Company Name:	Hornitos	s Telephone	Company	U#:		1011	Report Year:	2017
Reporting Unit Type:	☑ Total Company ☐ I	Exchange	Wire Center	Repo	orting Unit Na	me:	Total Company	

July & August - Including Fire Related Troubles.

, ,	duling Fire Related Troubles.			Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile n	nonthly, file quarterly)		(05/10/2017)			08/15/2016)			(11/15/2016)			(03/06/2017)	
		,,,,		1st Quarter			nd Quarter			3rd Quarter			4th Quarter	
		Takal # of business days	Jan	Feb	Mar	Apr	May	Jun 0	July	Aug	Sept	Oct	Nov 1	Dec
Installation Interval	I	Total # of business days	19		2		18	0	1	27 8	6	2	1	10
Min. standard = 5 bu	us. days	Total # of service orders	_			5	v	4DD ((0)	1 00		4 50	2	1 00	
		Avg. # of business days	3.80	7.00	1.00	4.00	6.00	#DIV/0!	1.00	3.38	1.50	1.00	1.00	
		Total # of installation commitments	5	1	2	5	3	U	1	8	4	2	1	2
Installation Commi		Total # of installation commitment met	5	1	2	5	3	0	1	8	4	2	1	2
Min. standard = 95%	commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
		% of commitment met	100%	100%	100%	100%	100%	#DIV/0!	100%	100%	100%	100%		100%
Customers		Acct # for voice or bundle, res+bus	404	400	398	399	399	394	383	382	376	367	364	362
Customer Trouble	Report													
	6% (6 per 100 working lines for	Total # of working lines												
	units w/ 3,000 lines)	Total # of trouble reports												
Min. Standard	units w/ 3,000 lines)	% of trouble reports												
Ë	8% (8 per 100 working lines for	Total # of working lines												
ig a	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
, o	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Ξ	10% (10 per 100 working lines	Total # of working lines	487	483	479	476	478	478	471	462	457	452	445	443
	for units w/ 1,000 lines)	Total # of trouble reports	17	21	21	5	22	11	41	21	10	6	8	10
ioi driits w/ 1,000 lines)		% of trouble reports	3.49%	4.35%	4.38%	1.05%	4.60%	2.30%	8.70%	4.55%	2.19%	1.33%	1.80%	2.26%
		Total # of outage report tickets	15	19	14	3	17	10	37	20	6	0	5	8
		Total # of repair tickets restored in < 24hrs	15	13	13	3	15	9	13	15	6	0	3	4
Adjusted		% of repair tickets restored 24 Hours	100%	68%	93%	100%	88%	90%	35%	75%	100%	#DIV/0!	60%	50%
Out of Service Rep	ort	Sum of the duration of all outages (hh:mm)	90.03	585.03	109.9	8.87	132.43	90.18	2188.32	249.43	15.12	0	207.85	213.77
Min. standard = 90%		Avg. outage duration (hh:mm)	6.00	30.79	7.85	2.96	7.79	9.02	59.14	12.47	2.52	#DIV/0!	41.57	26.72
		Indicate if catastrophonc event is in a month												
Unadiusted		Total # of outage report tickets	15	19	14	3	17	10	37	20	6	0	5	8
Out of Service Rep	ort	Total # of repair tickets restored in ≤ 24hrs	4	5	6	3	5	2	6	3	1	0	1	3
		% of repair tickets restored 24 Hours	26.67%	26.32%	42.86%	100.00%	29.41%	20.00%	16.22%	15.00%	16.67%	#DIV/0!	20.00%	37.50%
		Sum of the duration of all outages (hh:mm)	634.35	1328.98	994.22	8.84	849.74	475.27	3490.97	1176.78	390.18	0	435.31	420.01
		Avg. outage duration (hh:mm)	42.29	69.95	71.02	2.95	49.98	47.53	94.35	58.84	65.03	#DIV/0!	87.06	52.50
Refunds		Number of customers who received refunds	1	4	4	0	4	8	1	7	1	-	1	0
		Monthly amount of refunds	\$ 25.05	\$ 107.00	\$ 132.05	\$ -	\$ 121.12	\$ 138.51	\$ 25.55	\$ 169.44	\$ 25.55	\$ -	\$ 47.75	\$ -
Answer Time (Troub	le Reports, Billing & Non-Billing)													
Min. standard = 80%	of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a menu	u option to reach live agent).	Total # of call seconds to reach live agent												
-	- '	%<_60 seconds												

July & August - Including Fire Related Troubles.

