

**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)		05/05/21			08/11/21			11/09/21			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	58	3	5	0	8	17			
	Total # of service orders	2	3	1	3	1	1	0	2	4			
	Avg. # of business days	7.50	1.33	12.00	19.33	3.00	5.00	#DIV/0!	4.00	4.25			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2	3	1	3	1	1	0	2	4			
	Total # of installation commitment met	2	3	0	2	1	1	0	2	3			
	Total # of installation commitment missed	0	0	0	1	0	0	0	0	1			
	% of commitment met	100%	100%	0%	67%	100%	100%	#DIV/0!	100%	75%			
Customers	Acct # for voice or bundle, res+bus	273	275	275	276	276	274	271	272	273			
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	339	340	341	339	335	338		
		Total # of trouble reports	14	4	8	1	4	8	21	3	2		
		% of trouble reports	4.14%	1.18%	2.35%	0.29%	1.18%	2.35%	6.19%	0.90%	0.59%		
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	11	4	3	0	4	8	19	1	2			
	Total # of repair tickets restored in ≤ 24hrs	11	3	3	0	4	7	7	1	2			
	% of repair tickets restored ≤ 24 Hours	100%	75%	100%	#DIV/0!	100%	88%	37%	100%	100%			
	Sum of the duration of all outages (hh:mm)	33.85	174.9	2.43	0	7.53	398.1	408.02	3.93	12.28			
	Avg. outage duration (hh:mm)	3.08	43.73	0.81	#DIV/0!	1.88	49.76	21.47	3.93	6.14			
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	11	4	3	0	4	8	19	1	2			
	Total # of repair tickets restored in ≤ 24hrs	7	0	2	0	1	2	5	0	0			
	% of repair tickets restored ≤ 24 Hours	64%	0%	67%	#DIV/0!	25%	25%	26%	0%	0%			
	Sum of the duration of all outages (hh:mm)	1057.53	502.7	160.37	0	252.85	890.9	1014.47	47.18	289.03			
	Avg. outage duration (hh:mm)	96.14	125.68	53.46	#DIV/0!	63.21	111.36	53.39	47.18	144.52			
	Number of customers who received refunds	5	7	0	1	0	4	0	0	2			
Refunds	Monthly amount of refunds	\$ 130.67	\$ 192.94	\$ -	\$ 33.50	\$ -	\$ 99.20	\$ -	\$ -	\$ 39.87			
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: 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	9	0	5	0	5	10			
	Total # of service orders	1	0	0	1	0	1	0	1	2			
	Avg. # of business days	9.00	#DIV/0!	#DIV/0!	9.00	#DIV/0!	5.00	#DIV/0!	5.00	5.00			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	0	0	1	0	1	0	1	2			
	Total # of installation commitment met	1	0	0	1	0	1	0	1	1			
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	1			
	% of commitment met	100%	#DIV/0!	#DIV/0!	100%	#DIV/0!	100%	#DIV/0!	100%	50%			
Customers	Acct # for voice or bundle, res+bus	96	96	95	97	97	97	95	95	97			
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	112	113	113	112	110	112		
		Total # of trouble reports	1	1	1	0	0	2	15	2	0		
		% of trouble reports	0.89%	0.89%	0.89%	0.00%	0.00%	1.77%	13.39%	1.82%	0.00%		
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	1	0	0	0	2	15	0	0			
	Total # of repair tickets restored in < 24hrs	1	1	0	0	0	2	4	0	0			
	% of repair tickets restored ≤ 24 Hours	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	100%	27%	#DIV/0!	#DIV/0!			
	Sum of the duration of all outages (hh:mm)	4.37	2.75	0	0	0	6.55	372.53	0	0			
	Avg. outage duration (hh:mm)	4.37	2.75	#DIV/0!	#DIV/0!	#DIV/0!	3.28	24.84	#DIV/0!	#DIV/0!			
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	1	1	0	0	0	2	15	0	0			
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	1	4	0	0			
	% of repair tickets restored ≤ 24 Hours	0%	0%	#DIV/0!	#DIV/0!	#DIV/0!	50%	27%	#DIV/0!	#DIV/0!			
	Sum of the duration of all outages (hh:mm)	510.57	116.32	0	0	0	34.83	372.55	0	0			
	Avg. outage duration (hh:mm)	510.57	116.32	#DIV/0!	#DIV/0!	#DIV/0!	17.42	24.84	#DIV/0!	#DIV/0!			
Refunds	Number of customers who received refunds	0	3	0	0	0	2	0	0	0			
	Monthly amount of refunds	\$ -	\$ 128.40	\$ -	\$ -	\$ -	\$ 48.10	\$ -	\$ -	\$ -			
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: _____

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
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!	#DIV/0!	
Customers	Acct # for voice or bundle, res+bus	22	22	22	20	21	21	20	20	19			
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	34	33	35	35	33	33		
		Total # of trouble reports	0	1	1	0	1	1	1	0	0		
		% of trouble reports	0.00%	2.86%	2.86%	0.00%	3.03%	2.86%	2.86%	0.00%	0.00%		
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	1	1	0	1	1	1	0	0			
	Total # of repair tickets restored in < 24hrs	0	0	1	0	1	1	1	0	0			
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	0%	100%	#DIV/0!	100%	100%	100%	#DIV/0!	#DIV/0!			
	Sum of the duration of all outages (hh:mm)	0	166.35	0	0	0	9.65	3.3	0	0			
	Avg. outage duration (hh:mm)	#DIV/0!	166.35	0.00	#DIV/0!	0.00	9.65	3.30	#DIV/0!	#DIV/0!			
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	0	1	1	0	1	1	1	0	0			
	Total # of repair tickets restored in < 24hrs	0	0	1	0	1	0	1	0	0			
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	0%	100%	#DIV/0!	100%	0%	100%	#DIV/0!	#DIV/0!			
	Sum of the duration of all outages (hh:mm)	0	190.35	6.8	0	2.57	130.23	23.05	0	0			
	Avg. outage duration (hh:mm)	#DIV/0!	190.35	6.80	#DIV/0!	2.57	130.23	23.05	#DIV/0!	#DIV/0!			
Refunds	Number of customers who received refunds	1	0	0	0	0	0	0	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

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: 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	49	0	0	0	3	7			
	Total # of service orders	1	1	1	2	0	0	0	1	2			
	Avg. # of business days	6.00	2.00	12.00	24.50	#DIV/0!	#DIV/0!	#DIV/0!	3.00	3.50			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	1	1	2	0	0	0	1	2			
	Total # of installation commitment met	1	1	0	1	0	0	0	1	2			
	Total # of installation commitment missed	0	0	1	0	0	0	0	0	0			
% of commitment met	100%	100%	0%	50%	#DIV/0!	#DIV/0!	#DIV/0!	100%	100%				
Customers	Acct # for voice or bundle, res+bus	84	84	85	87	87	86	86	87	87			
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	116	118	117	117	117	118		
		Total # of trouble reports	4	1	3	1	3	5	4	1	2		
		% of trouble reports	3.48%	0.86%	2.61%	0.86%	2.54%	4.27%	3.42%	0.85%	1.69%		
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	1	1	0	3	5	2	1	2			
	Total # of repair tickets restored in < 24hrs	1	1	1	0	3	4	1	1	2			
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	#DIV/0!	100%	80%	50%	100%	100%			
	Sum of the duration of all outages (hh:mm)	6.57	0.53	2.43	0	7.53	381.9	32.18	3.93	12.28			
	Avg. outage duration (hh:mm)	6.57	0.53	2.43	#DIV/0!	2.51	76.38	16.09	3.93	6.14			
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	1	1	1	0	3	5	2	1	2			
	Total # of repair tickets restored in < 24hrs	0	0	0	0	0	1	0	0	0			
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	#DIV/0!	0%	20%	0%	0%	0%			
	Sum of the duration of all outages (hh:mm)	436.4	95.57	136.75	0.00	250.27	725.83	475.65	47.18	289.03			
	Avg. outage duration (hh:mm)	436.40	95.57	136.75	#DIV/0!	83.42	145.17	237.83	47.18	144.52			
Refunds	Number of customers who received refunds	3	0	0	1	0	2	0	0	2			
	Monthly amount of refunds	\$ 85.62	\$ -	\$ -	\$ 33.50	\$ -	\$ 51.10	\$ -	\$ -	\$ 39.87			
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: _____

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: 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	0	3	0	0	0	0	0			
	Total # of service orders	0	2	0	0	1	0	0	0	0	0			
	Avg. # of business days	#DIV/0!	1.00	#DIV/0!	#DIV/0!	3.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!				
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	2	0	0	1	0	0	0	0				
	Total # of installation commitment met	0	2	0	0	1	0	0	0	0				
	Total # of installation commitment missed	0	0	0	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!				
Customers	Acct # for voice or bundle, res+bus	71	73	73	72	71	70	70	70	70				
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	77	76	76	75	75	75			
		Total # of trouble reports	9	1	3	0	0	0	1	0	0			
		% of trouble reports	11.84%	1.30%	3.85%	0.00%	0.00%	0.00%	1.33%	0.00%	0.00%			
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	9	1	1	0	0	0	1	0	0				
	Total # of repair tickets restored in < 24hrs	9	1	1	0	0	0	1	0	0				
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!				
	Sum of the duration of all outages (hh:mm)	22.92	5.27	0	0	0	0	0	0	0				
	Avg. outage duration (hh:mm)	2.55	5.27	0.00	#DIV/0!	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!				
	Indicate if catastrophic event is in a month													
Unadjusted Out of Service Report	Total # of outage report tickets	9	1	1	0	0	0	1	0	0				
	Total # of repair tickets restored in < 24hrs	7	0	1	0	0	0	1	0	0				
	% of repair tickets restored ≤ 24 Hours	78%	0%	100%	#DIV/0!	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!				
	Sum of the duration of all outages (hh:mm)	110.58	100.47	16.83	0	0	0	143.23	0	0				
	Avg. outage duration (hh:mm)	12.29	100.47	16.83	#DIV/0!	#DIV/0!	#DIV/0!	143.23	#DIV/0!	#DIV/0!				
Refunds	Number of customers who received refunds	1	4	0	0	0	0	0	0	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													

Primary Utility Contact Information

Name: _____

Phone: _____

Email: _____

Date Adopted: 7/28/09
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