Company Name:		Horn	nitos Telephor	ne Company		_					U#:	1		1011	
Reporting Unit T	уре:	✓ Total Company	Exchange	Wire Center							Repo	orting U	Jnit N	ame:	
						Date	filed				Date	e filed			
	Measurement (Compile r	nonthly, file quar	terly)			1st Q	uarter				2nd 0	Quarter	,		 
					Jan		eb	Mar	_	Apr	1	lay	-	lun	 July
		Total # of business	davs		1		1	ina	15	C		1		9	 cary
Installation Interva		Total # of service or				3	1		3	C	-	1		2	 
Min. standard = 5 bu	us. days	Avg. # of business of			3.3	3	1.00	5	.00	#DIV/0!		1.00	[	4.50	 
		Total # of installation		;		3	1		3	C	)	1	í – – – – – – – – – – – – – – – – – – –	2	 
Installation Commi	itment	Total # of installation				3	1		3	0	)	1	1	2	
Min. standard = $95\%$		Total # of installation				0	0		0		)			0	 
		% of commitment m		1110000	100%	•	100%	10	0%	#DIV/0!	<u>'</u>	100%		100%	 
Customers		Acct # for voice or b		s	33		324		320	317	,	313		309	 
Customer Trouble	Report			5	00	•	024	<b>`</b>	20	017			[	000	 
		Total # of working lir	nes			_									 
	6% (6 per 100 working lines for	Total # of trouble rep													 
Min. Standard	units w/ ≥ 3,000 lines)	% of trouble reports													
, pu	8% (8 per 100 working lines for	Total # of working lir	nes										1		
Sta	units w/ 1,001 - 2,999 lines)	Total # of trouble rep													
c'	umits w/ 1,001 - 2,999 miles)	% of trouble reports													
Ξ		Total # of working lir	2005		40	7	401		396	390		386	í – – – – – – – – – – – – – – – – – – –	381	
	10% (10 per 100 working lines	Total # of trouble rep			40	7 A	11		9		/ 	9		13	 
	for units w/ $\leq$ 1,000 lines)	% of trouble reports			0.98%		2.74%	2.2	-	1.03%	r	2.33%		3.41%	 2
		Total # of outage reports			0.307	<u>A</u>	10	2.2	7	1.00 /0	2	2.0070	<u> </u>	7	 
		Total # of repair tick		< 24hrs		2	7		6	2	,	7		6	 
Adjusted		% of repair tickets re			50%	2	70%	8	6%	67%		100%		86%	 1
Out of Service Rep	oort	Sum of the duration			90.4	_	281.88		.02	151.13	_	9.88		166.47	 
Min. standard = $90\%$		Avg. outage duration	0		22.6		28.19		.57	50.38		1.41		23.78	
ivini. Standard – 307	5 Within 24 113	Indicate if catastrop		n a month			20110								
Unadjusted		Total # of outage re	port tickets			4	10		7	3	3	7		7	
Out of Service Rep	ort	Total # of repair tick	ets restored in	< 24hrs		1	2		2	1		5	l	3	 
		% of repair tickets re			25%	6	20%	2	9%	33%	,	71%	i i	43%	
		Sum of the duration	of all outages	(hh:mm)	418.	6 5	598.35	35	4.5	196.27	·	150.90	(	469.38	38
		Avg. outage duration	n (hh:mm)		104.6	5	59.84	50	.64	65.42	2	21.56	Í	67.05	12
Refunds		Number of custome		d refunds	1	(	C	2		0		0		0	0
		Monthly amount of r	efunds		\$ 31.45	5 \$	-	\$ 18.	87	\$-	\$	-	\$	-	\$
Answer Time (Troub	ble Reports, Billing & Non-Billing)														
	6 of calls < 60 seconds to reach	Total # of calls for T	R, Billing & No	n-Billing											
	u option to reach live agent).	Total # of call secon	nds to reach live	e agent											
		% <u>&lt; 60</u> seconds													
													i		

