				Ge	eneral Order r	NO. 155-D								
Company Name: Reporting Unit Type: Measurement (Com	:	Hornitos Telephone Company		-			U#:	1011				2021		
Reporting Unit 7	Гуре:	☑ Total Company  □ Exchange  □ Wire Center					Reporting U	Jnit Name:		Total Compa	any			-
				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile r	monthly, file quarterly)		1st Quarte	r		2nd Quarter	•		3rd Quarter		4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interva	al	Total # of business days	15	4	12									
Min. standard = 5 bus. days		Total # of service orders	2	3	1									
		Avg. # of business days	7.50	1.33	12.00									
		Total # of installation commitments	2	3	1									
Installation Comm	nitment	Total # of installation commitment met	2	3	0									
Min. standard = 95°	% commitment met	Total # of installation commitment missed	0	0	1									
		% of commitment met	100%	100%	0%		1							
Customers		Acct # for voice or bundle, res+bus	273	275	275		1							
Customer Trouble	e Report				1						1			
	6% (6 per 100 working lines for	Total # of working lines												
ı. Standard	units w/ ≥ 3,000 lines)	Total # of trouble reports % 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			1						1			
		% of trouble reports												
Min.	10% (10 per 100 working lines	Total # of working lines	338	340	340									
	for units w/ $\leq$ 1,000 lines)	Total # of trouble reports	14	4	8									
		% of trouble reports	4.14%	1.18%	2.35%									
		Total # of outage report tickets	11	4	3									
		Total # of repair tickets restored in < 24hrs	11	3	3									
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	75%	100%									
Out of Service Rep	port	Sum of the duration of all outages (hh:mm)	33.85	174.9	2.43									
Min. standard = 909	% within 24 hrs	Avg. outage duration (hh:mm)	3.08	43.73	0.81									
		Indicate if catastrophonc event is in a month											Date filed 4th Quarter	
Unadiusted		Total # of outage report tickets	11	4	3									
Out of Service Rep	nort	Total # of repair tickets restored in < 24hrs	7	0	2		1						<u>├</u> ────	<u> </u>
Sat of Gervice Ke	Poir	% of repair tickets restored ≤ 24 Hours	64%	0%	67%		1						<u> </u>	<u> </u>
		Sum of the duration of all outages (hh:mm)	1057.53	502.7	160.37		1				1		<u> </u>	1
		Avg. outage duration (hh:mm)	96.14	125.68	53.46		1				1		t	1
Refunds		Number of customers who received refunds	5	7	0		1						1	
		Monthly amount of refunds	\$ 130.67	\$ 192.94			1						1	
Answer Time (Trou	ble Reports, Billing & Non-Billing)	,	¢ .00.07	+ .02.04	1		1						1	
	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing					1						1	
	nu option to reach live agent).	Total # of call seconds to reach live agent					1						1	
		%<_60 seconds					1						1	
							1						1	1

Primary Utility Contact Information

541-516-8210

Name: Gail Long

Phone:

Email: gail.long@tdstelecom.com

U#:

1011

Total Company Exchange Wire Center Reporting Unit Type: Reporting Unit Name: Catheys Valley Date filed Date filed Date filed Date filed Measurement (Compile monthly, file quarterly) 1st Quarter 2nd Quarter 3rd Quarter 4th Quarter Jan Mar Apr May Jun July Aug Sept Oct Nov Dec Feb Total # of business days 9 0 0 Installation Interval Total # of service orders 1 0 0 Min. standard = 5 bus. days Avg. # of business days 9.00 #DIV/0! #DIV/0! Total # of installation commitments 0 1 0 Installation Commitment Total # of installation commitment met 0 0 1 Min. standard = 95% commitment met 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 Total # of working lines 6% (6 per 100 working lines for Total # of trouble reports units w/ ≥ 3,000 lines) σ % of trouble reports Standar Total # of working lines 8% (8 per 100 working lines for Total # of trouble reports units w/ 1,001 - 2,999 lines) % of trouble reports Min. 112 112 112 Total # of working lines 10% (10 per 100 working lines Total # of trouble reports 1 1 1 for units w/ ≤ 1,000 lines) 0.89% % of trouble reports 0.89% 0.89% Total # of outage report tickets 1 0 1 Total # of repair tickets restored in < 24hrs 1 1 0 Adiusted % of repair tickets restored ≤ 24 Hours 100% 100% #DIV/0! Out of Service Report Sum of the duration of all outages (hh:mm) 4.37 2.75 0 Min. standard = 90% within 24 hrs Avg. outage duration (hh:mm) 4.37 2.75 #DIV/0! Indicate if catastrophonc event is in a month Total # of outage report tickets 1 0 1 Unadjusted Total # of repair tickets restored in < 24hrs Out of Service Report 0 0 0 % of repair tickets restored ≤ 24 Hours #DIV/0! 0% 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 Answer Time (Trouble 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 menu option to reach live agent). Total # of call seconds to reach live agent %< 60 seconds

#### **Primary Utility Contact Information**

Name:

Hornitos Telephone Company

Company Name:

Phone:

Email:

Report Year:

2021

**California Public Utilities Commission** 

Service Quality Standards Reporting General Order No. 133-D

Company Name:     Reporting Unit Type:     Measurement (Compile m     Installation Interval     Min. standard = 5 bus. days     Installation Commitment     Min. standard = 95% commitment met     Customers     Customer Trouble Report     6% (6 per 100 working lines for units w/ ≥ 3,000 lines)     B% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)     Units w/ 1,001 - 2,999 lines)		Hornitos Telephone Compar				U#:	1011	1011 Report Year:				2021		
		□ Total Company  ☑ Exchange  □ Wire Center				Reporting Unit Na	me:	Exchequer						
		nonthly, file quarterly)	Date filed			Date filed				Date filed			Date filed	
			Jan	1st Quarter Feb	Mar	Apr	2nd Quarter Apr May		July	3rd Quarter Aug Sept		4th Quarter		Dec
notallation Interval		Total # of business days	0	0	0			Jun	<b>-</b>					
		Total # of service orders	0	0	0							<u> </u>	i l	
nin. stanuaru = 5 bt	is. days	Avg. # of business days	#DIV/0!	#DIV/0!	#DIV/0!							, <u> </u>	i i	
		Total # of installation commitments	0	0	0							<u>،                                    </u>	1	1
nstallation Commit	tment	Total # of installation commitment met	0	0	0							, '	1	1
/lin. standard = 95%	6 commitment met	Total # of installation commitment missed	0	0	0							,	í Í	
Customers		% of commitment met	#DIV/0!	#DIV/0!	#DIV/0!							,	í l	
		Acct # for voice or bundle, res+bus	22	22	22									
Customer Trouble	Report											í – – – ,	()	
	·	Total # of working lines										,		
σ		Total # of trouble reports										,	í l	
		% of trouble reports												
g		Total # of working lines										,	i l	
Min. Star		Total # of trouble reports											t	
		% of trouble reports										(	( †	
		Total # of working lines	35	35	35									
	10% (10 per 100 working lines for units w/ $\leq$ 1,000 lines)	Total # of trouble reports	0	1	1							,	ł	
		% of trouble reports	0.00%	2.86%	2.86%							,	ł	
		Total # of outage report tickets	0.0078	1	1								t	
		Total # of repair tickets restored in < 24hrs	0	0	1							(		
djusted		% of repair tickets restored ≤ 24 Hours	#DIV/0!	0%	100%								t	
	ort	Sum of the duration of all outages (hh:mm)	0	166.35	0								t	
		Avg. outage duration (hh:mm)	#DIV/0!	166.35	0.00							(	( †	
ljusted it of Service Report n. standard = 90% within 24 hrs		Indicate if catastrophonc event is in a month												
Jnadjusted		Total # of outage report tickets	0	1	1									
Out of Service Rep	ort	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							·	t	
		Avg. outage duration (hh:mm)	#DIV/0!	190.35	6.80							·		
Refunds		Number of customers who received refunds	1	0	0							· · · · ·	1	
		Monthly amount of refunds	\$ 34.50	\$ -	\$ -		1					·	it	
Answer Time (Trouble Reports, Billing & Non-Billing)												i	1	
	6 of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing	1									·	t	
	u option to reach live agent).	Total # of call seconds to reach live agent												
3		%< 60 seconds	1									·'	( †	
													t	
			I		1		1							

