

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

Company Name: Hornitos Telephone Company

U#: 1011

Report Year: 2020

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	2	6	2	19	3	21	1	33	27			
	Total # of service orders	2	3	2	5	1	2	1	4	2			
	Avg. # of business days	1.00	2.00	1.00	3.80	3.00	10.50	1.00	8.25	13.50	#DIV/0!	#DIV/0!	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2	3	2	5	1	2	1	4	2			
	Total # of installation commitment met	2	3	2	4	1	2	1	2	1			
	Total # of installation commitment missed	0	0	0	1	0	0	0	2	1			
	% of commitment met	100%	100%	100%	80%	100%	100%	100%	50%	50%	#DIV/0!	#DIV/0!	
Customers	Acct # for voice or bundle, res+bus	294	294	287	289	290	289	282	283	282			
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	364	362	359	355	355	355	353	348	347		
		Total # of trouble reports	9	15	9	7	8	5	21	41	19		
		% of trouble reports	2.47%	4.14%	2.51%	1.97%	2.25%	1.41%	5.95%	11.78%	5.48%	#DIV/0!	#DIV/0!
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	8	8	7	6	6	4	21	40	19			
	Total # of repair tickets restored in ≤ 24hrs	7	6	6	5	5	3	11	32	11			
	% of repair tickets restored ≤ 24 Hours	88%	75%	86%	83%	83%	75%	52%	80%	58%	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	359.45	601.93	64.07	96.4	55.35	190.08	957.27	1236.55	570.83			
	Avg. outage duration (hh:mm)	44.93	75.24	9.15	16.07	9.23	47.52	45.58	30.91	30.04	#DIV/0!	#DIV/0!	
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	8	8	7	6	6	4	21	40	19			
	Total # of repair tickets restored in ≤ 24hrs	1	4	1	0	3	0	7	11	8			
	% of repair tickets restored ≤ 24 Hours	13%	50%	14%	0%	50%	0%	33%	28%	42%	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	1483.98	945.87	1163.77	1050.53	391.95	1212.38	2377.85	4106.27	1297.35			
	Avg. outage duration (hh:mm)	185.50	118.23	166.25	175.09	65.33	303.10	113.23	102.66	68.28	#DIV/0!	#DIV/0!	
Refunds	Number of customers who received refunds	3	5	2	0	0	0	0	1	1			
	Monthly amount of refunds	\$ 58.07	\$ 149.65	\$ 63.45	\$ -	\$ -	\$ -	\$ -	\$ 30.04	\$ 32.05			
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: 2020

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	1	2	1	14	0	5	0	14	27			
	Total # of service orders	1	1	1	2	0	1	0	2	2			
	Avg. # of business days	1.00	2.00	1.00	7.00	#DIV/0!	5.00	#DIV/0!	7.00	13.50	#DIV/0!	#DIV/0!	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	1	1	2	0	1	0	2	2			
	Total # of installation commitment met	1	1	1	1	0	1	0	1	1			
	Total # of installation commitment missed	0	0	0	1	0	0	0	1	1			
	% of commitment met	100%	100%	100%	50%	#DIV/0!	100%	#DIV/0!	50%	50%	#DIV/0!	#DIV/0!	
Customers	Acct # for voice or bundle, res+bus	102	103	99	98	98	97	95	96	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	118	119	119	116	114	113	112	111	112		
		Total # of trouble reports	0	2	1	1	0	0	4	0	0		
		% of trouble reports	0.00%	1.68%	0.84%	0.86%	0.00%	0.00%	3.57%	0.00%	0.00%	#DIV/0!	#DIV/0!
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	1	1	0	0	0	4	0	0			
	Total # of repair tickets restored in ≤ 24hrs	0	1	1	0	0	0	2	0	0			
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	50%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	0	3.45	3.52	0	0	0	60.23	0	0			
	Avg. outage duration (hh:mm)	#DIV/0!	3.45	3.52	#DIV/0!	#DIV/0!	#DIV/0!	15.06	#DIV/0!	#DIV/0!	#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	0	0	4	0	0			
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	0	0			
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	0%	0%	#DIV/0!	#DIV/0!	#DIV/0!	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	0	99.28	24.58	0	0	0	352.43	0	0			
	Avg. outage duration (hh:mm)	#DIV/0!	99.28	24.58	#DIV/0!	#DIV/0!	#DIV/0!	88.11	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Refunds	Number of customers who received refunds	3	1	1	0	0	0	0	0	0			
	Monthly amount of refunds	\$ 58.07	\$ 26.55	\$ 31.05	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
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: 2020

