Company Name:		Hornitos Teleph	none Company	U#:	1011	Report Year:	2020
Reporting Unit Type:	☑ Total Company	Exchange	□ Wire Center	Reporting U	Jnit Name:	Total Company	

	Measurement (Compile n			Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile ii	nonthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarte	
		TT	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interva	al	Total # of business days	2	6	2									
Min. standard = 5 b	us. days	Total # of service orders	2	U	2	#B###	"D" ('01	#BD #/61	#BD //el	#BD #61	"D" //e1	#BD //61	"D" "O	#BD #/61
		Avg. # of business days	1.00	2.00	1.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	_	Total # of installation commitments	2	3	2									
Installation Comm		Total # of installation commitment met	2	3	2									
Min. standard = 959	% commitment met	Total # of installation commitment missed	0	0	0									
		% of commitment met	100%	100%	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	294	294	287									
Customer Trouble	Report													
	00/ /0 400	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
Standard	units w/ ≥ 3,000 lines)	% of trouble reports												
Ē	8% (8 per 100 working lines for	Total # of working lines												
ita .	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	units w/ 1,001 - 2,999 inles)	% of trouble reports												
in	10% (10 per 100 working lines	Total # of working lines	364	362	359									
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	9	15	9									
	101 d1110 W/ = 1,000 iii100/	% of trouble reports	2.47%	4.14%	2.51%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of outage report tickets	8	8	7									
		Total # of repair tickets restored in ≤ 24hrs	7	6	6									
Adjusted		% of repair tickets restored ≤ 24 Hours	88%	75%	86%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Out of Service Rep	port	Sum of the duration of all outages (hh:mm)	359.45	601.93	64.07									
Min. standard = 909	% within 24 hrs	Avg. outage duration (hh:mm)	44.93	75.24	9.15	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	8	8	7									
Out of Service Ren	port	Total # of repair tickets restored in ≤ 24hrs	1	4	1									1
	r	% of repair tickets restored ≤ 24 Hours	13%	50%	14%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	1483.98	945.87	1163.77									
		Avg. outage duration (hh:mm)	185.50	118.23	166.25	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Refunds		Number of customers who received refunds	3	5	2									
		Monthly amount of refunds	\$ 58.07	\$ 149.65	\$ 63.45									
Answer Time (Troub	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												
- '	. ,	%< 60 seconds												
		=												
		L.				·								

Primary Utility Contact Information

Name: Gail Long	Phone: 541-516-8210	Email: gail.long@tdstelecom.com
Name. Gan Long	Filone. 341-310-6210	Email: gail:long@tdstelecom.com

Company Name:	Hornitos Te	lephone Company	U#:	1011	Report Year:	2020
Reporting Unit Type:	□ Total Company	□ Wire Center	Reporting Unit N	Name:	Catheys Valley	

				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile n	nonthly, file quarterly)	1st Quarter				2nd Quarter				4th Quarte	·		
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interv	wal	Total # of business days	1	2	1									
Min. standard = 5		Total # of service orders	1	1	1									
IVIIII. Standard = 5	bus. days	Avg. # of business days	1.00	2.00	1.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of installation commitments	1	1	1									
Installation Com	mitment	Total # of installation commitment met	1	1	1									
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0									
		% of commitment met	100%	100%	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	102	103	99									
Customer Troubl	le Report													
	6% (6 per 100 working lines for	Total # of working lines Total # of trouble reports												
Standard	units w/ ≥ 3,000 lines)	% of trouble reports												
ğ	20/ (0 100	Total # of working lines												
草	8% (8 per 100 working lines for units w/ 1.001 - 2.999 lines)	Total # of trouble reports												
-	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.		Total # of working lines	118	119	119									
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports	0	2	119									-
	for units w/ ≤ 1,000 lines)	% of trouble reports	0.00%	1.68%	0.84%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	L	Total # of outage report tickets	0.0070	1.0070	1	#BIV/0.	#DIV/0.	#BIV/0.	#BIV/0.	#B1470.	#211/0.	#B1V/0.	WDIV/O.	#D1V/0.
		Total # of repair tickets restored in < 24hrs	0	1	1									
Adjusted		% of repair tickets restored ≤ 24 Hours	#DIV/0!	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Out of Service Re	eport	Sum of the duration of all outages (hh:mm)	0	3.45	3.52									
Min. standard = 90		Avg. outage duration (hh:mm)	#DIV/0!	3.45		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	0	1	1									
Out of Service Re	eport	Total # of repair tickets restored in ≤ 24hrs	0	0	0									
	-	% of repair tickets restored ≤ 24 Hours	#DIV/0!	0%		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	0	99.28	24.58									
		Avg. outage duration (hh:mm)	#DIV/0!	99.28	24.58	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Refunds	·	Number of customers who received refunds	3	1	1									
		Monthly amount of refunds	\$ 58.07	\$ 26.55	\$ 31.05									1
	puble 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												
		% <u><</u> 60 seconds												
														1

