

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

Company Name: Hornitos Telephone Company

U#: 1011

Report Year: 2022

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company

| Measurement (Compile monthly, file quarterly) | | 4/28/22 | | | 8/11/22 | | | 11/07/22 | | | 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 | 28 | 0 | 3 | 11 | 12 | 5 | 0 | 4 | 1 | | | |
| | Total # of service orders | 4 | 0 | 1 | 2 | 1 | 1 | 0 | 1 | 1 | | | |
| | Avg. # of business days | 7.00 | #DIV/0! | 3.00 | 5.50 | 12.00 | 5.00 | #DIV/0! | 4.00 | 1.00 | #DIV/0! | #DIV/0! | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 4 | 0 | 1 | 2 | 1 | 1 | 0 | 1 | 1 | | | |
| | Total # of installation commitment met | 4 | 0 | 1 | 2 | 1 | 1 | 0 | 1 | 1 | | | |
| | Total # of installation commitment missed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| Customers | % of commitment met | 100% | #DIV/0! | 100% | 100% | 100% | 100% | #DIV/0! | 100% | 100% | #DIV/0! | #DIV/0! | |
| Customer Trouble Report | Acct # for voice or bundle, res+bus | 268 | 266 | 263 | 251 | 250 | 247 | 247 | 245 | 241 | | | |
| 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 | 334 | 332 | 330 | 324 | 313 | 306 | 307 | 306 | 302 | | |
| | | Total # of trouble reports | 14 | 5 | 12 | 1 | 5 | 3 | 8 | 19 | 33 | | |
| | | % of trouble reports | 4.19% | 1.51% | 3.64% | 0.31% | 1.60% | 0.98% | 2.61% | 6.21% | 10.93% | #DIV/0! | #DIV/0! |
| Adjusted Out of Service Report Min. standard = 90% within 24 hrs | Total # of outage report tickets | 10 | 4 | 12 | 1 | 3 | 1 | 2 | 19 | 33 | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 9 | 4 | 3 | 1 | 2 | 1 | 2 | 14 | 11 | | | |
| | % of repair tickets restored ≤ 24 Hours | 90% | 100% | 25% | 100% | 67% | 100% | 100% | 74% | 33% | #DIV/0! | #DIV/0! | |
| | Sum of the duration of all outages (hh:mm) | 77.72 | 42.15 | 953 | 3.83 | 233.45 | 4.6 | 21.88 | 324.52 | 1387.47 | | | |
| | Avg. outage duration (hh:mm) | 7.77 | 10.54 | 79.42 | 3.83 | 77.82 | 4.60 | 10.94 | 17.08 | 42.04 | #DIV/0! | #DIV/0! | |
| | Indicate if catastrophic event is in a month | | | | | | | | | | | | |
| Unadjusted Out of Service Report | Total # of outage report tickets | 10 | 4 | 12 | 1 | 3 | 1 | 2 | 19 | 33 | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 1 | 2 | 0 | 0 | 1 | 0 | 1 | 13 | 8 | | | |
| | % of repair tickets restored ≤ 24 Hours | 10% | 50% | 0% | 0% | 33% | 0% | 50% | 68% | 24% | #DIV/0! | #DIV/0! | |
| | Sum of the duration of all outages (hh:mm) | 1214.38 | 72.92 | 1523.8 | 193.08 | 389.62 | 27.57 | 166.3 | 384.48 | 1544.47 | | | |
| | Avg. outage duration (hh:mm) | 121.44 | 18.23 | 126.98 | 193.08 | 129.87 | 27.57 | 83.15 | 20.24 | 46.80 | #DIV/0! | #DIV/0! | |
| Refunds | Number of customers who received refunds | 0 | 0 | 1 | 1 | 2 | 0 | 0 | 0 | 0 | | | |
| | Monthly amount of refunds | \$ - | \$ - | \$ 44.75 | \$ 32.05 | \$ 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

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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)