Primary Utility Contact Information

Phone:

Name:

Email:

Init and all of show of control     India is of show of control	Company Name: Reporting Unit Type:		Hornitos Telephone Compan				U#:	1011							
<table-container>      Hasement (begin served)     Image: served (begin served)     <thimage: (begin="" served="" served)<="" th="">     Imag</thimage:></table-container>			□ Total Company  ☑ Exchange  □ Wire Center				Reporting Unit Na	me:							
Normal basis					Date filed		Date filed				Date filed				
Normal basis		Measurement (Compile m	nonthly, file quarterly)												
Installation transmiture     Total # of basiness days     6     2     1			, , , , , , , , , , , , , , , , , , ,	le n		Max									
Mathematical production and a strain of the stra			Total # of husiness days				Apr	way	Jun	July	Aug	Sept	001	NOV	Dec
M. Standal or S. 00: 00.00 Arg. # of basines days 6.00 2.00 12.00 Image: Construction of the standal on commitment method in th	Installation Interval					12									
Image: statistic commented in a final statistic commented in a statistic commented in a statistic comment inter in a statistic comment inter int	Min. standard = 5 bu	s. days				12.00				-					
this should comminent meth     field of d statistics comminent meth     1     1     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0 <td></td> <td></td> <td></td> <td></td> <td>2.00</td> <td>12.00</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>					2.00	12.00									
Index dots $d = 0\%$ , comminent meters $10d = d = d = d = 1000000000000000000000$	Installation Commit	mont			1	0									
$ \frac{1}{10000000000000000000000000000000000$					•	-									
Submer     Act if for voice or bundle, res-bus     94     94     95     96 <td>Willin Standard = 5576</td> <td>communentmet</td> <td></td>	Willin Standard = 5576	communentmet													
Submet rouble     Image: state of the state state state of the state of the state of the state of			% of commitment met	100%	100%	0%									
Note:     Cont of orwing lines (indication of all outgoes from)     Cont of orwing lines (indication of all outgoes from)     Cont of orwing lines (indication of all outgoes from)     Cont of orwing lines (indication of all outgoes from)     Cont of orwing lines (indication of all outgoes from)     Cont of orwing lines (indication of all outgoes from)     Cont of orwing lines (indication of all outgoes from)     Cont of orwing lines (indication of all outgoes from of all out	Customers		Acct # for voice or bundle, res+bus	84	84	85									
Production     Constrain     <	Customer Trouble	Report													
Profession     Total # 0 robush regions     Total # 0 robush regi		0% (0 400													
Product     No constraint of a product reports     No constreproduct report reports     No constraint of a prod			Total # of trouble reports												
	ē		% of trouble reports												
	Jdai														
	Min. Star														
Image: Second															
Tots (10 per 100 working) ines)     Total # of trouble reports     4     1     3   <				115	116	115									
Outlow P rodomsol     % of trouble reports     3.48%     0.86%     2.61%					1	-									
Adjusted Adjusted Dut of Service Report Min. standard = 90% within 24 hrsTotal # of repair tickets restored 524 Hours111<					0.86%					1	1				
Adjusted     Total # of repair lickets restored in $\leq 24rs$ 1     1															
Adjusted   % of repair fickets restored \$24 Hours   100%				1	1	1									
Sum of the duration of all outages (hh:mm)     6.57     0.53     2.43	Adhered			100%	100%	100%									
$\begin{array}{c c c c c c c c c c c c c c c c c c c $															
Indicate if catastrophone event is in a month   Image: set of catastrophone event is in a month   I															
Inadjusted Dut of Service ReportTotal # of repair tickets restored is 24Hours000	With Standard = 3076	Within 24 113	Indicate if catastrophonc event is in a month												
% of repair lickets restored ≤ 24 Hours   0% <t< td=""><td colspan="2">Unadjusted</td><td></td><td>1</td><td>1</td><td>1</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></t<>	Unadjusted			1	1	1									
$ \frac{\text{Sum of the duration of all outages (hhrmm)}}{\text{Avg. outage duration (hhrmm)}}  \frac{436.4}{436.0}  \frac{95.57}{95.7}  \frac{136.75}{136.75}  \textbf{m}  $	Out of Service Rep	ort													
Avg. outage duration (hh:mm)     436.40     95.57     136.75     Image duration     Image duration <td></td>															
Number of customers who received refunds     3     0															
Monthly amount of refunds     \$ 85.62     \$     \$     S															
Answer Time (Trouble Reports, Billing & Non-Billing)   Image: Constraint of the calls for TR, Billing & Non-Billing   Image: Constraint of the calls for TR, Billing	Refunds			-		-									
Image: Market and and a gray with a second s to reach live agent.   Total # of calls for TR, Billing & Non-Billing   Image: Market agent agent   Image: Market agent			Monthly amount of refunds	\$ 85.62	\$ -	\$-									
ive agent (w/a menu option to reach live agent). Total # of call seconds to reach live agent															
%     60 seconds	live agent (w/a menu	option to reach live agent).													
			%<_60 seconds												

