

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

Company Name: Hornitos Telephone Company

U#: 1011

Report Year: 2016

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company

Revised

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2016)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (03/06/2017)			
		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	37	11	31	23	20	24	2	10	4	0	4	
	Total # of service orders	4	7	6	17	11	7	6	2	8	1	0	2	
	Avg. # of business days	3.75	5.29	1.83	1.82	2.09	2.86	4.00	1.00	1.25	4.00	#DIV/0!	2.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	4	7	6	17	11	7	6	2	8	1	0	2	
	Total # of installation commitment met	4	7	6	16	11	7	6	2	8	1	0	2	
	Total # of installation commitment missed	0	0	0	1	0	0	0	0	0	0	0	0	
	% of commitment met	100%	100%	100%	94%	100%	100%	100%	100%	100%	100%	#DIV/0!	100%	
Customers	Acct # for voice or bundle, res+bus								428	428	413	406	405	
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	515	513	515	506	503	503	499	505	503	498	493	488
		Total # of trouble reports	15	18	56	16	9	12	11	1	42	5	11	10
		% of trouble reports	2.91%	3.51%	10.87%	3.16%	1.79%	2.39%	2.20%	0.20%	8.35%	1.00%	2.23%	2.05%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	9	15	14	8	4	9	4	1	39	2	9	9	
	Total # of repair tickets restored in ≤ 24hrs	7	14	12	8	4	9	4	1	16	2	9	9	
	% of repair tickets restored ≤ 24 Hours	78%	93%	86%	100%	100%	100%	100%	100%	41%	100%	100%	100%	
	Sum of the duration of all outages (hh:mm)	97.77	128.82	157.93	71.23	23.08	30.25	8.63	6.38	2074.75	7.82	36.32	34.58	
	Avg. outage duration (hh:mm)	10.86	8.59	11.28	8.90	5.77	3.36	2.16	6.38	53.20	3.91	4.04	3.84	
	Indicate if catastrophic event is in a month								No	No	No	No	No	
Unadjusted Out of Service Report	Total # of outage report tickets								1	39	2	9	9	
	Total # of repair tickets restored in ≤ 24hrs								1	14	2	4	5	
	% of repair tickets restored ≤ 24 Hours								100%	36%	100%	44%	56%	
	Sum of the duration of all outages (hh:mm)								23.16	2183.95	25.67	380.03	341.55	
	Avg. outage duration (hh:mm)								23.16	56.00	12.84	42.23	37.95	
Refunds	Number of customers who received refunds								-	1	-	2	29	
	Monthly amount of refunds								\$ -	\$ 40.95	\$ -	\$ 50.10	\$ 537.01	
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: 2016

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Catheys Valley

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2016)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (xx/xx/xxxx)			
		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	10	13	5	9	2	14	12	1	7	0	0	0	
	Total # of service orders	3	4	3	9	2	3	3	1	5	0	0	0	
	Avg. # of business days	3.33	3.25	1.67	1.00	1.00	4.67	4.00	1.00	1.40	#DIV/0!	#DIV/0!	#DIV/0!	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	3	4	3	9	2	3	3	1	5	0	0	0	
	Total # of installation commitment met	3	4	3	9	2	3	3	1	5	0	0	0	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	
Customers	Acct # for voice or bundle, res+bus							147	147	141	140	138		
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	168	168	169	164	161	161	161	166	167	165	164	164
		Total # of trouble reports	4	3	12	3	1	4	2	0	38	1	5	1
		% of trouble reports	2.38%	1.79%	7.10%	1.83%	0.62%	2.48%	1.24%	0.00%	22.75%	0.61%	3.05%	0.61%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	3	0	0	0	3	0	0	35	0	5	1	
	Total # of repair tickets restored in ≤ 24hrs	1	3	0	0	0	3	0	0	15	0	5	1	
	% of repair tickets restored ≤ 24 Hours	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!	43%	#DIV/0!	100%	100%	
	Sum of the duration of all outages (hh:mm)	2.32	17.77	0	0	0	4.02	0	0	1852.2	0	16.5	1.88	
	Avg. outage duration (hh:mm)	2.32	5.92	#DIV/0!	#DIV/0!	#DIV/0!	1.34	#DIV/0!	#DIV/0!	52.92	#DIV/0!	3.30	1.88	
	Indicate if catastrophic event is in a month							No	No	No	No	No		
Unadjusted Out of Service Report	Total # of outage report tickets							0	35	0	5	1		
	Total # of repair tickets restored in ≤ 24hrs							0	13	0	1	1		
	% of repair tickets restored ≤ 24 Hours							#DIV/0!	37%	#DIV/0!	20%	100%		
	Sum of the duration of all outages (hh:mm)							0	1961.42		298.62	22.77		
	Avg. outage duration (hh:mm)							#DIV/0!	56.04	#DIV/0!	59.72	22.77		
Refunds	Number of customers who received refunds							0	1	0	1	26		
	Monthly amount of refunds							\$ -	\$ 40.95	\$ -	\$ 25.05	\$ 455.41		
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)
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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