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!	
Customers	Acct # for voice or bundle, res+bus	22	22	21	21	21	22	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	36	36	35	35	35	35	36	36	35		
		Total # of trouble reports	0	1	0	0	2	0	0	1	0		
		% of trouble reports	0.00%	2.78%	0.00%	0.00%	5.71%	0.00%	0.00%	2.78%	0.00%	#DIV/0!	#DIV/0!
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	1	0	0	2	0	0	1	0	#DIV/0!	#DIV/0!	
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	2	0	0	1	0	#DIV/0!	#DIV/0!	
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	0%	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	0	404.38	0	0	17.65	0	0	7.93	0	#DIV/0!	#DIV/0!	
	Avg. outage duration (hh:mm)	#DIV/0!	404.38	#DIV/0!	#DIV/0!	8.83	#DIV/0!	#DIV/0!	7.93	#DIV/0!	#DIV/0!	#DIV/0!	
	Indicate if catastrophic event is in a month												
	Unadjusted Out of Service Report	Total # of outage report tickets	0	1	0	0	2	0	0	1	0	#DIV/0!	#DIV/0!
Total # of repair tickets restored in ≤ 24hrs		0	0	0	0	2	0	0	1	0	#DIV/0!	#DIV/0!	
% of repair tickets restored ≤ 24 Hours		#DIV/0!	0%	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!	
Sum of the duration of all outages (hh:mm)		0	555.62	0	0	17.63	0	0	12.13	0	#DIV/0!	#DIV/0!	
Avg. outage duration (hh:mm)		#DIV/0!	555.62	#DIV/0!	#DIV/0!	8.82	#DIV/0!	#DIV/0!	12.13	#DIV/0!	#DIV/0!	#DIV/0!	
Refunds	Number of customers who received refunds	0	0	1	0	0	0	0	0	0			
	Monthly amount of refunds	\$ -	\$ -	\$ 32.40	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
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

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Date Adopted: 7/28/09
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 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: 2020
Reporting Unit Name: Hornitos