Primary Utility Contact Information

Name: Gail Long

Phone: <u>541-516-8210</u>

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:**

## 2019

#### Total Company

	Date filed		Date filed								
	3rd Quarter			4th Quarter	r						
	Aug	Sept	Oct	Nov	Dec						
8	0	5									
1	0	2									
8.00	#DIV/0!	2.50	#DIV/0!	#DIV/0!	#DIV/0!						
1	0	2									
0	0	2									
1	0	0									
0%	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!						
308	307	302									
377	377	375									
10	5	19									
65%	1.33%	5.07%	#DIV/0!	#DIV/0!	#DIV/0!						
3	1	9									
3	1	8		<b>"DD UOI</b>							
00%	100%	89%	#DIV/0!	#DIV/0!	#DIV/0!						
2.13	3.38	186.73	#DIV//01	#DIV//01	#DIV//01						
0.71	3.38	20.75	#DIV/0!	#DIV/0!	#DIV/0!						
3	1	9									
<u> </u>	1	9									
ı 33%	100%	44%	#DIV/0!	#DIV/0!	#DIV/0!						
5.67	3.37	475.63	#DIV/0:	#DIV/0:	#01070:						
8.56	3.37	52.85	#DIV/0!	#DIV/0!	#DIV/0!						
0.00	<u> </u>	1	#017/0	#010/0!	#017/0!						
-	\$ 27.55	\$ 49.40									
	ψ 21.00	Ψ +3.+0									

Email: gail.long@tdstelecom.com

Company Name:

Reporting Unit Type:

Total Company 🛛 Exchange

Wire Center

Hornitos Telephone Company

U#:

				Date filed			Date filed				Date filed			
	Measurement (Compile n	nonthly, file quarterly)		1st Quarter					4th Quarter					
			Jan	Feb	Mar	Apr	Мау	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interv		Total # of business days	4	0	0	0	1	4	(	0 0	0			
Min. standard = $5$		Total # of service orders	1	0	0	0	1	1	(	0 0	0			
Min. Standard = 5	bus. days	Avg. # of business days	4.00	#DIV/0!	#DIV/0!	#DIV/0!	1.00	4.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0
		Total # of installation commitments	1	0	0	0	1	1	0	0 0	0			
Installation Com	mitment	Total # of installation commitment met	1	0	0	0	1	1	0	0 0	0			
Min. standard = 95% commitment met		Total # of installation commitment missed	0			0	0	0	(	0 0	0			
		% of commitment met	100%	100%	100%	#DIV/0!	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0
Customers		Acct # for voice or bundle, res+bus	116	112	108	105	105	104	104	4 104	102			
Customer Troub	ble 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												
Ida		Total # of working lines												
tar	8% (8 per 100 working lines for	Total # of trouble reports										<u> </u>		
Min. S	units w/ 1,001 - 2,999 lines)	% of trouble reports												
		Total # of working lines	138	133	130	125	122	122	121	1 121	121			
_	10% (10 per 100 working lines	Total # of trouble reports	130	100	130	123	3	2	121	$\frac{1}{2}$	2			
	for units w/ $\leq$ 1,000 lines)	% of trouble reports	0.00%	0.00%	0.77%	0.00%	2.46%	1.64%	0.00%	6 0.00%	1.65%	#DIV/0!	#DIV/0!	#DIV/0
		Total # of outage report tickets	0.0070	0.0070	00	0.0070	1	1.01/0	0.007		1.0070	<i>"DIV/0</i> .	<i>"</i> ,2117,01	
		Total # of repair tickets restored in $\leq$ 24hrs	0	0	0	0	1	1	(	0 0	1			
Adjusted		% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100%	100%	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0
Out of Service R	Report	Sum of the duration of all outages (hh:mm)				0	2.03	6.67		0 0	3.03			
Min. standard = 9	•	Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	2.03	6.67		#DIV/0!	3.03		#DIV/0!	#DIV/0
		Indicate if catastrophonc event is in a month	0	0	0									
Unadjusted		Total # of outage report tickets	0	0	0	0	1	1	(	0 0	1			
Out of Service R	leport	Total # of repair tickets restored in $\leq$ 24hrs	0	0	0	0	1	0	C	0 0	0			
	•	% of repair tickets restored $\leq$ 24 Hours	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100%	0%	#DIV/0!	#DIV/0!	0%	#DIV/0!	#DIV/0!	#DIV/0
		Sum of the duration of all outages (hh:mm)	0	0	0	0	2.03	119.07		0 0	136.15			
		Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	2.03	119.07	#DIV/0!	#DIV/0!	136.15	#DIV/0!	#DIV/0!	#DIV/0
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	1			
		Monthly amount of refunds	\$ -	\$-	\$-	\$-	\$-\$	-	\$-	\$-	\$ 49.40			
Answer Time (Tro	ouble Reports, Billing & Non-Billing)													
Min. standard = 8	30% 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												
U V		%<_60 seconds												

