

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

**Communications Division
Carrier Oversight and Program**

**RESOLUTION T-17694
May 07, 2020**

R E S O L U T I O N

Resolution T-17694. Approval of advice letters setting forth fines for telephone service providers that failed to meet required service quality performance standards in Year 2019 pursuant to General Order 133-D.

SUMMARY

This Resolution approves the advice letters of AT&T Corporation (U-5002-C), Frontier Citizens Telecommunications Company (U-1024-C), Frontier Communications of the Southwest (U-1026-C), Happy Valley Telephone (U-1010-C), and Hornitos Telephone (U-1011-C) detailing their proposed combined fine calculation of \$140,976 resulting from substandard service quality performance in Year 2019, pursuant to California Public Utilities Commission General Order 133-D. The carriers calculated their fines by applying the prescribed method for each month they failed to meet specific minimum levels for the *Installation Commitments* under Section 3.2, *Out of Service Repair Interval* under Section 3.4, and *Answer Time* under Section 3.5. Submission of these 2019 fines complies with the directions specified in Section 9.6¹ in the General Order and are a consequence of poor performance by facilities-based wireline carriers in serving their customers.

BACKGROUND

In General Order (GO) 133-D, *Rules Governing Telecommunications Services*, the California Public Utilities Commission (Commission) established uniform minimum service standards for carriers to achieve in their operations as public utility telephone corporations serving California customers. These minimum service standards include

¹ Advice Letter Tabulating Fine. The performance of any telephone corporation that does not meet the minimum standards shall submit annually, by February 15 of the following year, a Tier II Advice Letter that shows by month each Service Quality measurement that it did not meet the minimum standards and the applicable fine.

quarterly reporting of five measures by some wireline carriers and near real-time reporting of major outages by all carriers.²

1. Procedural History of the General Order

In March 2011, Staff issued a report detailing substandard service quality levels reported by carriers for 2010. In response, the Commission opened Rulemaking (R.)11-12-001 to review carriers' performance, to assess the relevancy and effectiveness of GO 133-C³ measures, and to determine the need for penalties for substandard performance.

On August 29, 2016, the Commission issued Decision (D.)16-08-021 adopting GO 133-D, which revised and replaced portions of GO 133-C by modifying and expanding upon a number of its provisions, and prescribing monetary penalties for violating the five service quality standards.⁴ Carrier performance determines fine amounts, which apply only to carriers of traditional voice telephone service.⁵ GO 133-D became effective on August 18, 2016, with the exception of Section (§) 9 (*Fines*), which became effective January 1, 2017. GO 133-D § 9.7 allows carriers to make alternative proposals for corrective action to fine payment and instead to invest no less than twice the fine amount in projects that will improve service quality in a measurable way within two years.

2. Service Quality Reporting and Standards of Performance

General Order 133-D stipulates five telephone service quality measures with minimum standards that operators of public utility telephone corporations must meet: *Installation Interval*, *Installation Commitments*, *Customer Trouble Report*, *Out of Service Repair Interval*, and *Answer Time*. Each measure has an assigned Minimum Standard Reporting Level. When a carrier's performance falls below any of the minimum standards, the carrier is deemed to be out of compliance and must report this information to the Commission.⁶

² See the annual data in *Quarterly Service Quality Reports* posted at <http://www.cpuc.ca.gov/General.aspx?id=1107> on the Communications Division *Telecommunications Carriers' Service Quality Reports* webpage. (Site last visited March 1, 2020.)

³ The Commission approved GO 133-C in Decision (D.)09-07-019 (July 9, 2009).

⁴ Fines apply to facilities-based telephone corporations regulated under the Uniform Regulatory Framework (URF) that possess a franchise or a Certificate of Public Convenience and Necessity.

⁵ GO 133-D defines time division multiplexing (TDM)-based voice service as "traditional telephone service."

⁶ See *Appendix A* for a list of all carriers annualized reported service quality data, 2016-2019.

ADVICE LETTERS

This table summarizes each carrier's Advice Letter submission and associated fine proposals for not meeting the service quality standards during 2019:

Advice Letter	Filed By	Utility No.	Date Filed	On Daily Calendar	Proposed Fine
4344	AT&T Corporation	U-5002-C	2/18/2020	2/19/2020	\$12,600
1268	Frontier Citizens	U-1024-C	2/13/2020	2/14/2020	\$118,332
143	Frontier Southwest	U-1026-C	2/13/2020	2/14/2020	\$7,344
380	Happy Valley	U-1010-C	2/13/2020	2/21/2020	\$2,400
351	Hornitos	U-1011-C	2/13/2020	2/21/2020	\$300
				Total	\$140,976

The Commission did not receive protests for these advice letters.