Measurement (Compile monthly, file quarterly)	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	1	1	1	3	16	1	0	0	
Installation Commitment Min. standard = 95% commitment met	Total # of service orders	0	1	1	1	1	1	1	0	0			
	Avg. # of business days	#DIV/0!	1.00	1.00	1.00	3.00	16.00	1.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Total # of installation commitments	0	1	1	1	1	1	1	0	0			
Customers	Total # of installation commitment met	0	1	1	1	1	1	1	0	0			
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
	% of commitment met	#DIV/0!	100%	100%	100%	100%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Customer Trouble Report	Acct # for voice or bundle, res+bus	87	88	88	89	90	89	87	87	86			
Min. Standard	Total # of working lines												
	Total # of trouble reports												
	% of trouble reports												
	Total # of working lines												
	Total # of trouble reports												
	% of trouble reports												
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of working lines	121	120	120	120	120	121	120	118	117			
	Total # of trouble reports	5	6	5	4	4	4	7	5	3			
	% of trouble reports	4.13%	5.00%	4.17%	3.33%	3.33%	3.31%	5.83%	4.24%	2.56%	#DIV/0!	#DIV/0!	
	Total # of outage report tickets	4	3	5	4	3	3	7	5	3			
	Total # of repair tickets restored in < 24hrs	3	2	4	4	2	2	1	2	1			
	% of repair tickets restored ≤ 24 Hours	75%	67%	80%	100%	67%	67%	14%	40%	33%	#DIV/0!	#DIV/0!	
Unadjusted Out of Service Report	Sum of the duration of all outages (hh:mm)	340.97	193.52	57.85	18.85	27.48	184.1	588.78	547.72	170.78			
	Avg. outage duration (hh:mm)	85.24	64.51	11.57	4.71	9.16	61.37	84.11	109.54	56.93	#DIV/0!	#DIV/0!	
	Indicate if catastrophic event is in a month												
	Total # of outage report tickets	4	3	5	4	3	3	7	5	3			
	Total # of repair tickets restored in < 24hrs	1	1	1	0	0	0	1	0	0			
	% of repair tickets restored ≤ 24 Hours	25%	33%	20%	0%	0%	0%	14%	0%	0%	#DIV/0!	#DIV/0!	
Refunds	Sum of the duration of all outages (hh:mm)	748.28	243.15	998.13	640.40	368.57	877.4	1393.62	1037.3	650.57			
	Avg. outage duration (hh:mm)	187.07	81.05	199.63	160.10	122.86	292.47	199.09	207.46	216.86	#DIV/0!	#DIV/0!	
	Number of customers who received refunds	0	2	0	0	0	0	0	0	1			
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).	Monthly amount of refunds	\$ -	\$ 63.05	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 32.05			
	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: 2020
 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	1	3	0	4	0	0	0	19	0			
	Total # of service orders	1	1	0	2	0	0	0	2	0			
	Avg. # of business days	1.00	3.00	#DIV/0!	2.00	#DIV/0!	#DIV/0!	#DIV/0!	9.50	#DIV/0!	#DIV/0!	#DIV/0!	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	1	0	2	0	0	0	2	0			
	Total # of installation commitment met	1	1	0	2	0	0	0	1	0			
	Total # of installation commitment missed	0	0	0	0	0	0	0	1	0			
	% of commitment met	100%	100%	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!	50%	#DIV/0!	#DIV/0!	#DIV/0!	
Customers	Acct # for voice or bundle, res+bus	83	81	79	81	81	81	78	78	77			
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	89	87	85	84	86	86	85	83	83			
	Total # of trouble reports	4	6	3	2	2	1	10	35	16			
	% of trouble reports	4.49%	6.90%	3.53%	2.38%	2.33%	1.16%	11.76%	42.17%	19.28%	#DIV/0!	#DIV/0!	
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	4	3	1	2	1	1	10	34	16			
	Total # of repair tickets restored in ≤ 24hrs	4	3	1	1	1	1	8	29	10			
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	50%	100%	100%	80%	85%	63%	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	18.48	0.58	2.7	77.55	10.22	5.98	308.25	680.9	400.05			
	Avg. outage duration (hh:mm)	4.62	0.19	2.70	38.78	10.22	5.98	30.83	20.03	25.00	#DIV/0!	#DIV/0!	
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	4	3	1	2	1	1	10	34	16			
	Total # of repair tickets restored in ≤ 24hrs	0	3	0	0	1	0	6	10	8			
	% of repair tickets restored ≤ 24 Hours	0%	100%	0%	0%	100%	0%	60%	29%	50%	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	735.68	47.82	141.05	410.13	5.77	334.98	631.8	3056.83	646.78			
	Avg. outage duration (hh:mm)	183.92	15.94	141.05	205.07	5.77	334.98	63.18	89.91	40.42	#DIV/0!	#DIV/0!	
Refunds	Number of customers who received refunds	0	2	0	0	0	0	1	0				
	Monthly amount of refunds	\$ -	\$ 60.05	\$ -	\$ -	\$ -	\$ -	\$ 30.04	\$ -				
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: _____

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