Primary Utility Contact Information

Name:

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)

1011

Report Year:

2018

**Reporting Unit Name:** 

Catheys Valley

**Company Name: Reporting Unit Type:** 

🗹 Exchange Wire Center

Hornitos Telephone Company

U#:

Date filed Measurement (Compile monthly, file quarterly) 1st Quarter 2n Feb Mar Jan Apr Total # of business days Installation Interval Total # of service orders Min. standard = 5 bus. days #DIV/0! #DIV/0! #DIV/0! #DIV/0! Avg. # of business days Total # of installation commitments Installation Commitment Total # of installation commitment met 0 0 0 Min. standard = 95% commitment met Total # of installation commitment missed 0 #DIV/0! #DIV/0! #DIV/0! #DIV/0! % of commitment met Customers Acct # for voice or bundle, res+bus 26 26 25 25 Customer Trouble Report Total # of working lines 6% (6 per 100 working lines for Total # of trouble reports units w/  $\geq$  3,000 lines) Standard % of trouble reports Total # of working lines 8% (8 per 100 working lines for Total # of trouble reports units w/ 1,001 - 2,999 lines) % of trouble reports Min. Total # of working lines 40 40 40 39 10% (10 per 100 working lines Total # of trouble reports 1 for units w/  $\leq$  1,000 lines) 2.50% 2.50% 5.00% 2.56% % of trouble reports Total # of outage report tickets Total # of repair tickets restored in  $\leq$  24hrs 0 0 % of repair tickets restored  $\leq$  24 Hours 50% 0% Adjusted 0% 100% Out of Service Report Sum of the duration of all outages (hh:mm) 54.35 104.18 47.78 4.05 Min. standard = 90% within 24 hrs Avg. outage duration (hh:mm) 54.35 52.09 47.78 4.05 Indicate if catastrophonc event is in a month Total # of outage report tickets Unadjusted Total # of repair tickets restored in  $\leq$  24hrs Out of Service Report 0 0 0 % of repair tickets restored  $\leq$  24 Hours 0% 50% 0% 0% Sum of the duration of all outages (hh:mm) 47.78 176.35 128.15 26.53 Avg. outage duration (hh:mm) 176.35 64.08 47.78 26.53 Refunds Number of customers who received refunds 0 0 ( Monthly amount of refunds 8.78 \$ \$ ---Answer Time (Trouble 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 option to reach live agent). Total # of call seconds to reach live agent %<u>< 6</u>0 seconds

Primary Utility Contact Information

Name:

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)

Total Company

1011

Report Year:

2018

**Reporting Unit Name:** 

Exchequer

Date filed				Date filed			Date filed	
nd Quarte	r			3rd Quarter			4th Quarter	,
May	-	Jun	July	Aug	Sept	Oct	Nov	Dec
	0	0	0	0	. 0			
	0	0	0	0	0			
#DIV/0!		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	0	0	0	0	0			
	0	0	0	0	0			
	0	0	0	0	0			
#DIV/0!		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	24	24	24	24	24			
	38	38	38	38	38			
	0	1	5	1	0			
0.0	)0%	2.63%	13.16%	2.63%	0.00%	#DIV/0!	#DIV/0!	#DIV/0!
	0	1	2	0	0			
	0	1	2	0	0			
#DIV/0!	-	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
"DN //ol	0	0	29.28	0	0		" <b>D</b> IN (/ol	
#DIV/0!		0.00	14.64	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	0	1	2	0	0			
	0	1	2	0	0			
#DIV/0!	0	100%			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	0	23.18		#DIV/0:	#DIV/0:			
#DIV/0!	0	23.18			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	0	0		0	0		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
	-	\$-	\$-	\$-	\$-			
		*	Ŷ	+	+			

