

**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
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	15	4	12	58	3	5						
	Total # of service orders	2	3	1	3	1	1						
	Avg. # of business days	7.50	1.33	12.00	19.33	3.00	5.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	2	3	1	3	1	1						
	Total # of installation commitment met	2	3	0	2	1	1						
	Total # of installation commitment missed	0	0	0	1	0	0						
	% of commitment met	100%	100%	0%	67%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Customers</b>	Acct # for voice or bundle, res+bus	273	275	275	276	276	274						
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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	339	340	341					
		Total # of trouble reports	14	4	8	1	4	8					
		% of trouble reports	4.14%	1.18%	2.35%	0.29%	1.18%	2.35%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	11	4	3	0	4	8						
	Total # of repair tickets restored in ≤ 24hrs	11	3	3	0	4	7						
	% of repair tickets restored ≤ 24 Hours	100%	75%	100%	#DIV/0!	100%	88%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	33.85	174.9	2.43	0	7.53	398.1						
	Avg. outage duration (hh:mm)	3.08	43.73	0.81	#DIV/0!	1.88	49.76	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Indicate if catastrophic event is in a month												
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	11	4	3	0	4	8						
	Total # of repair tickets restored in ≤ 24hrs	7	0	2	0	1	2						
	% of repair tickets restored ≤ 24 Hours	64%	0%	67%	#DIV/0!	25%	25%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	1057.53	502.7	160.37	0	252.85	890.9						
	Avg. outage duration (hh:mm)	96.14	125.68	53.46	#DIV/0!	63.21	111.36	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Refunds</b>	Number of customers who received refunds	5	7	0	1	0	4						
	Monthly amount of refunds	\$ 130.67	\$ 192.94	\$ -	\$ 33.50	\$ -	\$ 99.20						
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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](mailto: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: 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
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	9	0	0	9	0	5						
	Total # of service orders	1	0	0	1	0	1						
	Avg. # of business days	9.00	#DIV/0!	#DIV/0!	9.00	#DIV/0!	5.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	1	0	0	1	0	1						
	Total # of installation commitment met	1	0	0	1	0	1						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	100%	#DIV/0!	#DIV/0!	100%	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Customers</b>	Acct # for voice or bundle, res+bus	96	96	95	97	97	97						
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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	112	113	113					
		Total # of trouble reports	1	1	1	0	0	2					
		% of trouble reports	0.89%	0.89%	0.89%	0.00%	0.00%	1.77%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	1	0	0	0	2						
	Total # of repair tickets restored in ≤ 24hrs	1	1	0	0	0	2						
	% of repair tickets restored ≤ 24 Hours	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	4.37	2.75	0	0	0	6.55						
	Avg. outage duration (hh:mm)	4.37	2.75	#DIV/0!	#DIV/0!	#DIV/0!	3.28	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Indicate if catastrophic event is in a month												
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	1	1	0	0	0	2						
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	1						
	% of repair tickets restored ≤ 24 Hours	0%	0%	#DIV/0!	#DIV/0!	#DIV/0!	50%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	510.57	116.32	0	0	0	34.83						
	Avg. outage duration (hh:mm)	510.57	116.32	#DIV/0!	#DIV/0!	#DIV/0!	17.42	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Refunds</b>	Number of customers who received refunds	0	3	0	0	0	2						
	Monthly amount of refunds	\$ -	\$ 128.40	\$ -	\$ -	\$ -	\$ 48.10						
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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: 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
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	0	0	0	0	0	0						
	Total # of service orders	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!	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	0	0	0	0	0	0						
	Total # of installation commitment met	0	0	0	0	0	0						
	Total # of installation commitment missed	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!	
<b>Customers</b>	Acct # for voice or bundle, res+bus	22	22	22	20	21	21						
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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	34	33	35					
		Total # of trouble reports	0	1	1	0	1	1					
		% of trouble reports	0.00%	2.86%	2.86%	0.00%	3.03%	2.86%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	1	1	0	1	1						
	Total # of repair tickets restored in ≤ 24hrs	0	0	1	0	1	1						
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	0%	100%	#DIV/0!	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	0	166.35	0	0	0	9.65						
	Avg. outage duration (hh:mm)	#DIV/0!	166.35	0.00	#DIV/0!	0.00	9.65	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Indicate if catastrophic event is in a month												
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	0	1	1	0	1	1						
	Total # of repair tickets restored in ≤ 24hrs	0	0	1	0	1	0						
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	0%	100%	#DIV/0!	100%	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	0	190.35	6.8	0	2.57	130.23						
	Avg. outage duration (hh:mm)	#DIV/0!	190.35	6.80	#DIV/0!	2.57	130.23	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Refunds</b>	Number of customers who received refunds	1	0	0	0	0	0						
	Monthly amount of refunds	\$ 34.50	\$ -	\$ -	\$ -	\$ -	\$ -						
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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: 2021  
 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
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	6	2	12	49	0	0						
	Total # of service orders	1	1	1	2	0	0						
	Avg. # of business days	6.00	2.00	12.00	24.50	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	1	1	1	2	0	0						
	Total # of installation commitment met	1	1	0	1	0	0						
	Total # of installation commitment missed	0	0	1	0	0	0						
	% of commitment met	100%	100%	0%	50%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Customers</b>	Acct # for voice or bundle, res+bus	84	84	85	87	87	86						
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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	116	118	117					
		Total # of trouble reports	4	1	3	1	3	5					
		% of trouble reports	3.48%	0.86%	2.61%	0.86%	2.54%	4.27%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	1	1	0	3	5						
	Total # of repair tickets restored in < 24hrs	1	1	1	0	3	4						
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	#DIV/0!	100%	80%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	6.57	0.53	2.43	0	7.53	381.9						
	Avg. outage duration (hh:mm)	6.57	0.53	2.43	#DIV/0!	2.51	76.38	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Indicate if catastrophic event is in a month													
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	1	1	1	0	3	5						
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	1						
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	#DIV/0!	0%	20%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	436.4	95.57	136.75	0.00	250.27	725.83						
	Avg. outage duration (hh:mm)	436.40	95.57	136.75	#DIV/0!	83.42	145.17	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Refunds</b>	Number of customers who received refunds	3	0	0	1	0	2						
	Monthly amount of refunds	\$ 85.62	\$ -	\$ -	\$ 33.50	\$ -	\$ 51.10						
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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: 2021  
 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
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	0	2	0	0	3	0						
	Total # of service orders	0	2	0	0	1	0						
	Avg. # of business days	#DIV/0!	1.00	#DIV/0!	#DIV/0!	3.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	0	2	0	0	1	0						
	Total # of installation commitment met	0	2	0	0	1	0						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	#DIV/0!	100%	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Customers</b>	Acct # for voice or bundle, res+bus	71	73	73	72	71	70						
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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	77	76	76					
		Total # of trouble reports	9	1	3	0	0	0					
		% of trouble reports	11.84%	1.30%	3.85%	0.00%	0.00%	0.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	9	1	1	0	0	0						
	Total # of repair tickets restored in ≤ 24hrs	9	1	1	0	0	0						
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	22.92	5.27	0	0	0	0						
	Avg. outage duration (hh:mm)	2.55	5.27	0.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Indicate if catastrophic event is in a month												
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	9	1	1	0	0	0						
	Total # of repair tickets restored in ≤ 24hrs	7	0	1	0	0	0						
	% of repair tickets restored ≤ 24 Hours	78%	0%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	110.58	100.47	16.83	0	0	0						
	Avg. outage duration (hh:mm)	12.29	100.47	16.83	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Refunds</b>	Number of customers who received refunds	1	4	0	0	0	0						
	Monthly amount of refunds	\$ 10.55	\$ 64.54	\$ -	\$ -	\$ -	\$ -						
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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)  
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