Primary Utility Contact Information

Name: Gail Long Phone: 541-516-8210 Email: gail.long@tdstelecom.com	
---------------------------------------------------------------------	--

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)

Company Name:	Hornitos Telephone Com	pany	U#:1011	Report Year:	2017
Reporting Unit Type:	☐ Total Company ☑ Exchange ☐ Wire	enter	Reporting Unit Name:	Catheys Valley	
		Data filad	Data filed	Data filed	Data filed

Installation Interval Min. standard = 5 bus. day Installation Commitment Min. standard = 95% comm Customers Customer Trouble Repor	ays Int Immitment met Incret (6 per 100 working lines for	Total # of business days Total # of service orders Avg. # of business days Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus	Jan 15 4 3.75 4 4 0 100%	1st Quarter Feb 7 7 1 7.00 1 1 0 100%	1 1 0	Apr 10 2 5.00 2 2	2nd Quarter May 13 1 13.00	Jun 0 0 4 DIV/0! 0	July 0 0 #DIV/0!	1.00	1.50	Oct 1 1	Nov 0 0 #DIV/0!	0 0
Min. standard = 5 bus. day Installation Commitment Min. standard = 95% comm Customers Customer Trouble Repor	ays Int Immitment met Incret (6 per 100 working lines for	Total # of service orders Avg. # of business days Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus	15 4 3.75 4 4 0 100%	7 1 7.00 1 1 0	1 1.00 1.00 1 1	10 2 5.00 2	13 1	0	0 0 #DIV/0!	2 2 1.00	6 4 1.50	1	0	0
Min. standard = 5 bus. day Installation Commitment Min. standard = 95% comm Customers Customer Trouble Repor	ays Int Immitment met Incret (6 per 100 working lines for	Total # of service orders Avg. # of business days Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus	4 3.75 4 4 0 100%	1 1 0	1 1 0	5.00 2	1	0	#DIV/0!	1.00	1.50	1	0	0
Installation Commitment Min. standard = 95% comm Customers Customer Trouble Repor	ent mmitment met Fort 6 per 100 working lines for	Avg. # of business days Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus	3.75 4 4 0 100%	1 1 0	1 1 0	5.00	13.00	#DIV/0!	#DIV/0!	1.00	1.50	1.00		
Min. standard = 95% common com	ent mmitment met oort % (6 per 100 working lines for	Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus	4 4 0 100%	1 1 0	1 1 0	2	13.00	#DIV/0!				1.00		#DIV/0!
Min. standard = 95% common com	ont mmiltment met oort % (6 per 100 working lines for	Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus	100%	1 1 0 100%	1 0	2	1	U	0					#DIV/0!
Min. standard = 95% common com	mmitment met ort 6 per 100 working lines for	Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus	100%	1 0 100%	0	2						- 1		
Customers Customer Trouble Repor	oort % (6 per 100 working lines for	% of commitment met Acct # for voice or bundle, res+bus	100%	100%	0		<u> </u>	0	0			1	0	