DISCUSSION

Throughout 2019, AT&T Corporation (AT&T Corp.), Frontier Citizens Telecommunications Company (Frontier Citizens), Frontier Communications of the Southwest (Frontier Southwest), Happy Valley Telephone (Happy Valley), and Hornitos Telephone (Hornitos) submitted their quarterly service quality reports for *Customer Trouble Reports*, *Out of Service Repair Intervals*, *Answer Time*, *Installation Interval*, and *Installation Commitment* standards in accordance with GO 133-D, §3.⁷ The monthly performance data compared to the minimum standard levels determine whether a carrier is subject to fine penalties. Those data results and a unique scaling factor for each carrier determine the fines, as described below.

Happy Valley and Hornitos are eligible to draw funds and participate in the California High Cost Fund A (CHCF-A). However, Happy Valley and Hornitos have chosen not to draw from CHCF-A in 2019.

⁷ Only General Rate Case (GRC) Incumbent Local Exchange Carriers (ILECs) are required to report *Installation Interval* and *Installation Commitment*, §§ 3.1 and 3.2, respectively. Happy Valley and Hornitos are GRC ILECs.

1. 2019 Scaling Factor

GO 133-D assigns fine amounts using base values specified in §§ 9.3, 9.4, and 9.5, adjusted through a formula expressing the relative size of the carrier within the California market.⁸ The scaling factor formula is expressed below, with results shown in the table:

$$(\text{Carrier's Access Lines} / \text{Total CA Access Lines}) = \text{Carrier's Scaling Factor}$$

$$(\text{Carrier's Scaling Factor}) \times (\text{Monthly Base Fine per Measure}) \times (\text{Number of Months in Chronic Failure}) = \text{Fine}$$

2019 Working Lines and Scaling Factor for Carriers Paying Fines Under GO 133-D		
Carrier	2019 Lines	Scaling Factor
AT&T Corp.	6,890	0.14%
Frontier Citizens	64,827	1.29%
Frontier Southwest	4,241	0.08%
Happy Valley	2,072	0.04%
Hornitos	381	0.01%

2. GO-133-D Standards

This Resolution addresses five GO 133-D standards as discussed in the following sections A. through E. Appendix A also lists these standards and shows each carrier's performance in meeting these standards for the years 2016 through 2019.

A. Out of Service Repair Interval

The *Out of Service Repair Interval*, defined in § 3.4, measures the average interval between the time a carrier responds to out of service trouble reports and the restoration of the

⁸ Annually, the Communications Division prepares a list of the total number of working telephone access lines in California from carriers subject to GO 133-D requirements. Based on carrier size relative to the number of access lines it serves at the end of June in the reporting year, a carrier receives its unique Scaling Factor, the percentage of its customers relative to all California telephone customers. The table of carriers, working lines, and the percentage of working lines served by each carrier appears as a PDF document titled *Total Number of Access Lines in California for June 2019 from Carriers Reporting Under G.O. 133-D* found under Reference Information at <http://www.cpuc.ca.gov/General.aspx?id=1107>. (site last visited March 1, 2020.)

customer's service. A carrier measures its average interval by dividing the number of out of service repair tickets restored within 24 hours by the number of reports received. The Minimum Standard Reporting Level for the *Out of Service Repair Interval* is 90% of outages restored within 24 hours or less.

The fine structure for this standard is calculated using this criteria:

Base Out of Service Repair Interval Fine, GO 133-D, Section 9.3		
	1 or 2 Consecutive Months of Standard Not Met	3 or more Consecutive Months of Standard Not Met
Fine Per Day	\$0 per day	\$25,000 per day
Days in a Month (for all months)	30 days	30 days
Base Fine per Month	\$0	\$750,000 per month

AT&T Corp., Frontier Citizens, Frontier Southwest, Happy Valley and Hornitos failed to meet the *Out of Service Repair Interval* standard for the following months in 2019⁹:

2019 Reporting for Out of Service Repair Interval GO 133-D, Section 3.4 – 90% minimum												
	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
AT&T Corp.	<u>28%</u>	<u>17%</u>	<u>21%</u>	<u>41%</u>	<u>42%</u>	<u>50%</u>	<u>44%</u>	<u>43%</u>	<u>34%</u>	<u>60%</u>	<u>60%</u>	<u>25%</u>
Frontier Citizens	<u>61%</u>	<u>56%</u>	<u>57%</u>	<u>62%</u>	<u>62%</u>	<u>65%</u>	<u>62%</u>	<u>58%</u>	<u>54%</u>	<u>60%</u>	<u>71%</u>	<u>38%</u>
Frontier Southwest	<u>86%</u>	<u>83%</u>	<u>74%</u>	<u>84%</u>	<u>57%</u>	<u>65%</u>	<u>76%</u>	<u>65%</u>	<u>63%</u>	<u>84%</u>	<u>76%</u>	<u>72%</u>
Happy Valley	92%	92%	89%	91%	89%	100%	86%	83%	<u>60%</u>	100%	100%	75%
Hornitos	50%	70%	<u>86%</u>	<u>67%</u>	100%	<u>86%</u>	100%	100%	89%	86%	<u>63%</u>	91%

⁹ For the month(s) that did not meet the minimum standard, the percentage is represented in red. For the month(s) that incurred a fine, the percentage is represented in red with an underline.

AT&T Corp. failed to meet the standard from January through December 2019. As a result of substandard performance in 2018, AT&T Corp has been in “chronic failure status” and incurring fines for each month of its substandard performance in 2019.¹⁰

Consequently, AT&T Corp. calculated its fine on 12 months from January through December for failure to meet the *Out of Service Repair Interval* standard. Staff agrees that AT&T Corp.’s calculations proposed in its advice letter are accurate.

AT&T Corp. incurred fines for unmet performance:

$$\begin{aligned} &(\text{Carrier's Scaling Factor } \underline{0.0014}) \times (\text{Monthly Base Fine per Measure } \underline{\$750,000}) \\ &\times (\text{Number of Months in Chronic Failure } \underline{12}) = \text{Fine } \underline{\$12,600} \end{aligned}$$

Similarly, Frontier Citizens failed to meet the minimum *Out of Service Repair Interval* standard and incurred fines for unmet performance for the entire year of 2019, months January through December:

$$(0.0129) \times (\$750,000) \times (12 \text{ months}) = \text{Fine } \underline{\$116,100}$$

Frontier Southwest failed to meet the minimum standard for the entire year of 2019:

$$(0.0008) \times (\$750,000) \times (12 \text{ months}) = \text{Fine } \underline{\$7,200}$$

Happy Valley incurred a fine for the month of September:

$$(0.0004) \times (\$750,000) \times (1 \text{ month}) = \text{Fine } \underline{\$300}$$

Hornitos incurred fines for four months, March, April, June, and November:

$$(0.0001) \times (\$750,000) \times (4 \text{ months}) = \text{Fine } \underline{\$300}$$

B. Customer Trouble Reports

The *Customer Trouble Reports* standard, defined in § 3.3, measures the number of reports a carrier receives from its customers regarding their dissatisfaction with telephone company services. The Minimum Standard Reporting Level for the *Customer Trouble Reports* measurement varies based on the number of working lines per reporting unit.

In 2019, AT&T Corp., Frontier Citizens, Frontier Southwest, Happy Valley and Hornitos all met the *Customer Trouble Reports* standard.

C. Answer Time for Trouble Reports and Billing and Non-Billing Inquiries

¹⁰ According to GO 133-D § 9.1, “A carrier will begin incurring a fine for these measures when it reaches a “chronic failure status,” which is failure to meet the minimum standard for three consecutive months. No fines will be assessed for missing the first two months... The fine does not end and restart when the calendar reporting year ends and a new year begins. A carrier exits chronic failure status after it meets the standard for two consecutive months.”

The *Answer Time* standard, defined in § 3.5, measures the amount of time it takes for an operator to answer the phone when customers call a business office for billing and non-billing inquiries or a repair office for trouble reports. The value is calculated as an average answer time of a sample of the answering interval of calls to business and repair offices that is representative of the reported period.

The Minimum Standard Reporting Level for *Answer Time* is 80% of calls answered by an operator within 60 seconds when speaking to a live agent, or 80% of calls answered within 60 seconds when speaking to a live agent after completing an interactive voice response or automatic response unit system.

