

**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								
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	1	0	3	0	0	0						
	Total # of service orders	1	0	2	0	0	0						
	Avg. # of business days	1.00		1.50									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	1	0	2	0	0	0						
	Total # of installation commitment met	1	0	2	0	0	0						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	100%		100%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	232	230	227	225	225	223						
<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					
		Total # of trouble reports	7	9	6	1	3	3					
		% of trouble reports	2.41%	3.11%	2.09%	0.35%	1.06%	1.06%					
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	7	9	3	1	3	3						
	Total # of repair tickets restored in ≤ 24hrs	7	8	2	1	2	3						
	% of repair tickets restored ≤ 24 Hours	100%	89%	67%	100%	67%	100%						
	Sum of the duration of all outages (hh:mm)	38.77	433.73	108.1	5.67	42.5	16.42						
	Avg. outage duration (hh:mm)	5.54	48.19	36.03	5.67	14.17	5.47						
	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						
	Total # of repair tickets restored in ≤ 24hrs	2	4	1	0	0	1						
	% of repair tickets restored ≤ 24 Hours	29%	44%	33%	0%	0%	33%						
	Sum of the duration of all outages (hh:mm)	193.5	644.23	168.67	70.12	355.71	426.18						
	Avg. outage duration (hh:mm)	27.64	71.58	56.22	70.12	118.57	142.06						
	Number of customers who received refunds	6	1	3	1	2	1						
<b>Refunds</b>	Monthly amount of refunds	\$ 170.25	\$ 33.50	\$ 90.60	\$ 25.55	\$ 25.55	\$ 25.55						
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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: 608-664-2923

Email: [gail.long@tdtelecom.com](mailto:gail.long@tdtelecom.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)

\*The new raw data format can be found in the last 3 tabs of this excel file - beginning Q2 2023..