Primary Utility Contact Information

Name:	Phone:	Email:

Company Name:	Hornitos	Telephone Company	U#:	1011	Report Year:	2020
Reporting Unit Type:	□ Total Company □ Exchange	□ Wire Center	Reporting Unit N	Name:	Exchequer	

	M	and the Clause started		Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile n		1st Quarter		2nd Quarter			3rd Quarter				4th Quarte	r	
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interv	val	Total # of business days	0	0	0									
Min. standard = 5		Total # of service orders	0	0	0									
Triin Ctandard = 0	540. 44,0	Avg. # of business days	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of installation commitments	0	0	0									
Installation Com		Total # of installation commitment met	0	0	0									
Min. standard = 9	5% commitment met	Total # of installation commitment missed	0	0	0									
		% of commitment met	#DIV/0!	#DIV/0!	#DIV/0!	#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	22	22	21									
Customer Troub	le Report													
	6% (6 per 100 working lines for	Total # of working lines Total # of trouble reports												
Standard	units w/ ≥ 3,000 lines)	% of trouble reports												
ű	8% (8 per 100 working lines for	Total # of working lines												
šta	units w/ 1.001 - 2.999 lines)	Total # of trouble reports												
	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.	10% (10 per 100 working lines	Total # of working lines	36	36	35									
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	0	1	0									
	101 dilitis W/ 2 1,000 lilios/	% of trouble reports	0.00%	2.78%	0.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of outage report tickets	0	1	0									
		Total # of repair tickets restored in ≤ 24hrs	0	0	0									
Adjusted		% of repair tickets restored ≤ 24 Hours	#DIV/0!	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Out of Service R	eport	Sum of the duration of all outages (hh:mm)	0	404.38	0									
Min. standard = 9	0% within 24 hrs	Avg. outage duration (hh:mm)	#DIV/0!	404.38	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	0	1	0									
Out of Service R	eport	Total # of repair tickets restored in ≤ 24hrs	0	0	0									
		% of repair tickets restored ≤ 24 Hours	#DIV/0!	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	0	555.62	0									
		Avg. outage duration (hh:mm)	#DIV/0!	555.62	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Refunds		Number of customers who received refunds	0	0	1									
		Monthly amount of refunds	\$ -	\$ -	\$ 32.40									
Answer Time (Tro	ouble Reports, Billing & Non-Billing)													
	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					1	

Primary Utility Contact Information

Name:	Phone:	Email:

Company Name:	Hornitos Telephone Company	U#: 1011	Report Year:	2020
Reporting Unit Type:	□ Total Company □ Exchange □ Wire Center	Reporting Unit Name:	Hornitos	

				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile m	nonthly, file quarterly)		1st Quarter		2nd Quarter				4th Quarter				
			Jan	Feb	Mar	Apr	May	Jun	July	3rd Quarter Aug	Sept	Oct	Nov	Dec
	-	Total # of business days	0	1 1	1	7 (6)		•	ou.y	71.09	Copi			
Installation Interv		Total # of service orders	0	1	1								ì	1
Min. standard = 5 b	ous. days	Avg. # of business days	#DIV/0!	1.00	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	1									
Installation Comn	nitment	Total # of installation commitment met	0	1	1									1
	% commitment met	Total # of installation commitment missed	0	0	0								1	1
		% of commitment met	#DIV/0!	100%	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	87	88	88	#B1170.	#51476.	1151170.	#B1470.	1151170.	#B1170.		#B1170.	#B1070.
Customer Trouble	e Report													
	20/ /2 402 1: " /	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
dard	units w/ ≥ 3,000 lines)	% of trouble reports												<u> </u>
힏	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												
Σ Ξ	10% (10 per 100 working lines	Total # of working lines	121	120	120									
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	5	6	5									
	ioi units w/ ± 1,000 lines)	% of trouble reports	4.13%	5.00%	4.17%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	•	Total # of outage report tickets	4	3	5									
		Total # of repair tickets restored in < 24hrs	3	2	4									
Adjusted		% of repair tickets restored ≤ 24 Hours	75%	67%	80%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Aujusteu Out of Service Re	port	Sum of the duration of all outages (hh:mm)	340.97	193.52	57.85									
Min. standard = 90		Avg. outage duration (hh:mm)	85.24	64.51	11.57	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
wiii. staridard – 30	70 WIUIII 24 III 3	Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	4	3	5									
Out of Service Re	eport	Total # of repair tickets restored in ≤ 24hrs	1	1	1									
		% of repair tickets restored ≤ 24 Hours	25%	33%	20%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	748.28	243.15										
		Avg. outage duration (hh:mm)	187.07	81.05	199.63	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Refunds		Number of customers who received refunds	0	2	0									
		Monthly amount of refunds	\$ -	\$ 63.05	\$ -									
	Answer Time (Trouble Reports, Billing & Non-Billing)													
	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a me	nu option to reach live agent).	Total # of call seconds to reach live agent												
		%< 60 seconds		•										
				-		-								