Company Name:

Reporting Unit Type:

Total Company

✓ Exchange Wire Center

Hornitos Telephone Company

				Date filed Date filed					Date filed	Date filed				
	Measurement (Compile n	nonthly, file quarterly)		1st Quarter				3rd Quarter	4th Quarter					
			Jan	Feb	Mar	Apr	2nd Quarter May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Inter		Total # of business days	1	0	10	0	0	5	0	0	. 1			
		Total # of service orders	1	0	2	0	0	1	0	0	1			
Min. standard = 5	bus. days	Avg. # of business days	1.00	#DIV/0!	5.00	#DIV/0!	#DIV/0!	5.00	#DIV/0!	#DIV/0!	1.00	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of installation commitments	1	0	2	0	0	1	0	0	1			
Installation Com	mitment	Total # of installation commitment met	1	0	2	0	0	1	0	0	1			
Min. standard = 9	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			1
		% of commitment met	100%	#DIV/0!	100%	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	94	93	94		94	94	93		90			
Customer Troub	le Report													1
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
ard	units w/ ≥ 3,000 lines)	% of trouble reports												
. Standa	8% (8 per 100 working lines for	Total # of working lines												
	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
		% of trouble reports												1
Ē	10% (10 per 100 working lines	Total # of working lines	127	126	126	126	126	127	126	6 125	124			
	for units $w \le 1,000$ lines)	Total # of trouble reports	2	4	3	1	1	2	0	) 1	14			1
		% of trouble reports	1.57%	3.17%	2.38%	0.79%	0.79%	1.57%	0.00%	0.80%	11.29%	#DIV/0!	#DIV/0!	#DIV/0!
	•	Total # of outage report tickets	2	3	3	1	1	2	0	) 1	6			
		Total # of repair tickets restored in < 24hrs	1	3	3	1	1	2	0	) 1	5			
Adjusted		% of repair tickets restored ≤ 24 Hours	50%	100%	100%	100%	100%	100%	#DIV/0!	100%	83%	#DIV/0!	#DIV/0!	#DIV/0!
Out of Service R	enort	Sum of the duration of all outages (hh:mm)	29.65	9.35	9.7	4.93	2.38	6.95	0	3.38	178.8			
Min. standard = $9$		Avg. outage duration (hh:mm)	14.83	3.12	3.23	4.93	2.38	3.48	#DIV/0!	3.38	29.80	#DIV/0!	#DIV/0!	#DIV/0!
iviin. Standard – St	070 Within 24 113	Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	2	3	3	1	1	2	0	) 1	6			
Out of Service R	eport	Total # of repair tickets restored in $\leq$ 24hrs	0	0	1	1	0	1	0	) 1	3			
		% of repair tickets restored ≤ 24 Hours	0%	0%	33%	100%	0%	50%	#DIV/0!	100%	50%	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	235.76	214.13	215.83		97.90	101.93	0	3.37	286.77			L
		Avg. outage duration (hh:mm)	117.88	71.38	71.94	3.60	97.90	50.97	#DIV/0!	3.37	47.80	#DIV/0!	#DIV/0!	#DIV/0!
Refunds		Number of customers who received refunds	1	0	0	0	0	0	0	0	0			───
• <del>-</del> · · · /		Monthly amount of refunds	\$ 31.45	\$ -	\$ -	\$-	\$ - \$	-	\$-	\$ -	\$-			<b></b>
•	buble Reports, Billing & Non-Billing)													
	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												<b></b>
live agent (w/a me	enu option to reach live agent).	Total # of call seconds to reach live agent												<u> </u>
		% <u>&lt;</u> 60 seconds												<u> </u>

