

**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			01/24/23			
		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	4	14	1	
	Total # of service orders	4	0	1	2	1	1	0	1	1	1	3	1	
	Avg. # of business days	7.00	#DIV/0!	3.00	5.50	12.00	5.00	#DIV/0!	4.00	1.00	4.00	4.67	1.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	4	0	1	2	1	1	0	1	1	1	3	1	
	Total # of installation commitment met	4	0	1	2	1	1	0	1	1	1	2	1	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	1	0	
	% of commitment met	100%	#DIV/0!	100%	100%	100%	100%	#DIV/0!	100%	100%	100%	67%	100%	
Customers	Acct # for voice or bundle, res+bus	268	266	263	251	250	247	247	245	241	238	240	234	
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	334	332	330	324	313	306	307	306	302	298	295	297
		Total # of trouble reports	14	5	12	1	5	3	8	19	33	19	0	7
		% of trouble reports	4.19%	1.51%	3.64%	0.31%	1.60%	0.98%	2.61%	6.21%	10.93%	6.38%	0.00%	2.36%
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	11	0	7	
	Total # of repair tickets restored in ≤ 24hrs	9	4	3	1	2	1	2	14	11	10	0	6	
	% of repair tickets restored ≤ 24 Hours	90%	100%	25%	100%	67%	100%	100%	74%	33%	91%	#DIV/0!	86%	
	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	159.2	0	86.87	
	Avg. outage duration (hh:mm)	7.77	10.54	79.42	3.83	77.82	4.60	10.94	17.08	42.04	14.47	#DIV/0!	12.41	
	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	11	0	7	
	Total # of repair tickets restored in ≤ 24hrs	1	2	0	0	1	0	1	13	8	9	0	1	
	% of repair tickets restored ≤ 24 Hours	10%	50%	0%	0%	33%	0%	50%	68%	24%	82%	#DIV/0!	14%	
	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	286.78	0	764.03	
	Avg. outage duration (hh:mm)	121.44	18.23	126.98	193.08	129.87	27.57	83.15	20.24	46.80	26.07	#DIV/0!	109.15	
Refunds	Number of customers who received refunds	0	0	1	1	2	0	0	0	0	1	3	1	
	Monthly amount of refunds	\$ -	\$ -	\$ 44.75	\$ 32.05	\$ 48.10	\$ -	\$ -	\$ -	\$ -	\$ 41.51	\$ 151.45	\$ 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

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)