Company Name:	Ho	rnitos Telephon	e Company	U#:	1011	Report Year:	2019
Reporting Unit Type:	☑ Total Company	☐ Exchange	☐ Wire Center	Reporting Unit N	lame:	Total Company	

	Measurement (Compile n			Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile ii	ionthly, file quarterly)		1st Quarter			2nd Quarte			3rd Quarter			4th Quarte	
		Te	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interv	ral	Total # of business days	10	1	15	0	1	9					-	+
Min. standard = 5 h	bus. days	Total # of service orders	3	1	3	0	1	2					-	
	·	Avg. # of business days	3.33	1.00	5.00	#DIV/0!	1.00	4.50						
		Total # of installation commitments	3	1	3	0		2					-	
Installation Comn		Total # of installation commitment met	3	1	3	0	1	2						
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0						
		% of commitment met	100%	100%	100%	100%	100%	100%						
Customers		Acct # for voice or bundle, res+bus	331	324	320	317	313	309						
Customer Trouble	e Report													
	00/ /0 = = 400 dia = lia = 4=	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
Min. Standard	units w/ ≥ 3,000 lines)	% of trouble reports												
ğ	20/ /2 400	Total # of working lines												
蜇	8% (8 per 100 working lines for	Total # of trouble reports						1						
σ.	units w/ 1,001 - 2,999 lines)	% of trouble reports						1						
iĘ		· · · · · · · · · · · · · · · · · · ·	407	401	396	390	386	381						+
_		Total # of working lines	_	_										
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	4	11	9	4	9	13						
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	% of trouble reports	0.98%	2.74%	2.27%	1.03%	2.33%	3.41%						
		Total # of outage report tickets	4	10	7	3	7	7						
		Total # of repair tickets restored in ≤ 24hrs	2	7	6	2	7	6						
Adjusted		% of repair tickets restored ≤ 24 Hours	50%	70%	86%	67%	100%	86%						
Out of Service Re		Sum of the duration of all outages (hh:mm)	90.48	281.88	60.02	151.13	9.88	166.47						
Min. standard = 90	0% within 24 hrs	Avg. outage duration (hh:mm)	22.62	28.19	8.57	50.38	1.41	23.78						
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	4	10	7	3	7	7						
Out of Service Re	eport	Total # of repair tickets restored in < 24hrs	1	2	2	1	5	3						
041 01 001 1100 110	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	% of repair tickets restored ≤ 24 Hours	25%	20%	29%	33%	71%	43%						
		Sum of the duration of all outages (hh:mm)	418.6	598.35	354.5	196.27	150.90	469.38						1
		Avg. outage duration (hh:mm)	104.65	59.84	50.64	65.42	21.56	67.05					İ	1
Refunds		Number of customers who received refunds	1	0	2	0	0	0					1	1
		Monthly amount of refunds	\$ 31.45		\$ 18.87	\$ -	\$ -	\$ -					1	1
Answer Time (Trou	uble Reports, Billing & Non-Billing)							1					1	1
	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing											İ	1
	nu option to reach live agent).	Total # of call seconds to reach live agent						1					1	†
		%< 60 seconds						1					1	1
								1					1	
		I												

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)

Date filed

Date filed

Email:

Date filed

Company Name:		Hornitos Telep	hone Company	U#:	1011	Report Year:	2018
Reporting Unit Type:	□ Total Company	☑ Exchange	□ Wire Center	Reporting U	Jnit Name:	Catheys Valley	

Date filed

	weasurement (Compile ii	nontiny, me quarterly)		1st Quarter		2nd Quarter			3rd Quarter			4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interval		Total # of business days	4	0	0	0	1	4						
Min. standard = 5 bu		Total # of service orders	1	0	0	0	1	1						
viiri. Stariuaru = 5 bt	us. uays	Avg. # of business days	4.00	#DIV/0!	#DIV/0!	#DIV/0!	1.00	4.00				4		
		Total # of installation commitments	1	0	0	0	1	1				4		
Installation Commit		Total # of installation commitment met	1	0	0	0	1	1				4		
Min. standard = 95%	% commitment met	Total # of installation commitment missed	0			0	0	0						
		% of commitment met	100%	100%	100%	100%	100%	100%						
Customers		Acct # for voice or bundle, res+bus	116	112	108	105	105	104						
Customer Trouble	Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
Standard	units w/ ≥ 3,000 lines)	% of trouble reports												
ğ	8% (8 per 100 working lines for	Total # of working lines										4		
šta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Ē	10% (10 per 100 working lines	Total # of working lines	138	133	130	125	122	122						
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	0	0	1	0	3	2						
	Tor dring w/ 2 1,000 lines/	% of trouble reports	0.00%	0.00%	0.77%	0.00%	2.46%	1.64%						
		Total # of outage report tickets	0	0	0	0	1	1						
		Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	1	1						
Adjusted		% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100%	100%						
Out of Service Rep		Sum of the duration of all outages (hh:mm)				0	2.03	6.67						
Min. standard = 90%	% within 24 hrs	Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	2.03	6.67				4		
		Indicate if catastrophonc event is in a month	0	0	0									
Unadjusted		Total # of outage report tickets	0	0	0	0	1	1						
Out of Service Rep	port	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	1	0				1		
		% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100%	0%				4		
		Sum of the duration of all outages (hh:mm)	0	0	0	0	2.03	119.07				1		
		Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	2.03	119.07				4		
Refunds		Number of customers who received refunds	0	0	0	0	0	0						
		Monthly amount of refunds	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -						
	ble Reports, Billing & Non-Billing)											4		
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										4		
- ·	- ,	%< 60 seconds												
				1										