**Primary Utility Contact Information** 

Phone:

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)

1011

## Report Year:

2018

**Reporting Unit Name:** 

Hornitos

Company Name:

Reporting Unit Type:

Total Company

✓ Exchange Wire Center

Hornitos Telephone Company

U	#:	

			Date filed 1st Quarter					Date filed 4th Quarter						
	Measurement (Compile m	nonthly, file quarterly)				2nd Quarter								
			Jan	Feb	Mar	Apr	Мау	Jun	July	3rd Quarter Aug	Sept	Oct	Nov	Dec
Installation Inter	n al	Total # of business days	5	1	5	C	) 0	0	8	0	) 4			1
		Total # of service orders	1	1	1	C	0 0	0	1	0	1			
Min. standard = 5	bus. days	Avg. # of business days	5.00	1.00	5.00	#DIV/0!	#DIV/0!	#DIV/0!	8.00	#DIV/0!	4.00	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of installation commitments	1	1	1	C	0 0	0	1	0	1			
Installation Com	mitment	Total # of installation commitment met	1	1	1	C	0	0	0	0	1			1
Min. standard = 9	95% commitment met	Total # of installation commitment missed	0	0	0	0	) 0	0	1	0	0			1
		% of commitment met	100%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	0%	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	95		93	93		87						
Customer Troub	ble Report													1
		Total # of working lines											1	1
	6% (6 per 100 working lines for	Total # of trouble reports											1	1
Ird	units w/ $\geq$ 3,000 lines)	% of trouble reports												
pr		Total # of working lines												
. Star	8% (8 per 100 working lines for	Total # of trouble reports												-
	units w/ 1,001 - 2,999 lines)	% of trouble reports												+
Min		Total # of working lines	102	102	100	100	) 100	94	92	93	92			1
	10% (10 per 100 working lines	Total # of trouble reports	1	5	4	2	2 5	8		3	3			-
	for units w/ $\leq$ 1,000 lines)	% of trouble reports	0.98%	4.90%	4.00%	2.00%	5.00%	8.51%	5.43%	3.23%	3.26%	#DIV/0!	#DIV/0!	#DIV/0
		Total # of outage report tickets	1	5	3	1	5	3	1	0.2070	2			
		Total # of repair tickets restored in < 24hrs	1	3	3	C	5	2	1	0	2			1
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	60%	100%	0%	100%	67%	100%	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0
Out of Service R	Penort	Sum of the duration of all outages (hh:mm)	6.48		2.53	142.15		152.85			4.9			1
	00% within 24 hrs	Avg. outage duration (hh:mm)	6.48		0.84	142.15					2.45		#DIV/0!	#DIV/0
iviin. Standard – 9	0 /0 WIUIIII 24 1113	Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	1	5	3	1	5	3	1	0	2			
Out of Service R	leport	Total # of repair tickets restored in < 24hrs	1	1	1	C	, ·	1	0	0	1			
		% of repair tickets restored ≤ 24 Hours	100%	20%	33%	0%					50%	#DIV/0!	#DIV/0!	#DIV/0
		Sum of the duration of all outages (hh:mm)	6.48			166.13					52.7			
		Avg. outage duration (hh:mm)	6.48	51.21	30.29	166.13	3 10.20	75.07	146.70	#DIV/0!	26.35	#DIV/0!	#DIV/0!	#DIV/0
Refunds		Number of customers who received refunds	0	0	1	C	0 0	0	0	1	0			1
		Monthly amount of refunds	\$-	\$-	\$ 10.09	\$-	\$-	\$-	\$-	\$ 27.55	\$ -			
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls <u>&lt;</u> 60 seconds to reach														
		Total # of calls for TR, Billing & Non-Billing												
live agent (w/a m	enu option to reach live agent).	Total # of call seconds to reach live agent												
- `		% <u>&lt;</u> 60 seconds											1	1
		-											1	1

**Primary Utility Contact Information** 

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)

1011

### Report Year:

2018

**Reporting Unit Name:** 

Mt. Bullion