Base Answer Time Fine, GO 133-D, Section 9.5					
	1 or 2 Consecutive Months	3 to 5 Consecutive Months	6 to 8 Consecutive Months	9 to 11 Consecutive Months	12 or More Consecutive Months
Fine Per Day	\$0 per day	\$500 per day	\$1,000 per day	\$1,500 per day	\$2,000 per day
Days in a Month (for all months)	30 days	30 days	30 days	30 days	30 days
Base Fine per Month	\$0	\$15,000	\$30,000	\$45,000	\$60,000

AT&T Corp. met the *Answer Time* minimum standard for all months in 2019. Happy Valley and Hornitos did not submit any data because they each reported less than the minimum 10,000 working lines required under the GO for the *Answer Time* standard.¹¹

The results for the Frontier carriers follow:

2019 Reporting for Answer Time, GO 133-D Section 3.4 – 80% minimum												
	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Frontier Citizens	51%	51%	62%	81%	83%	89%	84%	83%	83%	86%	87%	77%

¹¹ § 3.5 for the *Answer Time* standard applies to Time Division Multiplexing-based voice services provided by GRC ILECs, facilities-based URF carriers with 5,000 or more customers, and any URF carrier with fewer than 5,000 customers that is a carrier of last resort.

Frontier Southwest	51%	51%	62%	81%	83%	89%	84%	83%	83%	86%	87%	77%
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Frontier Citizens failed to meet the standard the entire year of 2018. As a result, the fine is calculated at the highest base rate for the months of January through March 2019. Frontier Citizens has been in “chronic failure status” and incurring fines for its substandard performance since October 2017. Staff agrees with the proposed fine calculated as:

Scaling Factor x Highest Base Fine x Number of Months

$(0.0129) \times (\$60,000) \times (1 \text{ month}) = \text{\$744 per month}$

$(\$744) \times (3 \text{ months}) = \text{Fine \$2,232}$

Frontier Southwest, in the same situation as Frontier Citizens, has been in “chronic failure status” and incurring fines for its substandard performance since October 2017. Staff agrees with the proposed fine calculated as:

Scaling Factor x Highest Base Fine x Number of Months

$(0.0008) \times (\$60,000) \times (3 \text{ months}) = \text{\$48 per month}$

$(\$48) \times (3 \text{ months}) = \text{Fine \$144}$

D. Installation Interval

The standard for *Installation Interval*, defined in § 3.1, applies only to the GRC ILECs. Happy Valley and Hornitos all met the standard in 2019.

E. Installation Commitments

The standard for *Installation Commitments*, defined in § 3.2, applies only to the GRC ILECs. Happy Valley failed to meet the *Installation Commitments* standard for the months of June through December 2019. Hornitos met the standard in 2019. Staff agrees with the proposed fine calculated as:

Scaling Factor x Base Fine x Number of Months

$(0.0004) \times (\$750,000) \times (7 \text{ months}) = \text{Fine \$2,100}$

	2019 Reporting for <i>Installation Commitments</i> GO 133-D, Section 3.2 – 95% minimum											
	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Happy Valley	100%	100%	100%	90%	89%	<u>79%</u>	<u>88%</u>	<u>93%</u>	<u>86%</u>	<u>90%</u>	<u>94%</u>	<u>88%</u>

3. Total Fine Amount per Carrier

Based on the scaling factors and number of months the carriers failed to meet the minimum performance standards, the total fines for these carriers' service quality performance in Year 2019, as follows:

Service Quality Standard	AT&T Corporation (U-5002-C)	Frontier Citizens (U-1024-C)	Frontier Communications of the Southwest (U-1026-C)	Happy Valley Telephone (U-1010-C)	Hornitos Telephone (U-1011-C)
Out of Service Repair Interval	\$12,600	\$116,100	\$7,200	\$300	\$300
Answer Time	\$0	\$2,232	\$144	\$0	\$0
Installation Commitment	\$0	\$0	\$0	\$2,100	\$0
Total	\$12,600	\$118,332	\$7,344	\$2,400	\$300

The carriers should prepare payment for the assessed fines to the Commission, as specified in their advice letters, within 30 days of this Resolution's adoption date. The Commission will deposit the payments into the California General Fund.

Fines must be paid by a check or money order payable to the California Public Utilities Commission, and mailed or delivered to:

California Public Utilities Commission
Fiscal Office
505 Van Ness Avenue, Room 3000
San Francisco, CA 94102

Carriers should write on the face of the check or money order:

“For deposit to the State of California General Fund, per Resolution T-17694.”

SAFETY CONSIDERATIONS

Failure to meet GO 133-D service quality standards limits customers’ ability to contact 9-1-1 and emergency services and restricts public safety personnel from communicating with each other in daily emergencies or major disasters.

CONCLUSIONS

Staff recommends Commission approval of these advice letters for the Year 2019. Staff also recommends levying GO 133-D fines in accordance with the calculations discussed in this Resolution. The total amount of 2019 fines payable from these carriers is \$140,976.