Primary Utility Contact Information

Name:	Phone:	Email:

ompany Name:		Hornitos Tel	ephone Company	U#:	1011	Report Year:	2020
eporting Unit Type:	□ Total Company	☑ Exchange	□ Wire Center	Reporting Unit Name:		Mt. Bullion	

Measurement (Compile monthly, file quarterly)			Date filed 1st Quarter			Date filed 2nd Quarter				Date filed 4th Quarter				
									3rd Quarter					
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
-		Total # of business days	1	3	0	дрі	muy	- Cuii	ouly	Aug	Осрг	- 001	1101	
Installation Interval Min. standard = 5 bus. days		Total # of service orders	1	1	0								1	
		Avg. # of business days	1.00	3.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitments	1	1	0								1	
		Total # of installation commitment met	1	1	0								1	
		Total # of installation commitment missed	0	0	0								1	
		% of commitment met	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		78 OF COMMINITIES THEE	10076	100%	#DIV/0:	#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	83	81	79									
Customer Troub	le Report													L
	6% (6 per 100 working lines for	Total # of working lines												
	units w/ ≥ 3,000 lines)	Total # of trouble reports												<u> </u>
Standard	units w/ ≥ 3,000 lines)	% of trouble reports												<u> </u>
8% (8 per 100 work	8% (8 per 100 working lines for	Total # of working lines												
Sta	units w/ 1.001 - 2.999 lines)	Total # of trouble reports												
	armo in 1,001 Zioco inico)	% of trouble reports												
Mi.	100/ (10 100 1: 1:	Total # of working lines	89	87	85									
	10% (10 per 100 working lines	Total # of trouble reports	4	6	3								1	
	for units w/ ≤ 1,000 lines)	% of trouble reports	4.49%	6.90%	3.53%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Adjusted		Total # of outage report tickets	4.4370	3	1	#51770.	#81770.	#517/0.	#BIV/O.	#514/0.	#DIV/O.	#BIV/O.	#101070:	#81770.
		Total # of repair tickets restored in ≤ 24hrs	4	3	1								1	1
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	18,48	0.58	2.7									
Out of Service Report Min. standard = 90% within 24 hrs		Avg. outage duration (hh:mm)	4.62	0.19	2.70	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Indicate if catastrophonc event is in a month		0.10	2.70	<i></i> 5.1770.	#B1470.	<i>11.511716</i> .	#B1470.	1101170	#5117G.	#B1470.	<i>1151171</i> 0.	#B1476.
Unadjusted Out of Service Report		Total # of outage report tickets	4	3	1									
		Total # of repair tickets restored in ≤ 24hrs	0	3	0									
		% of repair tickets restored ≤ 24 Hours	0%	100%	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	735.68	47.82	141.05									
		Avg. outage duration (hh:mm)	183.92	15.94	141.05	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls < 60 seconds to reach Total # of calls for TR, B		Number of customers who received refunds	0	2	0									
		Monthly amount of refunds	\$ -	\$ 60.05	\$ -									
		Total # of calls for TR, Billing & Non-Billing												
		Total # of call seconds to reach live agent		_	_									
		%< 60 seconds		j	j			İ						
		=					+	t					1	

Primary Utility Contact Information

Name:	Phone:	Email:

Date Adopted: 7/28/09