U#: 1011

Report Year: 2016

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Exchequer

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2016)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (xx/xx/xxxx)			
		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	2	0	2	0	0	0	0	0	0	0	
	Total # of service orders	0	0	1	0	1	0	0	0	0	0	0	0	
	Avg. # of business days	0.00	#DIV/0!	2.00	#DIV/0!	2.00	#DIV/0!	0.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	0	1	0	1	0	0	0	0	0	0	0	
	Total # of installation commitment met	0	0	1	0	1	0	0	0	0	0	0	0	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	#DIV/0!	#DIV/0!	100%	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Customers	Acct # for voice or bundle, res+bus							32	32	31	30	30		
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	52	52	51	50	50	51	51	50	49	48	47	47
		Total # of trouble reports	0	0	6	5	2	0	6	0	0	0	2	2
		% of trouble reports	0.00%	0.00%	11.76%	10.00%	4.00%	0.00%	11.76%	0.00%	0.00%	0.00%	4.26%	4.26%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	2	3	2	0	3	0	0	0	0	1	
	Total # of repair tickets restored in ≤ 24hrs	0	0	1	3	2	0	3	0	0	0	0	1	
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	50%	100%	100%	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100%	
	Sum of the duration of all outages (hh:mm)	0	0	51.73	48.48	12.95	0	6.57	0	0	0	0	7.37	
	Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	25.87	16.16	6.48	#DIV/0!	2.19	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	7.37	
	Indicate if catastrophic event is in a month							No	No	No	No	No		
Unadjusted Out of Service Report	Total # of outage report tickets							0	0	0	0	0	1	
	Total # of repair tickets restored in ≤ 24hrs							0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours							#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0%	
	Sum of the duration of all outages (hh:mm)							0	0	0	0	0	77.05	
	Avg. outage duration (hh:mm)							#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	77.05	
Refunds	Number of customers who received refunds							0	0	0	0	0	0	
	Monthly amount of refunds							\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
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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**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: Hornitos Telephone Company

