

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

Company Name: Hornitos Telephone Company

U#: 1011

Report Year: 2023

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Total Company

| Measurement (Compile monthly, file quarterly)  |   | Date Filed 05/10/23        |          |          | 08/15/23    |          |          | 11/8/2023   |           |           | 4th Quarter |     |     |  |
|--|---|----------------------------|----------|----------|-------------|----------|----------|-------------|-----------|-----------|-------------|-----|-----|--|
|  |   | 1st Quarter                |          |          | 2nd Quarter |          |          | 3rd Quarter |           |           | Oct         | Nov | Dec |  |
|  |   | Jan                        | Feb      | Mar      | Apr         | May      | Jun      | July        | Aug       | Sept      |             |     |     |  |
| <b>Installation Interval</b><br>Min. standard = 5 bus. days  | Total # of business days                                      | 1                          | 0        | 3        | 0           | 0        | 0        | 0           | 0         | 0         | 21          |     |     |  |
|  | Total # of service orders                                     | 1                          | 0        | 2        | 0           | 0        | 0        | 0           | 0         | 0         | 2           |     |     |  |
|  | Avg. # of business days                                       | 1.00                       | #DIV/0!  | 1.50     | #DIV/0!     | #DIV/0!  | #DIV/0!  | #DIV/0!     | #DIV/0!   | 10.50     |             |     |     |  |
| <b>Installation Commitment</b><br>Min. standard = 95% commitment met   | Total # of installation commitments                           | 1                          | 0        | 2        | 0           | 0        | 0        | 0           | 0         | 0         | 2           |     |     |  |
|  | Total # of installation commitment met                        | 1                          | 0        | 2        | 0           | 0        | 0        | 0           | 0         | 0         | 2           |     |     |  |
|  | Total # of installation commitment missed                     | 0                          | 0        | 0        | 0           | 0        | 0        | 0           | 0         | 0         | 0           |     |     |  |
|  | % of commitment met   | 100%                       | #DIV/0!  | 100%     | #DIV/0!     | #DIV/0!  | #DIV/0!  | #DIV/0!     | #DIV/0!   | 100%      |             |     |     |  |
| <b>Customers</b>   | Acct # for voice or bundle, res+bus                           | 232                        | 230      | 227      | 225         | 225      | 223      | 223         | 223       | 224       |             |     |     |  |
| <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   | 291      | 289      | 287         | 284      | 284      | 283         | 281       | 281       | 280         |     |     |  |
|  |   | Total # of trouble reports | 7        | 9        | 6           | 1        | 3        | 3           | 9         | 9         | 11          |     |     |  |
|  |   | % of trouble reports       | 2.41%    | 3.11%    | 2.09%       | 0.35%    | 1.06%    | 1.06%       | 3.20%     | 3.20%     | 3.93%       |     |     |  |
| <b>Adjusted Out of Service Report</b><br>Min. standard = 90% within 24 hrs   | Total # of outage report tickets                              | 7                          | 9        | 3        | 1           | 3        | 3        | 3           | 9         | 10        |             |     |     |  |
|  | Total # of repair tickets restored in ≤ 24hrs                 | 7                          | 8        | 2        | 1           | 2        | 3        | 3           | 7         | 7         |             |     |     |  |
|  | % of repair tickets restored ≤ 24 Hours                       | 100%                       | 89%      | 67%      | 100%        | 67%      | 100%     | 100%        | 78%       | 70%       |             |     |     |  |
|  | Sum of the duration of all outages (hh:mm)                    | 38.77                      | 433.73   | 108.1    | 5.67        | 42.5     | 16.42    | 7.03        | 108.72    | 346.42    |             |     |     |  |
|  | Avg. outage duration (hh:mm)                                  | 5.54                       | 48.19    | 36.03    | 5.67        | 14.17    | 5.47     | 2.34        | 12.08     | 34.64     |             |     |     |  |
|  | Indicate if catastrophic event is in a month                  |                            |          |          |             |          |          |             |           |           |             |     |     |  |
| <b>Unadjusted Out of Service Report</b>  | Total # of outage report tickets                              | 7                          | 9        | 3        | 1           | 3        | 3        | 3           | 9         | 10        |             |     |     |  |
|  | Total # of repair tickets restored in ≤ 24hrs                 | 2                          | 4        | 1        | 0           | 0        | 1        | 2           | 3         | 0         |             |     |     |  |
|  | % of repair tickets restored ≤ 24 Hours                       | 29%                        | 44%      | 33%      | 0%          | 0%       | 33%      | 67%         | 33%       | 0%        |             |     |     |  |
|  | Sum of the duration of all outages (hh:mm)                    | 193.5                      | 644.23   | 168.67   | 70.12       | 355.71   | 426.18   | 229.39      | 464.97    | 774.64    |             |     |     |  |
|  | Avg. outage duration (hh:mm)                                  | 27.64                      | 71.58    | 56.22    | 70.12       | 118.57   | 142.06   | 76.46       | 51.66     | 77.46     |             |     |     |  |
| <b>Refunds</b>   | Number of customers who received refunds                      | 6                          | 1        | 3        | 1           | 2        | 1        | 0           | 5         | 10        |             |     |     |  |
|  | Monthly amount of refunds                                     | \$ 170.25                  | \$ 33.50 | \$ 90.60 | \$ 25.55    | \$ 25.55 | \$ 25.55 | \$ -        | \$ 139.70 | \$ 323.00 |             |     |     |  |
| <b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b><br>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   |                            |          |          |             |          |          |             |           |           |             |     |     |  |

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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..