Customer Trouble Repor	oort % (6 per 100 working lines for	Acct # for voice or bundle, res+bus		100%		0	0	0	0	U	v	0	0	0
Customer Trouble Repor	wort % (6 per 100 working lines for		135		100%	100%	100%	#DIV/0!	#DIV/0!	100%	100%	100%	#DIV/0!	#DIV/0!
6% units	% (6 per 100 working lines for		100	131	132	134	135	134	133	132	129	126	123	122
units	% (6 per 100 working lines for													
units		Total # of working lines					·							
- darc		Total # of trouble reports												
8	its w/ 3,000 lines)	% of trouble reports												
Ē 90/	% (8 per 100 working lines for	Total # of working lines											I.	
	nits w/ 1.001 - 2.999 lines)	Total # of trouble reports												
di ilia	iits w/ 1,001 - 2,999 iiries)	% of trouble reports											-	
Ξ		Total # of working lines	162	158	155	156	157	159	157	156	155	151	150	148
	0 % (10 per 100 working lines	Total # of trouble reports	3	2	2	130	2	2	4	3		131	2	140
for units w/ 1,000 lines)		% of trouble reports	1.85%	1.27%	1.29%	0.64%	1.27%	1.26%	2.55%			0.00%	1.33%	2.03%
		Total # of outage report tickets	1.0070	1.27/0	1.2370	0.0470	1.27 /0	1.2070	2.55%			0.0070	1.55 /6	2.00 /
		Total # of repair tickets restored in < 24hrs	3		1	0	1	1	2			0	1	
Adjusted		% of repair tickets restored 24 Hours	100%	50%	50%	#DIV/0!	100%	100%	100%			#DIV/0!	100%	33%
Out of Service Report		Sum of the duration of all outages (hh:mm)	28.05	339.17		#DIV/0:	6.17	3.5	3.27			#DIV/0:	7.48	
Min. standard = 90% within		Avg. outage duration (hh:mm)	9.35	169.59		#DIV/0!	6.17	3.50	1.64			#DIV/0!	7.48	40.83
IVIII. Standard – 30 /6 Within	•	Indicate if catastrophone event is in a month	3.00	103.53	34.20	#510/0:	0.17	3.30	1.04	2.19	#51070:	#21770:	7.40	40.00
Unadjusted		Total # of outage report tickets	3	2	2	0	1	1	2	3	0	0	1	
Out of Service Report		Total # of repair tickets restored in ≤ 24hrs	1	0	1	0	0	0	0	2	0	0	0	0
		% of repair tickets restored 24 Hours	33.33%	0.00%	50.00%	#DIV/0!	0.00%	0.00%	0.00%			#DIV/0!	0.00%	0.00%
		Sum of the duration of all outages (hh:mm)	97.92	476.95		0	49.4	49.1	142.18			0	42.13	328.77
		Avg. outage duration (hh:mm)	32.64	238.48	53.64	#DIV/0!	49.4	49.1	71.09	32.30		#DIV/0!	42.13	109.59
Refunds		Number of customers who received refunds	0	1	1	0	0	1	1	1	0	-	0	
		Monthly amount of refunds	\$ -	\$ 10.40	\$ 26.05	\$ -	\$ -	\$ 25.05	\$ 25.55	\$ 18.37	\$ -	\$ -	\$ -	\$ -
	Reports, Billing & Non-Billing)													
Min. standard = 80% of cal	calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing				·								
live agent (w/a menu optio	tion to reach live agent).	Total # of call seconds to reach live agent				,		-						
		%< 60 seconds											-	

Primary Utility Contact Information

Name:	Phone:	Email:

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)

U#:

1011

Report Year:

Email:

2017

Reporting Unit Typ	pe:	☐ Total Company	er				Reporting Unit Na	me:		Exchequer				
	Measurement (Compile m	nonthly, file quarterly)		Date filed (05/10/2017) 1st Quarter			Date filed (08/15/2016) 2nd Quarter			Date filed (11/15/2016) 3rd Quarter			Date filed (xx/xx/xxxx) 4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
		Total # of business days	0	100	0 1	Αρ ι 0			0				0	
Installation Interval		Total # of service orders	0		1	0			0	0	0	0	0	
Min. standard = 5 bus	s. days	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!
		Total # of installation commitments	0		1	0			0	0			0	
Installation Commite	ment	Total # of installation commitment met	0		1	0		0	0	0	0		0	
Min. standard = 95%		Total # of installation commitment met	0		0	0			0	0		- 0	0	
wiiii. Stariuaru – 5576	communent met	% 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	#DIV/0:			#DIV/0:	#DIV/0:		#DIV/0!				26	26
Customer Trouble R	Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
뒫	units w/ 3,000 lines)	% of trouble reports												
Standard	8% (8 per 100 working lines for	Total # of working lines Total # of trouble reports												
ø.	units w/ 1,001 - 2,999 lines)	% of trouble reports												
M ë		· ·												
≥	10% (10 per 100 working lines	Total # of working lines	46	46	6 46	46			46			45	43	4
	for units w/ 1,000 lines)	Total # of trouble reports	0	(0 1	2			1	0		0	0	
		% of trouble reports	0.00%	0.00%	6 2.17%	4.35%	0.00%	2.17%	2.17%				0.00%	9.30
		Total # of outage report tickets	0	(0 1	2			1	0	·	,	0	
		Total # of repair tickets restored in ≤ 24hrs	0	(0 1	2			0		v		0	
Adjusted		% of repair tickets restored 24 Hours	#DIV/0!	#DIV/0!	100%	100%	#DIV/0!	100%	0%		#DIV/0!	#DIV/0!	#DIV/0!	67
Out of Service Repo	ort	Sum of the duration of all outages (hh:mm)			2.13	6.93	0		124.8		0	0	0	44.5
Min. standard = 90%	within 24 hrs	Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	2.13	3.47	#DIV/0!	4.60	124.80	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	14.8
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets			1	2	0	1	1	0	0	0	0	
Out of Service Repo	ort	Total # of repair tickets restored in < 24hrs			1	2	0	0	0	0	0	0	0	2
•		% of repair tickets restored 24 Hours	#DIV/0!	#DIV/0!	100.00%	100.00%	#DIV/0!	0.00%	0.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	66.67
		Sum of the duration of all outages (hh:mm)			21.42	6.92	0	24.5	267.13	0	0	C	0	44.5
		Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	21.42	3.46	#DIV/0!	24.50	267.13	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	14.85666
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0	C	0	
		Monthly amount of refunds	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Answer Time (Trouble	le Reports, Billing & Non-Billing)													
	of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
	option to reach live agent).	Total # of call seconds to reach live agent	1		1			1						
iivo agoni (w/a mena	option to readin live agent).	%< 60 seconds												
		70 <u>C</u> 00 Seconds			+			1					1	
		<u> </u>			Drimony Hallisty Com	44 l-f							<u> </u>	

Phone:

Company Name:

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)

