

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

Company Name: Hornitos Telephone Company

U#: 1011

Report Year: 2023

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date Filed 05/10/23			08/15/23			11/8/2023			2/5/2024			
		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	1	0	3	0	0	0	0	0	21	21	7	6	
	Total # of service orders	1	0	2	0	0	0	0	0	2	2	3	2	
	Avg. # of business days	1.00	#DIV/0!	1.50	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	10.50	10.50	2.33	3.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	0	2	0	0	0	0	0	2	2	3	2	
	Total # of installation commitment met	1	0	2	0	0	0	0	0	2	2	3	2	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	100%	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100%	100%	100%	100%	
Customers	Acct # for voice or bundle, res+bus	232	230	227	225	225	223	223	223	224	223	221	220	
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	291	289	287	284	284	283	281	281	280	280	280	280
		Total # of trouble reports	7	9	6	1	3	3	9	9	11	7	10	4
		% of trouble reports	2.41%	3.11%	2.09%	0.35%	1.06%	1.06%	3.20%	3.20%	3.93%	2.50%	3.57%	1.43%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	7	9	3	1	3	3	3	9	10	7	8	3	
	Total # of repair tickets restored in ≤ 24hrs	7	8	2	1	2	3	3	7	7	4	8	3	
	% of repair tickets restored ≤ 24 Hours	100%	89%	67%	100%	67%	100%	100%	78%	70%	57%	100%	100%	
	Sum of the duration of all outages (hh:mm)	38.77	433.73	108.1	5.67	42.5	16.42	7.03	108.72	346.42	293.75	48.77	13.37	
	Avg. outage duration (hh:mm)	5.54	48.19	36.03	5.67	14.17	5.47	2.34	12.08	34.64	41.96	6.10	4.46	
	Indicate if catastrophic event is in a month													
Unadjusted Out of Service Report	Total # of outage report tickets	7	9	3	1	3	3	3	9	10	7	8	3	
	Total # of repair tickets restored in ≤ 24hrs	2	4	1	0	0	1	2	3	0	0	5	1	
	% of repair tickets restored ≤ 24 Hours	29%	44%	33%	0%	0%	33%	67%	33%	0%	0%	63%	33%	
	Sum of the duration of all outages (hh:mm)	193.5	644.23	168.67	70.12	355.71	426.18	229.39	464.97	774.64	1074.6	235.63	170.7	
	Avg. outage duration (hh:mm)	27.64	71.58	56.22	70.12	118.57	142.06	76.46	51.66	77.46	153.51	29.45	56.90	
Refunds	Number of customers who received refunds	6	1	3	1	2	1	0	5	10	4	3	2	
	Monthly amount of refunds	\$ 170.25	\$ 33.50	\$ 90.60	\$ 25.55	\$ 25.55	\$ 25.55	\$ -	\$ 139.70	\$ 323.00	\$ 106.20	\$ 92.00	\$ 51.10	
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..