	√Total	Exchange Vire	General Order No. 133-D			
ompany Name:		Hornitos Telephone Company	U#:	1011	Report Year:	2018
eporting Unit Type:			Repo	orting Unit Name:	Includes Revis Total Company	ions from Revised Q1 and Q

	Measurement (Compile m	conthly file quarterly)		Date filed		Date filed				Date filed				
	Measurement (Compile II	iontiny, me quarterry)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarte	
		Total # of business days	Jan 14	Feb 12	Mar 26	Apr 18	May 27	Jun 27	July	Aug 13	Sept	Oct 16	<u>Nov</u> 7	Dec 7
Installation Interval		Total # of business days Total # of service orders	14	12		5	21	21	0	13	7	5	2	2
Min. standard = 5 bu	is. days	Avg. # of business days	2.80	3.00	3.25	3.60	13.50	6.75	·	3.25	3.50	3.20	3.50	
		Total # of installation commitments	2.80	3.00	3.25	3.00 5	13.50	0.75	#DIV/0!	3.23	3.50	3.20	3.50	3.50
l			3	4				4		4		3		
Installation Commit		Total # of installation commitment met	8	4	8	5	2	3	0	4	2	5	2	2
Min. standard = 95%		Total # of installation commitment missed	0	0	0	0	0	1	0	0	0	0	0	0
_		% of commitment met	100%	100%	100%	100%	100%	75%	100%	100%	100%	100%	100%	100%
Customers		Acct # for voice or bundle, res+bus	364	360	357	356	348	351	347	343	341	343	335	334
Customer Trouble I	Report													
	6% (6 per 100 working lines for	Total # of working lines												
	units w/ ≥ 3,000 lines)	Total # of trouble reports												
Standard	units w/ = 5,000 inies)	% of trouble reports												
Ď	8% (8 per 100 working lines for	Total # of working lines												
ţa	units w/ 1.001 - 2.999 lines)	Total # of trouble reports												
, °,	unito w/ 1,001 2,000 inico)	% of trouble reports												
Min	10% (10 per 100 working lines	Total # of working lines	439	437	432	433	429	423	424	419	417	418	415	408
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	9	8	47	33	4	9	5	27	12	18	9	5
	ior drins w/ = 1,000 lines)	% of trouble reports	2.05%	1.83%	10.88%	7.62%	0.93%	2.13%	1.18%	6.44%	2.88%	4.31%	2.17%	1.23%
		Total # of outage report tickets	6	7	45	25	2	7	1	23	6	16	7	1
		Total # of repair tickets restored in ≤ 24hrs	5	4	8	19	1	3	1	19	6	15	6	1
Adjusted		% of repair tickets restored ≤ 24 Hours	83%	57%	18%	76%	50%	43%	100%	83%	100%	94%	86%	100%
Out of Service Repo	ort	Sum of the duration of all outages (hh:mm)	92.38	206.82	1945.93	516.1	142.77	227.15	23.08	162.18	8.12	69.33	116.45	0.62
Min. standard = 90%	within 24 hrs	Avg. outage duration (hh:mm)	15.40	29.55	43.24	20.64	71.39	32.45	23.08	7.05	1.35	4.33	16.64	0.62
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	6	7	45	25	2	7	1	23	6	16	7	3
Out of Service Repo	ort	Total # of repair tickets restored in < 24hrs	3	2	3	5	0	0	1	12	1	11	3	0
		% of repair tickets restored ≤ 24 Hours	50%	29%	7%	20%	0%	0%	100%	52%	17%	69%	43%	0%
		Sum of the duration of all outages (hh:mm)	296.98	304.67	2690.1	1462.07	262.016	558.27	23.08	511.83	429.95	477.28	281.98	598
		Avg. outage duration (hh:mm)	49.50	43.52	59.78	58.48	131.01	79.75	23.08	22.25	71.66	29.83	40.28	199.33
Refunds		Number of customers who received refunds	2	1		4	0	2	0	1	1	1	0	0
		Monthly amount of refunds	\$ 56.10	\$ 26.55		\$ 108.65	\$ -	\$ 72.00	0	\$ 36.05	\$ 26.55	\$ 25.55	\$ -	\$ -
	le Reports, Billing & Non-Billing)													
	of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a menu	option to reach live agent).	Total # of call seconds to reach live agent												
	•	%<60 seconds												

Primary Utility Contact Information

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

Report Year:

Email:

2018

Reporting Unit Type: Separating Unit Name: Catheys Valley		еу			-									
				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile m	nonthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter		\vdash	4th Quarte	
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	╁
		Total # of business days	1	3	23	4	. 0) 6	0	- Aug 6	0	3	7	+-
Installation Interva		Total # of service orders	2	1	5	1	0) 2	0	. 2	0	1	2	1
Min. standard = 5 b	us. days	Avg. # of business days	0.50	3.00	4.60	4.00	#DIV/0!	3.00	#DIV/0!	3.00	#DIV/0!	3.00) #D
		Total # of installation commitments	2	1	5	1	0) 2	0	. 2	0	1	2	
Installation Comm	itment	Total # of installation commitment met	2	1	5	1	0	1	0	2	0	1		,
Min. standard = 95°		Total # of installation commitment missed	0		0	<u> </u>	0	1	0	- -	Ö	<u> </u>	-	1
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	+
Customers		Acct # for voice or bundle, res+bus	123		122	123								
Customer Trouble	Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												1
ē	units w/ ≥ 3,000 lines)	% of trouble reports												
Standard													1	+
ä	8% (8 per 100 working lines for	Total # of working lines											 	+
ŭ	units w/ 1,001 - 2,999 lines)	Total # of trouble reports											 	+
Ξ Ξ		% of trouble reports										⊢—	 	+
10% (10 per 100 working lines	Total # of working lines	146	144	141	144	145	138	138	137	136	137	138	3	
	for units w/ ≤ 1.000 lines)	Total # of trouble reports	3	1	14	12	2 0	0	2	2	3	4	3	ś
	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	% of trouble reports	2.05%	0.69%	9.93%	8.33%	0.00%	0.00%	1.45%	1.46%	2.21%	2.92%	2.17%	3
		Total # of outage report tickets	3	1	14	10	0	0	, 0	0	0	4	2	2
		Total # of repair tickets restored in ≤ 24hrs	3	0	1	8	0	0	0	0	0	3	2	2
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	0%	7%	80%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	75%	100%	
Out of Service Rep		Sum of the duration of all outages (hh:mm)	25.93	66.13	600.88	212.95	0	0	, 0	0	0	46.72		
Min. standard = 90°	% within 24 hrs	Avg. outage duration (hh:mm)	8.64	66.13	42.92	21.30	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	11.68	7.54	4 #D
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	3	1	14	10	0	0	0	. c	0	4		2
Out of Service Rep	port	Total # of repair tickets restored in ≤ 24hrs	2	0	1	3	0	0	0	0	0	3	C	j
		% of repair tickets restored ≤ 24 Hours	67%	0%	7%	30%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	75%		
		Sum of the duration of all outages (hh:mm)	82.5	90.13	648.78	580.81	0	0	0	0	0	59.32	50.08	
		Avg. outage duration (hh:mm)	27.50	90.13	46.34	58.08	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	14.83	25.04	4 #D
Refunds		Number of customers who received refunds	1	0	0	2	2 0	0	0	0	0	0	0	
		Monthly amount of refunds	\$ 29.55	\$ -	\$ -	\$ 57.55	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$
	ble 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 men	nu option to reach live agent).	Total # of call seconds to reach live agent				·								
		%< 60 seconds												1
														1

Primary Utility Contact Information

Phone:

Hornitos Telephone Company

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)

U#:

1011

Report Year:

Email:

2018

Reporting Unit T	уре:	☐otal Company ☐xchange ☐Wire Center					Reporting Unit Na	me:		Exchequer				-
				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile n	nonthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter		4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	╁
		Total # of business days	Oan	n eb	nviai 0	- Αρ ι	iviay ∩	Out	July	Aug	Оерг	1	0	+-
Installation Interva		Total # of service orders	0	0	0	0	il o	0	0	1	0	1	0	+-
Min. standard = 5 b	us. days	Avg. # of business days	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	3.00	#DIV/0!	1.00		#D
		Total # of installation commitments	0	0	0	0	0	0	0	1	0	1		1
Installation Commi	itment	Total # of installation commitment met	0	0	0	0	0	0	0	1	0	1	0	
Min. standard = 95%		Total # of installation commitment met	0	0	0	0	0	0	0	0	0	0	0	_
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		,
Customers		Acct # for voice or bundle, res+bus	26			26		27	27	28		28		
Customer Trouble	Report													T
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
.	units w/ ≥ 3,000 lines)	% of trouble reports												
8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												†	
<u>ā</u>	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												†
رن خ	units w/ 1,001 - 2,999 lines)	% of trouble reports												T
10% (10 per 100 working lines	Total # of working lines	42	43	43	43	43	42	42	42	43	42	43	3	
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	2	0	1	1	0	0	0	2	0	2	2	
		% of trouble reports	4.76%	0.00%	2.33%	2.33%	0.00%	0.00%	0.00%	4.76%	0.00%	4.76%	4.65%	,
		Total # of outage report tickets	0	0	1	1	0	0	0	2	0	2	1	
		Total # of repair tickets restored in ≤ 24hrs	0	0	1	1	0	0	0	1	0	2	1	
Adjusted		% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	50%	#DIV/0!	100%	100%	
Out of Service Rep		Sum of the duration of all outages (hh:mm)	0	0	0.18	6.95	0	0	0	51.25	0	10.98	12	
Min. standard = 90%	% within 24 hrs	Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	0.18	6.95	#DIV/0!	#DIV/0!	#DIV/0!	25.63	#DIV/0!	5.49	12.00) #D
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	0	0	1	1	0	0	0	2	0	2	1	
Out of Service Rep	oort	Total # of repair tickets restored in ≤ 24hrs	0	0	1	1	0	0	0	1	0	0	1	
		% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	50%	#DIV/0!	0%		
		Sum of the duration of all outages (hh:mm)	0	0	0.2	6.95	0	0	0	51.23	0	195.06	11.98	i
		Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	0.20	6.95	#DIV/0!	#DIV/0!	#DIV/0!	25.62	#DIV/0!	97.53	11.98	3 #D
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	
		Monthly amount of refunds	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$
	ble 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 men	u option to reach live agent).	Total # of call seconds to reach live agent				_								T
	- ,	%< 60 seconds												T
														1
		<u> </u>		1	L		1	L						

Primary Utility Contact Information

Phone:

Hornitos Telephone Company

Date Adopted: 7/28/09

Company Name:

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 Telep	hone Company	U#:	1011	Report Year:	2018
Reporting Unit Type:	total Company	√ Exchange	Wire Center	Reporting Unit Name	e:	Hornitos	

Measurement (Compile monthly, file quarterly)				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile n	nonthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	
			Jan	Feb	Mar	Apr	Mav	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interva	-1	Total # of business days	5	4	1	3	0	20	0	4	4	0	0	0
Min. standard = 5 b		Total # of service orders	2	1	1	2	0	1	0	1	1	0	0	0
win. standard = 5 b	ous. days	Avg. # of business days	2.50	4.00	1.00	1.50	#DIV/0!	20.00	#DIV/0!	4.00	4.00	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of installation commitments	2	1	1	2	0	1	0	1	1	0	0	
Installation Comm	nitment	Total # of installation commitment met	2	1	1	2	0	1	0	1	1	0	0	(
Min. standard = 959	% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	(
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Customers		Acct # for voice or bundle, res+bus	110	108	105	104	104	105	103	100	100	99	96	94
Customer Trouble	e Report													<u> </u>
	COV (C new 400 weathing the confine	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
ard	units w/ ≥ 3,000 lines)	% of trouble reports												
핕	8% (8 per 100 working lines for	Total # of working lines												
Sta	units w/ 1.001 - 2.999 lines)	Total # of trouble reports												
ë	anno 11, 1,001 2,000 miles)	% of trouble reports												
Ξ	10% (10 per 100 working lines	Total # of working lines	139	138	136	136	134	135	135	132	132	131	129	126
		Total # of trouble reports	100	5	11	10	104	100	100	3	2	101	1 1	120
for units w/ ≤ 1,000 lir	for units w/ ≤ 1,000 lines)	% of trouble reports	0.72%	3.62%	8.09%	7.35%	0.75%	2.96%	0.74%	2.27%	1.52%	0.00%	0.78%	1.59%
	I	Total # of outage report tickets	0.7270	4	11	6	1	4	1	1	1	0.0070	1	1.00%
		Total # of repair tickets restored in < 24hrs	0	2	1	4	0	2	1	0	0	0	1	-
له مدمد الله		% of repair tickets restored ≤ 24 Hours	#DIV/0!	50%	9%	67%	0%	50%	100%	0%	0%	#DIV/0!	100%	100%
Adjusted Out of Service Re		Sum of the duration of all outages (hh:mm)	0	129.15	591.68	59.33	140.5	37.03	23.08		47.67		6.18	
		Avg. outage duration (hh:mm)	#DIV/0!	32.29	53.79	9.89	140.50	9.26	23.08		47.67	#DIV/0!	6.18	
Min. standard = 90% within 24 hrs		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	0	4	11	6	1	4	1	1	1	0	1	:
Out of Service Rep	port	Total # of repair tickets restored in ≤ 24hrs	0	0	1	0	0	0	1	0	0	0	1	
		% of repair tickets restored ≤ 24 Hours	#DIV/0!	0%	9%	0%	0%	0%	100%	0%	0%	#DIV/0!	100%	0%
		Sum of the duration of all outages (hh:mm)	0	190.75	782.15	318.73	164.5	201.51	23.08	77.33	47.65	0	22.2	285.53
		Avg. outage duration (hh:mm)	#DIV/0!	47.69	71.10	53.12	164.50	50.38	23.08			#DIV/0!	22.20	142.77
Refunds		Number of customers who received refunds	0	1	0	1	0	0	0	0	0	0	0	0
		Monthly amount of refunds	\$ -	\$ 26.55	\$ -	\$ 25.55	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	uble Reports, Billing & Non-Billing)													<u> </u>
	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a mer	nu option 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)

