

**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								
		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	5	68	0	0	0	0						
	Total # of service orders	1	1	0	0	0	0						
	Avg. # of business days	5.00	68.00	N/A	N/A	N/A	N/A						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	1	0	0	0	0						
	Total # of installation commitment met	1	1	0	0	0	0						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	100%	100%	N/A	N/A	N/A	N/A						
Customers	Acct # for voice or bundle, res+bus	219	217	213	212	211	208						
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	277	275	273	270	269	266					
		Total # of trouble reports	4	6	7	10	0	2					
		% of trouble reports	1.44%	2.18%	2.56%	3.70%	0.00%	0.75%					
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	4	6	6	10	0	1						
	Total # of repair tickets restored in ≤ 24hrs	4	6	6	9	0	1						
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	90%	N/A	100%						
	Sum of the duration of all outages (hh:mm)	11.95	13.43	26.98	112.53	0	2.15						
	Avg. outage duration (hh:mm)	2.99	2.24	4.50	11.25	N/A	2.15						
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	4	6	6	10	0	1						
	Total # of repair tickets restored in ≤ 24hrs	1	3	3	4	0	1						
	% of repair tickets restored ≤ 24 Hours	25%	50%	50%	40%	N/A	100%						
	Sum of the duration of all outages (hh:mm)	199.33	175.24	304.02	436.56	0.00	22.74						
	Avg. outage duration (hh:mm)	49.83	29.21	50.67	43.66	N/A	22.74						
Refunds	Number of customers who received refunds	3	2	3	1	2	0						
	Monthly amount of refunds	\$ 56.57	\$ 95.95	\$ 56.57	\$ 25.55	\$ 51.10	\$0						
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..