

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

Company Name: Hornitos Telephone Company

U#: 1011

Report Year: 2021

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	#DIV/0!	#DIV/0!	#DIV/0!									
Customers	Acct # for voice or bundle, res+bus	22	22	22									
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	35	35	35								
		Total # of trouble reports	0	1	1								
		% of trouble reports	0.00%	2.86%	2.86%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	1	1									
	Total # of repair tickets restored in ≤ 24hrs	0	0	1									
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	0%	100%									
	Sum of the duration of all outages (hh:mm)	0	166.35	0									
	Avg. outage duration (hh:mm)	#DIV/0!	166.35	0.00									
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	0	1	1									
	Total # of repair tickets restored in ≤ 24hrs	0	0	1									
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	0%	100%									
	Sum of the duration of all outages (hh:mm)	0	190.35	6.8									
	Avg. outage duration (hh:mm)	#DIV/0!	190.35	6.80									
Refunds	Number of customers who received refunds	1	0	0									
	Monthly amount of refunds	\$ 34.50	\$ -	\$ -									
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

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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: 2021

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	6	2	12									
	Total # of service orders	1	1	1									
	Avg. # of business days	6.00	2.00	12.00									
	Total # of installation commitments	1	1	1									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitment met	1	1	0									
	Total # of installation commitment missed	0	0	1									
	% of commitment met	100%	100%	0%									
Customers	Acct # for voice or bundle, res+bus	84	84	85									
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	115	116	115								
		Total # of trouble reports	4	1	3								
		% of trouble reports	3.48%	0.86%	2.61%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	1	1									
	Total # of repair tickets restored in ≤ 24hrs	1	1	1									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	6.57	0.53	2.43									
	Avg. outage duration (hh:mm)	6.57	0.53	2.43									
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	1	1	1									
	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)	436.4	95.57	136.75									
	Avg. outage duration (hh:mm)	436.40	95.57	136.75									
Refunds	Number of customers who received refunds	3	0	0									
	Monthly amount of refunds	\$ 85.62	\$ -	\$ -									
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

U#: 1011

Report Year: 2021

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	0	2	0									
	Total # of service orders	0	2	0									
	Avg. # of business days	#DIV/0!	1.00	#DIV/0!									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	2	0									
	Total # of installation commitment met	0	2	0									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	#DIV/0!	100%	#DIV/0!									
Customers	Acct # for voice or bundle, res+bus	71	73	73									
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	76	77	78								
		Total # of trouble reports	9	1	3								
		% of trouble reports	11.84%	1.30%	3.85%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	9	1	1									
	Total # of repair tickets restored in ≤ 24hrs	9	1	1									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	22.92	5.27	0									
	Avg. outage duration (hh:mm)	2.55	5.27	0.00									
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	9	1	1									
	Total # of repair tickets restored in ≤ 24hrs	7	0	1									
	% of repair tickets restored ≤ 24 Hours	78%	0%	100%									
	Sum of the duration of all outages (hh:mm)	110.58	100.47	16.83									
	Avg. outage duration (hh:mm)	12.29	100.47	16.83									
Refunds	Number of customers who received refunds	1	4	0									
	Monthly amount of refunds	\$ 10.55	\$ 64.54	\$ -									
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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