COMMENTS

In compliance with Public Utility Code § 311(g), the Commission emailed a notice letter on April 07, 2020 informing all parties on the general service list of the availability of this Resolution for public comments at the Commission’s website www.cpuc.ca.gov. The notice letter also informed parties that the final conformed resolution adopted by the Commission will be posted and available at this same website. The Commission received no public comments.

FINDINGS

1. General Order 133-D, Section 9.6 directs any telephone corporation whose performance does not meet the minimum standards to submit annually by February 15 of the following year a Tier II Advice Letter that shows by month each service quality measurement that it did not meet the minimum standards and the applicable fine.
2. AT&T Corporation (U-5002-C), Frontier Citizens Telecommunications Company (U-1024-C), Frontier Communications of the Southwest (U-1026-C), Happy Valley Telephone (U-1010-C) and Hornitos Telephone (U-1011-C) filed advice letters with proposed fines for *Out of Service Interval* and/or *Answer Time* standards.
3. Each company met the *Customer Trouble Reports and Installation Interval* standards in 2019.
4. AT&T Corporation, Frontier Citizens Telecommunications Company, Frontier Communications of the Southwest, Happy Valley Telephone and Hornitos Telephone should pay the assessed fines, based on their respective failures to meet the minimum General Order 133-D service quality standards for the *Out of Service Interval* and/or *Answer Time* and/or *Installation Commitments*.

5. The total calculated fines for each carrier are as follows:

Service Quality Standard	AT&T Corporation (U-5002-C)	Frontier Citizens (U-1024-C)	Frontier Communications of the Southwest (U-1026-C)	Happy Valley Telephone (U-1010-C)	Hornitos Telephone (U-1011-C)
Total	\$12,600	\$118,332	\$7,344	\$2,400	\$300

6. Staff reviewed the carriers' advice letters and accepts the proposed fine calculations as correct based upon the methodology defined in General Order 133-D, Section 9.
7. The carriers should remit their fines to the Commission within 30 days of this Resolution's adoption date. The Commission will deposit the fine payments into the California General Fund.
8. On April 07, 2020, the Commission emailed a draft of this Resolution to all parties in the general service list for public comments.

THEREFORE, IT IS ORDERED that:

1. The California Public Utilities Commission approves the Advice Letters from AT&T Corporation (U-5002-C), Frontier Citizens Telecommunications Company (U-1024-C), Frontier Communications of the Southwest (U-1026-C), Happy Valley Telephone (U-1010-C) and Hornitos Telephone (U-1011-C) which calculate their respective service quality fines under General Order 133-D for Year 2019. The carriers are required to pay fines as set forth in this Resolution.
2. The carriers shall pay their assessed fines to the California Public Utilities Commission as specified in their advice letters within 30 days of this Resolution's adoption date. The California Public Utilities Commission shall deposit the fine payments into the California General Fund.
3. Fines shall be paid within 30 days from the effective date of this Resolution by a check or money order payable to the California Public Utilities Commission, and mailed or delivered to:

California Public Utilities Commission
Fiscal Office
505 Van Ness Avenue, Room 3000
San Francisco, CA 94102

The telephone corporation should write on the face of the check or money order:
“For deposit to the State of California General Fund, per Resolution T-17694.”

This Resolution is effective today.

I hereby certify that this Resolution was adopted by the California Public Utilities Commission at its regular meeting on _____. The following Commissioners approved it:

