

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

Company Name: Hornitos Telephone Company

U#: 1011

Report Year: 2024

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		05/02/24			2nd Quarter			3rd Quarter			4th Quarter			
		1st Quarter			Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	
		Jan	Feb	Mar										
Installation Interval Min. standard = 5 bus. days	Total # of business days	5	68	0										
	Total # of service orders	1	1	0										
	Avg. # of business days	5.00	68.00	#DIV/0!										
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	1	0										
	Total # of installation commitment met	1	1	0										
	Total # of installation commitment missed	0	0	0										
Customers	% of commitment met	100%	100%	#DIV/0!										
Customer Trouble Report	Acct # for voice or bundle, res+bus	219	217	213										
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	277	275	273									
		Total # of trouble reports	4	6	7									
		% of trouble reports	1.44%	2.18%	2.56%									
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	4	6	6										
	Total # of repair tickets restored in ≤ 24hrs	4	6	6										
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%										
	Sum of the duration of all outages (hh:mm)	11.95	13.43	26.98										
	Avg. outage duration (hh:mm)	2.99	2.24	4.50										
	Indicate if catastrophic event is in a month													
Unadjusted Out of Service Report	Total # of outage report tickets	4	6	6										
	Total # of repair tickets restored in ≤ 24hrs	1	3	3										
	% of repair tickets restored ≤ 24 Hours	25%	50%	50%										
	Sum of the duration of all outages (hh:mm)	199.33	175.24	304.02										
	Avg. outage duration (hh:mm)	49.83	29.21	50.67										
Refunds	Number of customers who received refunds	3	2	3										
	Monthly amount of refunds	\$ 56.57	\$ 95.95	\$ 56.57										
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)