U#: 1011

Report Year: 2016

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Hornitos

Measurement (Compile monthly, file quarterly)	Date filed (05/16/2016)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (xx/xx/xxxx)			
	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	0	1	7	3	3	0	1	4	0	4
	Total # of service orders	0	1	0	1	2	1	1	0	1	1	0	2
	Avg. # of business days	0.00	1.00	#DIV/0!	1.00	3.50	3.00	0.00	#DIV/0!	1.00	4.00	#DIV/0!	2.00
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	1	0	1	2	1	1	0	1	1	0	2
	Total # of installation commitment met	0	1	0	1	2	1	1	0	1	1	0	2
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
% of commitment met	#DIV/0!	100%	#DIV/0!	100%	100%	100%	100%	#DIV/0!	100%	100%	#DIV/0!	100%	
Customers	Acct # for voice or bundle, res+bus							122	122	118	117	118	
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	154	153	153	153	152	152	151	153	151	151	150
		Total # of trouble reports	6	6	21	7	3	6	2	0	4	3	5
		% of trouble reports	3.90%	3.92%	13.73%	4.58%	1.97%	3.95%	1.32%	0.00%	2.65%	1.99%	3.33%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	4	5	8	4	0	5	0	0	4	2	3	
	Total # of repair tickets restored in ≤ 24hrs	2	5	7	4	0	5	0	0	1	2	3	
	% of repair tickets restored ≤ 24 Hours	50%	100%	88%	100%	#DIV/0!	100%	#DIV/0!	#DIV/0!	25%	100%	100%	
	Sum of the duration of all outages (hh:mm)	63.98	14.63	91.93	13.35	0	24.25	0	0	222.55	7.82	18.4	
	Avg. outage duration (hh:mm)	16.00	2.93	11.49	3.34	#DIV/0!	4.85	#DIV/0!	#DIV/0!	55.64	2.61	3.68	
Indicate if catastrophic event is in a month								No	No	No	No		
Unadjusted Out of Service Report	Total # of outage report tickets							0	4	2	3	2	
	Total # of repair tickets restored in ≤ 24hrs							0	1	2	2	1	
	% of repair tickets restored ≤ 24 Hours							#DIV/0!	25%	100%	67%	50%	
	Sum of the duration of all outages (hh:mm)							0	222.53	25.67	61.7	45.2	
	Avg. outage duration (hh:mm)							#DIV/0!	55.63	12.84	20.57	22.60	
Refunds	Number of customers who received refunds							0	0	0	1	3	
	Monthly amount of refunds							\$ -	\$ -	\$ -	\$ 25.05	\$ 81.60	
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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Date Adopted: 7/28/09
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**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: Hornitos Telephone Company

U#: 1011

Report Year: 2016

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Mt. Bullion

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2016)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (xx/xx/xxxx)			
		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	5	23	4	21	12	3	9	1	2	0	0	0	
	Total # of service orders	1	2	2	7	6	3	2	1	2	0	0	0	
	Avg. # of business days	5.00	11.50	2.00	3.00	2.00	1.00	4.50	1.00	1.00	#DIV/0!	#DIV/0!	#DIV/0!	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	2	2	7	6	3	2	1	2	0	0	0	
	Total # of installation commitment met	1	2	2	6	6	3	2	1	2	0	0	0	
	Total # of installation commitment missed	0	0	0	1	0	0	0	0	0	0	0	0	
	% of commitment met	100%	100%	100%	86%	100%	100%	100%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	
Customers	Acct # for voice or bundle, res+bus							127	127	123	119	119		
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	141	140	142	139	140	139	136	136	136	134	132	128
		Total # of trouble reports	5	9	17	1	3	2	1	1	0	1	1	5
		% of trouble reports	3.55%	6.43%	11.97%	0.72%	2.14%	1.44%	0.74%	0.74%	0.00%	0.75%	0.76%	3.91%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	4	7	4	1	2	1	1	1	0	0	1	5	
	Total # of repair tickets restored in ≤ 24hrs	4	6	4	1	2	1	1	1	0	0	1	5	
	% of repair tickets restored ≤ 24 Hours	100%	86%	100%	100%	100%	100%	100%	100%	#DIV/0!	#DIV/0!	100%	100%	
	Sum of the duration of all outages (hh:mm)	31.47	96.42	14.27	9.4	10.13	1.98	2.07	6.38	0	0	1.42	19.83	
	Avg. outage duration (hh:mm)	7.87	13.77	3.57	9.40	5.07	1.98	2.07	6.38	#DIV/0!	#DIV/0!	1.42	3.97	
	Indicate if catastrophic event is in a month							No	No	No	No	No		
Unadjusted Out of Service Report	Total # of outage report tickets							1	0	0	0	1	5	
	Total # of repair tickets restored in ≤ 24hrs							1	0	0	0	1	3	
	% of repair tickets restored ≤ 24 Hours							100%	#DIV/0!	#DIV/0!	100%	60%		
	Sum of the duration of all outages (hh:mm)							23.16	0	0	19.72	196.52		
	Avg. outage duration (hh:mm)							23.16	#DIV/0!	#DIV/0!	19.72	39.30		
Refunds	Number of customers who received refunds							0	0	0	0	0	0	
	Monthly amount of refunds							\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
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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