Hornitos Telephone Company

Company Name:		Hornitos Telephone Compan	у				U#:	1011		ļ	Report Year:	_	2017	
Reporting Unit Ty	/pe:	☐ Total Company ☑ Exchange ☐ With Center					Reporting Unit Na	me:		Hornitos				
	Measurement (Compile m	nonthly, file quarterly)	Jan	Date filed (05/10/2017) 1st Quarter Feb	Mar	Apr	Date filed (08/15/2016) 2nd Quarter May	Jun	July	Date filed (11/15/2016) 3rd Quarter Aug	Sept	(:	Date filed (x/xx/xxxx) th Quarter Nov	Dec
		Total # of business days	Jan	Len	iviai O	Api 1	iviay ∩	Juli	July	Aug 1	Эері	000	1	Dec
nstallation Interval		Total # of business days Total # of service orders	0	0	0	1	0	0	1	1	0	0	1	0
Min. standard = 5 bu	is. days	Avg. # of business days	#DIV/0!	#DIV/0!	#DIV/0!	1.00	#DIV/0!	#DIV/0!	1.00	1.00	#DIV/0!	#DIV/0!	1.00	#DIV/0!
		Total # of installation commitments	#B1470.	#B1470.	#BIV/0:	1.00	#B1470:	#BIV/0:	1.00	1.00	#B1470.	#B1070.	1.00	#B1470.
nstallation Commi	tment	Total # of installation commitment met	0	0	0	1	0	0	1	1	0	0	1	0
Min. standard = 95%		Total # of installation commitment missed	0	0	0	0	0	0	0	1	0	0	0	0
viiii. Staridard = 5570	o communent met	% of commitment met	#DIV/0!	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!	100%	100%	#DIV/0!	#DIV/0!	100%	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	#DIV/0!	#51070!		117	#51070!	#51070!		110	#DIV/0!		110	109
Customer Trouble	Report		110	110	110			110	110	110	100	100	110	100
ouotomo: Troubio	T T	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
5	units w/ 3,000 lines)	% of trouble reports												
ıda	8% (8 per 100 working lines for	Total # of working lines												
ā	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
69	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Ē	10% (10 per 100 working lines	Total # of working lines	150	149	149	149	148	148	146	142	140	139	138	139
	for units w/ 1,000 lines)	Total # of trouble reports	6	12		1	18	6			3	0	3	1
	ioi units w/ 1,000 inles)	% of trouble reports	4.00%	8.05%	6.04%	0.67%	12.16%	4.05%	6.85%	9.86%	2.14%	0.00%	2.17%	0.72%
		Total # of outage report tickets	5	12		1	16	6		13	1	0	2	1
		Total # of repair tickets restored in < 24hrs	5	7	5	1	14	5	6	8	1	0	1	0
Adjusted		% of repair tickets restored 24 Hours	100%	58%	100%	100%	88%	83%	75%	62%	100%	#DIV/0!	50%	0%
Out of Service Rep	ort	Sum of the duration of all outages (hh:mm)	35.92	226.72	16.1	1.93	126.27	66.07	95.5	236.4	3.12	0	166.28	26.8
Min. standard = 90%		Avg. outage duration (hh:mm)	7.18	18.89	3.22	1.93	7.89	11.01	11.94	18.18	3.12	#DIV/0!	83.14	26.80
viii. Staridard = 3070	, widiii 24 113	Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	5	12	5	1	16	6	8	13	1	0	2	1
Out of Service Rep	ort	Total # of repair tickets restored in ≤ 24hrs	0	3	1	1	5	2	2	1	1	0	0	0
•		% of repair tickets restored 24 Hours	0.00%	25.00%	20.00%	100.00%	31.25%	33.33%	25.00%	7.69%	100.00%	#DIV/0!	0.00%	0.00%
		Sum of the duration of all outages (hh:mm)	363.82	718.82		1.93	800.33	291.43	503.74	743.25	22.45		642.77	26.8
		Avg. outage duration (hh:mm)	72.76	59.90		1.93	50.02	48.57	62.97	57.17	22.45	#DIV/0!	321.385	26.8
Refunds	·	Number of customers who received refunds	1	2	2	0	4	5	0	5	0	-	0	0
		Monthly amount of refunds	\$ 25.05	\$ 67.55	\$ 80.95	\$ -	\$ 121.12	\$ 80.94	\$ -	\$ 122.52	\$ -	\$ -	\$ -	\$ -
	le Reports, Billing & Non-Billing)											\Box		
Min. standard = 80%	of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
ive agent (w/a menu	u option to reach live agent).	Total # of call seconds to reach live agent												
- '		%< 60 seconds												
		1												

Name:	Phone:	Email:

Primary Utility Contact Information

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)

