

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

Company Name: Hornitos Telephone Company

U#: 1011

Report Year: 2025

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		05/05/25			8/13/2025			11/6/2025			2/11/2026			
		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	11	1	1	1	0	1	0	4	0	4	5	0	
	Total # of service orders	1	1	1	1	0	1	0	1	0	2	1	0	
	Avg. # of business days	11.00	1.00	1.00	1.00	#DIV/0!	1.00	#DIV/0!	4.00	#DIV/0!	2.00	5.00	#DIV/0!	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	1	1	1	0	1	0	1	0	2	1	0	
	Total # of installation commitment met	0	1	1	1	0	1	0	1	0	2	1	0	
	Total # of installation commitment missed	1	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	0%	100%	100%	100%	#DIV/0!	100%	#DIV/0!	100%	#DIV/0!	100%	100%	#DIV/0!	
Customers	Acct # for voice or bundle, res+bus	201	198	197	194	192	187	183	179	178	178	174	172	
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	255	254	251	248	247	242	239	229	227	226	225	220
		Total # of trouble reports	3	6	6	8	2	1	2	6	5	4	2	3
		% of trouble reports	1.18%	2.36%	2.39%	3.23%	0.81%	0.41%	0.84%	2.62%	2.20%	1.77%	0.89%	1.36%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	5	5	4	2	1	2	6	5	2	2	2	
	Total # of repair tickets restored in ≤ 24hrs	2	3	3	4	2	1	2	6	5	2	2	1	
	% of repair tickets restored ≤ 24 Hours	100%	60%	60%	100%	100%	100%	100%	100%	100%	100%	100%	50%	
	Sum of the duration of all outages (hh:mm)	10.67	99.78	416.43	17.32	9.48	8.53	7.08	37.13	24.57	15.6	5.5	51.72	
	Avg. outage duration (hh:mm)	5.34	19.96	83.29	4.33	4.74	8.53	3.54	6.19	4.91	7.80	2.75	25.86	
	Indicate if catastrophic event is in a month													
Unadjusted Out of Service Report	Total # of outage report tickets	2	5	5	4	2	1	2	6	5	2	2	2	
	Total # of repair tickets restored in ≤ 24hrs	0	2	2	0	1	0	2	5	3	2	2	0	
	% of repair tickets restored ≤ 24 Hours	0%	40%	40%	0%	50%	0%	100%	83%	60%	100%	100%	0%	
	Sum of the duration of all outages (hh:mm)	386.46	200.14	889.89	435.83	140.38	29.64	20.87	100.38	87.4	30.8	25.7	216.24	
	Avg. outage duration (hh:mm)	193.23	40.03	177.98	108.96	70.19	29.64	10.44	16.73	17.48	15.40	12.85	108.12	
	Number of customers who received refunds	1	2	0	4	2	1	0	0	0	3	0	0	
Refunds	Monthly amount of refunds	\$ 25.55	\$ 51.10	\$ -	\$ 115.05	\$ 94.50	\$ 25.55	\$ -	\$ -	\$ -	\$ 84.87	\$ -	\$ -	
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)

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