

**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			8/5/2024			11/8/2024			1/30/2025			
		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	5	68	0	0	0	0	0	15	0	0	4	0	
	Total # of service orders	1	1	0	0	0	0	4	0	0	1	0	0	
	Avg. # of business days	5.00	68.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	3.75	#DIV/0!	#DIV/0!	4.00	#DIV/0!	#DIV/0!	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	1	1	0	0	0	0	4	0	0	1	0	0	
	Total # of installation commitment met	1	1	0	0	0	0	4	0	0	1	0	0	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!	
<b>Customers</b>	Acct # for voice or bundle, res+bus	219	217	213	212	211	208	207	206	204	202	201	201	
<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	277	275	273	270	269	266	264	264	263	260	259	259
		Total # of trouble reports	4	6	7	10	0	2	1	2	0	4	4	3
		% of trouble reports	1.44%	2.18%	2.56%	3.70%	0.00%	0.75%	0.38%	0.76%	0.00%	1.54%	1.54%	1.16%
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	4	6	6	10	0	1	1	1	0	2	1	0	
	Total # of repair tickets restored in ≤ 24hrs	4	6	6	9	0	1	1	1	0	2	1	0	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	90%	#DIV/0!	100%	100%	100%	#DIV/0!	100%	100%	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	11.95	13.43	26.98	112.53	0	2.15	8.53	1.63	0	6.68	3.55	0	
	Avg. outage duration (hh:mm)	2.99	2.24	4.50	11.25	#DIV/0!	2.15	8.53	1.63	#DIV/0!	3.34	3.55	#DIV/0!	
Indicate if catastrophic event is in a month														
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	4	6	6	10	0	1	1	1	0	2	1	0	
	Total # of repair tickets restored in ≤ 24hrs	1	3	3	4	0	1	0	0	0	2	0	0	
	% of repair tickets restored ≤ 24 Hours	25%	50%	50%	40%	#DIV/0!	100%	0%	0%	#DIV/0!	100%	0%	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	199.33	175.24	304.02	436.56	0.00	22.74	24.46	221.28	0	39.81	32.11	0	
	Avg. outage duration (hh:mm)	49.83	29.21	50.67	43.66	#DIV/0!	22.74	24.46	221.28	#DIV/0!	19.91	32.11	#DIV/0!	
<b>Refunds</b>	Number of customers who received refunds	3	2	3	1	2	0	1	1	1	-	1	0	
	Monthly amount of refunds	\$ 56.57	\$ 95.95	\$ 56.57	\$ 25.55	\$ 51.10	\$ -	\$ 25.55	\$ 25.55	\$ 25.55	\$ -	\$ 16.42	\$ -	
<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**

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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..