Primary Utility Contact Information

Name:

\_\_\_\_\_

Phone:

Email:

Company Name: Reporting Unit Type:		Hornitos Telephone Company			General Orde	U#: 1011			Report Year: 2021					
		□ Total Company ☑ Exchange □ Wire Center	Reporting Unit Name:					Mt. Bullion						
				Date filed			Date filed			Date filed		Date filed		
	Measurement (Compile n	nonthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarte	
			Jan	Feb	Mar	Apr	2nd Quarter May	Jun	July	Aug Aug	Sept	Oct	4th Quarte Nov	r Dec
		Total # of business days	0	2	0	141	indy	• • •	culy	7.0.9	0001			200
Installation Interva		Total # of service orders	0	2	0									
Min. standard = 5 bus. days		Avg. # of business days	#DIV/0!	1.00	#DIV/0!									
		Total # of installation commitments	0	2	0									
Installation Comm	itment	Total # of installation commitment met	0	2	0									
Min. standard = 95%	6 commitment met	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				1									
	T	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
P	units w/≥ 3,000 lines)	% of trouble reports												
Min. Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
		Total # of trouble reports												
	units w/ 1,001 - 2,355 intes/	% of trouble reports			1									
	10% (10 per 100 working lines	Total # of working lines	76	77	78									
	for units w/ $\leq$ 1,000 lines)	Total # of trouble reports	9	1	3									
		% of trouble reports	11.84%	1.30%	3.85%									
		Total # of outage report tickets	9	1	1									
		Total # of repair tickets restored in ≤ 24hrs	9	1	1									
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
Out of Service Rep	oort	Sum of the duration of all outages (hh:mm)	22.92	5.27	0									
Min. standard = 90%	6 within 24 hrs	Avg. outage duration (hh:mm)	2.55	5.27	0.00									
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	9	1	1									
Out of Service Rep	ort	Total # of repair tickets restored in < 24hrs	7	0	1									
Out of Service Kep		% 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 (Trout	ole Reports, Billing & Non-Billing)													
	6 of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing			1									
live agent (w/a men	u option to reach live agent).	Total # of call seconds to reach live agent												
	- /	%<_60 seconds	1		1									
					1									

Primary Utility Contact Information

Name:

Phone:

Email: