

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

Company Name: Hornitos Telephone Company

U#: 1011

Report Year: 2025

Reporting Unit Type: ☒ Total Company ☐ Exchange ☐ Wire Center

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		05/05/25											
		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	11	1	1									
	Total # of service orders	1	1	1									
	Avg. # of business days	11.00	1.00	1.00									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	1	1									
	Total # of installation commitment met	0	1	1									
	Total # of installation commitment missed	1	0	0									
	% of commitment met	0%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	201	198	197									
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	255	254	251								
		Total # of trouble reports	3	6	6								
		% of trouble reports	1.18%	2.36%	2.39%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	5	5									
	Total # of repair tickets restored in ≤ 24hrs	2	3	3									
	% of repair tickets restored ≤ 24 Hours	100%	60%	60%									
	Sum of the duration of all outages (hh:mm)	10.67	99.78	416.43									
	Avg. outage duration (hh:mm)	5.34	19.96	83.29									
	Indicate if catastrophonc event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	2	5	5									
	Total # of repair tickets restored in ≤ 24hrs	0	2	2									
	% of repair tickets restored ≤ 24 Hours	0%	40%	40%									
	Sum of the duration of all outages (hh:mm)	386.46	200.14	889.89									
	Avg. outage duration (hh:mm)	193.23	40.03	177.98									
Refunds	Number of customers who received refunds	1	2	0									
	Monthly amount of refunds	\$ 25.55	\$ 51.10	\$ -									
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

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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)

*The new raw data format can be found in the last 3 tabs of this excel file - beginning Q2 2023..