Primary Utility Contact Information

Phone:

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)

Name:

Measurement (Compile monthly, file quarterly)

Company Name:		Hornitos Telep	hone Company	U#:	1011	Report Year:	2018
Reporting Unit Type:	□ Total Company	☑ Exchange	□ Wire Center	Reporting Un	it Name:	Exchequer	

				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile m	nonthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarte	r
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interv	1	Total # of business days	0	0	0	Ö	0	0						
		Total # of service orders	0	0	0	0	0	0						
Min. standard = 5	bus. days	Avg. # of business days	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!						
		Total # of installation commitments	0	0	0	0	0	0						
Installation Comm	nitment	Total # of installation commitment met	0	0	0	0	0	0						
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0						
		% of commitment met	100%	100%	100%	100%	100%	100%						
Customers		Acct # for voice or bundle, res+bus	26	26	25	25	24	24						
Customer Trouble	le Report													
	•	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
p.	units w/ ≥ 3,000 lines)	% of trouble reports												
ğ	00/ (0 400	Total # of working lines												
Ē	units w/ 1,001 - 2,999 lines)	Total # of trouble reports											+	
		% of trouble reports											1	
Ē.		Total # of working lines	40	40	40	39	38	38						
	10% (10 per 100 working lines	Total # of trouble reports	1	2	1	1	0	1					+	
	for units w/ ≤ 1,000 lines)	% of trouble reports	2.50%	5.00%	2.50%	2.56%	0.00%	2.63%						
	I	Total # of outage report tickets	1	2	1	1	0.0070	1					1	
		Total # of repair tickets restored in < 24hrs	0	1	0	1	0	1						
Adjusted		% of repair tickets restored ≤ 24 Hours	0%	50%	0%	100%	#DIV/0!	100%						
Out of Service Re	enort	Sum of the duration of all outages (hh:mm)	54.35	104.18	47.78	4.05	0	0					1	
Min. standard = 90		Avg. outage duration (hh:mm)	54.35	52.09	47.78	4.05	#DIV/0!	0.00						
min standard – st	7,5 THE INC.	Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	1	2	1	1	0	1						
Out of Service Re	eport	Total # of repair tickets restored in ≤ 24hrs	0	1	0	0	0	1						
		% of repair tickets restored ≤ 24 Hours	0%	50%	0%	0%	#DIV/0!	100%						
		Sum of the duration of all outages (hh:mm)	176.35	128.15	47.78	26.53	0	23.18						
		Avg. outage duration (hh:mm)	176.35	64.08	47.78	26.53	#DIV/0!	23.18						
Refunds		Number of customers who received refunds	0	0	1	0	0	0						
		Monthly amount of refunds	\$ -	\$ -	\$ 8.78	\$ -	\$ -	\$ -						
Answer Time (Tro	uble Reports, Billing & Non-Billing)		1											
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												
(%< 60 seconds	1	İ			1	1					1	<u> </u>
			-				 	 					+	1

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 Telep	hone Company	U#:	1011	Report Year:	2018
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Reporting Unit Na	ame:	Hornitos	