Company Name:		Hornitos Telephone Compan	у	•			U#:	1011	_		Report Year:	_	2017	
Reporting Unit Ty	уре:	☐ Total Company ☑ Exchange ☐ With Center	r				Reporting Unit Na	me:		Mt. Bullion				
	Measurement (Compile n	nonthly, file quarterly)		Date filed (05/10/2017) 1st Quarter			Date filed (08/15/2016) 2nd Quarter			Date filed (11/15/2016) 3rd Quarter		() 4:	Date filed (x/xx/xxxx) th Quarter	
		Tatal # af hardeness days	Jan	Feb	Mar	Apr	May	Jun 0	July	Aug	Sept	Oct 1	Nov	Dec
nstallation Interval		Total # of business days Total # of service orders	4	0	0	9	5	0	·	24	0	1	0	10
Min. standard = 5 bus	s. days		4.00	#DIV/0!	#DIV/0!	4.5	2.5	#DIV/0!	#DIV/0!	4.80	#DIV/0!	1	#DIV/0!	5
		Avg. # of business days Total # of installation commitments	4.00	#DIV/0!	#DIV/0!	4.5		#DIV/0!		4.00	#DIV/0!	1	#DIV/0!	2
nstallation Commit	t		1	0	0	2	2		, and the second	5	0	1		
Min. standard = 95%		Total # of installation commitment met	1	0	0		-	0	0	5	0		0	2
viiri. Standard = 95%	communent met	Total # of installation commitment missed	0	0	0	0	0	0	U	0	0	0	0	0
		% of commitment met	100%	#DIV/0!	#DIV/0!	100%	100%	#DIV/0!	#DIV/0!	100%	#DIV/0!	100%	#DIV/0!	100%
Customers		Acct # for voice or bundle, res+bus	121	121	118	119	118	116	111	111	109	106	105	105
Customer Trouble F	Report													
	6% (6 per 100 working lines for	Total # of working lines												
	units w/ 3,000 lines)	Total # of trouble reports												
ard	units w/ 3,000 lines)	% of trouble reports												
2	8% (8 per 100 working lines for	Total # of working lines												
Sta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
Ė		% of trouble reports												
Ξ	10% (10 per 100 working lines	Total # of working lines	129	130	129	125	127	125	122	119	117	117	114	113
	for units w/ 1,000 lines)	Total # of trouble reports	8	7	9	1	2	2			5	6	3	2
	ioi units w/ 1,000 lines)	% of trouble reports	6.20%	5.38%	6.98%	0.80%	1.57%	1.60%			4.27%	5.13%	2.63%	1.77%
	II.	Total # of outage report tickets	7	5	6	0	0	2			5	0	2	1
		Total # of repair tickets restored in ≤ 24hrs	7	5	6	0	0	2			5	0	1	1
Adjusted		% of repair tickets restored 24 Hours	100%	100%	100%	#DIV/0!	#DIV/0!	100%	19%	100%	100%	#DIV/0!	50%	100%
Out of Service Repo	ort	Sum of the duration of all outages (hh:mm)	26.07	19.15	23.15	0.00	0.00	16.02	1964.75	4.67	12	0	34.08	19.88
Min. standard = 90%		Avg. outage duration (hh:mm)	3.72	3.83	3.86	#DIV/0!	#DIV/0!	8.01	75.57	1.17	2.40	#DIV/0!	17.04	19.88
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	7	5	6	0	0	2	26	4	5	0	2	1
Out of Service Repo	ort	Total # of repair tickets restored in ≤ 24hrs	3	2	3	0	0	0	4	0	0	0	1	1
		% of repair tickets restored 24 Hours	42.86%	40.00%	50.00%	#DIV/0!	#DIV/0!	0%	15.38%	0.00%	0.00%	#DIV/0!	50.00%	100.00%
		Sum of the duration of all outages (hh:mm)	172.62			0.00	0.00	110.25			367.73	0	58.06	19.87
		Avg. outage duration (hh:mm)	24.66	26.64	50.80	#DIV/0!	#DIV/0!	55.13		84.16	73.55	#DIV/0!	29.03	19.87
Refunds		Number of customers who received refunds	0	1	1	0	0	2	0	1	11	-	1	0
		Monthly amount of refunds	\$ -	\$ 29.05	\$ 25.05	\$ -	\$ -	\$ 32.52	\$ -	\$ 28.55	\$ 25.55	\$ -	\$ 47.75	\$ -
	le Reports, Billing & Non-Billing)													
Min. standard = 80%	of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing						·						
ive agent (w/a menu	option to reach live agent).	Total # of call seconds to reach live agent						·						
		%<_60 seconds												
			l .	I					1			ı		

Primary Utility Contact Information	

Name:	Pho	one:	Email:

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)