Company Name:		Hornitos Teleph	one Company	U#:	1011	Report Year:	2018
Reporting Unit Type:	total Company	√ Exchange	■Wire Center	Reporting Unit Name:		Mt. Bullion	

				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile n	nonthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interv	(a)	Total # of business days	1	5	1	11	27	1	0	0	3	12	0	7
Min. standard = 5 b		Total # of service orders	1	2	1	2	2	1	0	0	1	3	0	2
IVIIII. Stariuaru = 3 t	bus. days	Avg. # of business days	1.00	2.50	1.00	5.50	13.50	1.00	#DIV/0!	#DIV/0!	3.00	4.00	#DIV/0!	3.50
		Total # of installation commitments	1	2	1	2	2	1	0	0	1	3	0	- 2
Installation Comn	nitment	Total # of installation commitment met	1	2	1	2	2	1	0	0	1	3	0	2
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	(
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Customers		Acct # for voice or bundle, res+bus	105	105	104	103	101	102	101	99	99	100	96	97
Customer Trouble	e Report													<u> </u>
	6% (6 per 100 working lines for	Total # of working 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												1
Sta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												1
	unito 11/ 1/001 2/000 initoly	% of trouble reports												
Min.	10% (10 per 100 working lines	Total # of working lines	112	112	112	110	107	108	109	108	106	108	105	103
		Total # of trouble reports	3	2	21	10	3	5	2	22	9	12		
for units w/ ≤ 1,000 lines)		% of trouble reports	2.68%	1.79%	18.75%	9.09%	2.80%	4.63%	1.83%	20.37%	8,49%	11.11%		0.97%
	•	Total # of outage report tickets	3	2	21	8	1	3	0	21	6	10		(
		Total # of repair tickets restored in < 24hrs	2	2	6	6	1	1	0	18	6	10	2	
Adjusted		% of repair tickets restored ≤ 24 Hours	67%	100%	29%	75%	100%	33%	#DIV/0!	86%	100%	100%		#DIV/0!
Out of Service Re	poort	Sum of the duration of all outages (hh:mm)	66.45	11.53	753.77	236.87	2.27	190.12	0	110.93	8.12	0	6.18	(
Min. standard = 90		Avg. outage duration (hh:mm)	22.15	5.77	35.89	29.61	2.27	63.37	#DIV/0!	5.28	1.35	0.00	2.06	#DIV/0!
Will. Standard = 50	770 Within 24 1113	Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	3	2	21	8	1	3	0	21	6	10	3	
Out of Service Re	eport	Total # of repair tickets restored in ≤ 24hrs	1	2	1	1	0	0	0	11	1	8	1	(
		% of repair tickets restored ≤ 24 Hours	33%	100%	5%	13%	0%	0%	#DIV/0!	52%	17%	80%		0%
		Sum of the duration of all outages (hh:mm)	214.48	23.8	1259	555.57	97.52	356.77	0	460.6	429.95	222.9	197.22	312.47
		Avg. outage duration (hh:mm)	71.49	11.90	59.95	69.45	97.52	118.92	#DIV/0!	21.93	71.66	22.29		312.47
Refunds		Number of customers who received refunds	0	0	0	1	0	2	0	1	1	1	0	0
		Monthly amount of refunds	\$ -	\$ -	\$ -	\$ 25.55	\$ -	\$ 72.00	\$ -	\$ 36.05	\$ 26.55	\$ 25.55	\$ -	\$ -
	uble Reports, Billing & Non-Billing)													
Min. standard = 80	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a me	enu option to reach live agent).	Total # of call seconds to reach live agent												
5 ,,	,	% <u><</u> 60 seconds												
												l	l	1

Primary Utility Contact Information

Nan	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)