				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
		Total # of business days	1	0	10	0	0	5	oury	Aug	ОСРІ	- 001	1101	- 500
Installation Interva		Total # of service orders	1	0	2	0	0	1						1
Min. standard = 5 b	ous. days	Avg. # of business days	1.00	#DIV/0!	5.00	#DIV/0!	#DIV/0!	5.00						1
		Total # of installation commitments	1	0	2	0	0	1						
Installation Comm	nitment	Total # of installation commitment met	1	0	2	0	0	1						
	% commitment met	Total # of installation commitment missed	0	0	0	0	0	0						
	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	% of commitment met	100%	100%	100%	100%	100%	100%						+
Customers		Acct # for voice or bundle, res+bus	94	93	94	94	94	94						
Customer Trouble	e Report													†
		Total # of working lines											İ	1
	6% (6 per 100 working lines for	Total # of trouble reports											İ	1
units w/ ≥ 3,000 lines)		% of trouble reports												
ĝ	8% (8 per 100 working lines for	Total # of working lines												
Sta	units w/ 1.001 - 2.999 lines)	Total # of trouble reports												
÷.	units w/ 1,001 2,000 inics)	% of trouble reports												
Ē	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	127	126	126	126	126	127						
		Total # of trouble reports	2	4	3	1	1	2						1
	for units w/ ≤ 1,000 lines)	% of trouble reports	1.57%	3.17%	2.38%	0.79%	0.79%	1.57%						1
	•	Total # of outage report tickets	2	3	3	1	1	2						
		Total # of repair tickets restored in < 24hrs	1	3	3	1	1	2						
Adjusted		% of repair tickets restored ≤ 24 Hours	50%	100%	100%	100%	100%	100%						
Out of Service Re	nort	Sum of the duration of all outages (hh:mm)	29.65	9.35	9.7	4.93	2.38	6.95						
Min. standard = 909		Avg. outage duration (hh:mm)	14.83	3.12	3.23	4.93	2.38	3.48						
wiiii. staridard – 90	70 WILLIII 24 1113	Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	2	3	3	1	1	2						
Out of Service Rep	port	Total # of repair tickets restored in ≤ 24hrs	0	0	1	1	0	1						
		% of repair tickets restored ≤ 24 Hours	0%	0%	33%	100%	0%	50%						<u> </u>
		Sum of the duration of all outages (hh:mm)	235.76	214.13	215.83	3.60	97.90	101.93						<u> </u>
		Avg. outage duration (hh:mm)	117.88	71.38	71.94	3.60	97.90	50.97						ļ
Refunds		Number of customers who received refunds	1	0	0	0	0	0						ļ
		Monthly amount of refunds	\$ 31.45	\$ -	\$ -	\$ -	\$ -	\$ -					ļ	<u> </u>
	uble Reports, Billing & Non-Billing)													
	% 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												

Phone:

Primary Utility Contact Information 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)

ompany Name:		Hornitos Tele	phone Company	U#:	1011	Report Year:	2018
eporting 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 Quarte	er .
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interva	-1	Total # of business days	5	1	5	Ö	0	0						
		Total # of service orders	1	1	1	0	0	0						
Min. standard = 5 b	ous. days	Avg. # of business days	5.00	1.00	5.00	#DIV/0!	#DIV/0!	#DIV/0!						
		Total # of installation commitments	1	1	1	0	0	0						
Installation Comm	nitment	Total # of installation commitment met	1	1	1	0	0	0						
Min. standard = 959	% commitment met	Total # of installation commitment missed	0	0	0	0	0	0						
		% of commitment met	100%	100%	100%	100%	100%	100%						†
Customers		Acct # for voice or bundle, res+bus	95	93	93	93	90	87						
Customer Trouble	Report													†
		Total # of working lines												1
	6% (6 per 100 working lines for	Total # of trouble reports												
units w/ ≥ 3,000 lines) 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)		% of trouble reports												
8% (8 per 100 working lines for		Total # of working lines												
ž.	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	units w/ 1,001 - 2,999 inles)	% of trouble reports												
Ē	10% (10 per 100 working lines	Total # of working lines	102	102	100	100	100	94						Ī
	for units w/≤ 1.000 lines)	Total # of trouble reports	1	5	4	2	5	8						
	101 units W/ 2 1,000 inics)	% of trouble reports	0.98%	4.90%	4.00%	2.00%	5.00%	8.51%						
		Total # of outage report tickets	1	5	3	1	5	3						
		Total # of repair tickets restored in < 24hrs	1	3	3	0	5	2						
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	60%	100%	0%	100%	67%						
Out of Service Rep	port	Sum of the duration of all outages (hh:mm)	6.48	168.35	2.53	142.15	5.47	152.85						
Min. standard = 90°		Avg. outage duration (hh:mm)	6.48	33.67	0.84	142.15	1.09	50.95						
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	1	5	3	1	5	3						
Out of Service Rep	port	Total # of repair tickets restored in ≤ 24hrs	1	1	1	0	4	1						1
	•	% of repair tickets restored ≤ 24 Hours	100%	20%	33%	0%	80%	33%						
		Sum of the duration of all outages (hh:mm)	6.48	256.05	90.88	166.13	50.98	225.22						
		Avg. outage duration (hh:mm)	6.48	51.21	30.29	166.13	10.20	75.07						
Refunds		Number of customers who received refunds	0	0	1	0	0	0						
		Monthly amount of refunds	\$ -	\$ -	\$ 10.09	\$ -	\$ -	\$ -						
	ble Reports, Billing & Non-Billing)		1											
Min. standard = 80°	% 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												
		=												1

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)
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