Alice Stebbins
Executive Director

Appendix

Year	Company Name	Utility Number	2016					2017					2018					2019				
			Installation Interval (days)	Installation Commitment	Customer Trouble Reports	Out of Service Repair Interval	Answer Time	Installation Interval (days)	Installation Commitment	Customer Trouble Reports	Out of Service Repair Interval	Answer Time	Installation Interval (days)	Installation Commitment	Customer Trouble Reports	Out of Service Repair Interval	Answer Time	Installation Interval (days)	Installation Commitment	Customer Trouble Reports	Out of Service Repair Interval	Answer Time
URF LLC	AT&T California	U-1001-C		Exempt	1.50%	56%	82%		Exempt	1.72%	48%	81.5%		Exempt	1.48%	56%	86%		Exempt	1.7%	44%	83%
	Frontier Citizens	U-1024-C			0.78%	83%	70%			0.82%	65%	71%			.65%	83%	62%			.87%	58%	76%
	Frontier Southwest	U-1026-C			1%	84%	70%			1.1%	75%	71%			.78%	88%	62%			1.3%	76%	76%
	Consolidated	U-1015-C			0.85%	87%	71%			0.79%	93%	77%			.85%	91%	66%			.85%	56%	76%
	Verizon/Frontier California	U-1002-C			0.77%	57%	56%			0.82%	63%	71%			.72%	77%	62%			.90%	49%	76%
	ACN Communications	U-6342-C			1.12%	5%	64%			1.17%	5%	58%			--	--	--			--	--	--
URF LLC	AT&T Corporation	U-5002-C		Exempt	2.45%	75%	--		Exempt	1.65%	52%	91%		Exempt	1.58%	60%	93%		Exempt	2.1%	34%	87%
	Time Warner Cable	U-6674-C			0.51%	91%	94%	8.10		.70%	85%	93%	4.41		.51%	91%	75%	2.24		.58%	90%	74%
	Charter Fiberlink	U-6878-C			--	--	--	5.58		4.19%	72%	73%	4.23		.99%	91%	76%	2.28		.58%	96%	74%
	Bright House	U-6995-C			--	--	--	2.73		.25%	64%	80%	3.50		.72%	88%	77%	1.70		.6%	98%	75%
	Cox California	U-5684-C			1.70%	88%	--			1.46%	95%	93%			1.39%	87%	95%			1.8%	94%	96%
	Pacifiac Communications	U-6097-C			0.98%	94%	--			.04%	94%	62%			.82%	71%	58%			.26%	100%	--
GRC	Sonic Telecom	U-7002-C		Exempt	0.34%	56%	82%		Exempt	.42%	48%	94%		Exempt	.36%	33%	98%		Exempt	.40%	25%	95%
	Calverra Tel.	U-1004-C	1.46	100%	0.19%	100%	--	1.37	100%	.12%	98%	--	1.15	100%	.13%	100%	--	.84	94%	.11%	93%	--
	Cal-Ore Telephone	U-1006-C	1.96	98%	1.82%	98%	--	2.11	97%	1.33%	100%	--	2.20	98%	1.24%	95%	--	2.57	95%	1.24%	95%	--
	Ducor Telephone	U-1007-C	2.4	100%	0.13%	99%	--	0.14	100%	.92%	99%	--	.23	100%	.96%	100%	--	.23	100%	1.40%	100%	--
	Forehill Tel.	U-1009-C	1.54	100%	1.14%	95%	98%	1.83	97%	1.44%	93%	--	1.43	100%	1.50%	100%	--	1.30	100%	1.62%	99%	--
	Happy Valley Tel.	U-1010-C	2.8	100%	1.11%	92%	--	3.0	100%	1.60%	94%	--	4.73	99%	.85%	75%	--	4.54	90%	1.12%	72%	--
	Hornitos Telephone	U-1011-C	2.72	100%	3.39%	92%	--	3.32	100%	2.7%	94%	--	4.04	91%	3.65%	60%	--	3.63	89%	2.76%	82%	--
	Kerman Telephone	U-1012-C	1.95	98%	1.54%	97%	99%	1.60	98%	1.03%	93%	--	1.39	100%	1.14%	98%	--	.98	99%	.91%	98%	--
	Primmie Tel.	U-1013-C	0.45	100%	0.24%	100%	--	1.14	100%	.80%	100%	95%	1.08	100%	.71%	100%	96%	1.11	100%	.31%	100%	96%
	Ponderosa Tel.	U-1014-C	2.27	100%	1.28%	91%	--	2.32	99%	1.47%	98%	--	1.82	100%	1.37%	98%	--	1.81	99.8%	1.23%	89%	--
	Sierra Telephone	U-1016-C	0.96	99%	0.82%	98%	88%	2.16	99%	.99%	99%	93%	1.51	100%	.70%	100%	96%	2.14	100%	.71%	100%	95%
	Siskiyou Telephone	U-1017-C	0.74	100%	0.25%	100%	--	0.70	100%	.004%	98%	--	1.23	100%	.33%	99%	--	1.20	100%	.34%	100%	--
	Volcano Telephone	U-1019-C	1.44	100%	0.29%	76%	83%	1.20	100%	.88%	71%	85%	1.15	100%	1.19%	89%	--	1.06	100%	1.24%	96%	--
	Winterhaven	U-1021-C	3.17	100%	1.82%	98%	--	3.29	98%	2.52%	98%	--	4.95	100%	1.96%	80%	75%	3.39	96%	1.28%	93%	--