

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

Company Name: Hornitos Telephone Company

U#: 1011

Report Year: 2026

Reporting Unit Type: ☒ Total Company ☐ Exchange ☐ Wire Center

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)			5/14/2026			8/14/2026			3rd Quarter			4th Quarter		
			1st Quarter			2nd Quarter			July	Aug	Sept	Oct	Nov	Dec
			Jan	Feb	Mar	Apr	May	Jun						
Installation Interval Min. standard = 5 bus. days	Total # of business days		0	0	1	0	0	0						
	Total # of service orders		0	0	1	0	0	0						
	Avg. # of business days		#DIV/0!	#DIV/0!	1.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments		0	0	1	0	0	0						
	Total # of installation commitment met		0	0	1	0	0	0						
	Total # of installation commitment missed		0	0	0	0	0	0						
	% of commitment met		#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Customers	Acct # for voice or bundle, res+bus		169	164	162	160	158	154						
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	216	212	199	197	203	202						
		Total # of trouble reports	2	4	1	3	2	2						
		% of trouble reports	0.93%	1.89%	0.50%	1.52%	0.99%	0.99%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets		1	1	0	3	1	1						
	Total # of repair tickets restored in ≤ 24hrs		1	1	0	2	0	1						
	% of repair tickets restored ≤ 24 Hours		100%	100%	#DIV/0!	67%	0%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	Sum of the duration of all outages (hh:mm)		7.05	3.53	0	85.98	47.28	16.77						
	Avg. outage duration (hh:mm)		7.05	3.53	#DIV/0!	28.66	47.28	16.77	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	Indicate if catastrophic event is in a month													
Unadjusted Out of Service Report	Total # of outage report tickets		1	1	0	3	1	1						
	Total # of repair tickets restored in ≤ 24hrs		0	1	0	2	0	1						
	% of repair tickets restored ≤ 24 Hours		0%	100%	#DIV/0!	67%	0%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	Sum of the duration of all outages (hh:mm)		70.91	7.34	0	109.98	47.28	16.77						
	Avg. outage duration (hh:mm)		70.91	7.34	#DIV/0!	36.66	47.28	16.77	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	Number of customers who received refunds		0	0	0	0	0	0						
Refunds														
Monthly amount of refunds			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -						
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..