ompany Name:	Ho	ornitos Telepho	one Company	U#:	1011	Report Year:	2020
eporting Unit Type:	☑ Total Company	☐ Exchange	☐ Wire Center	Reporting U	Init Name:	Total Company	

				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile n	nonthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	r
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Int	onvol	Total # of business days	2	6	2	19	3	21	1	33	27	12	19	1
Min. standard =		Total # of service orders	2	3	2	5	1	2	1	4	2	1	2	1
IVIIII. Stariuaru =	5 bus. days	Avg. # of business days	1.00	2.00	1.00	3.80	3.00	10.50	1.00	8.25	13.50	12.00	9.50	1.00
		Total # of installation commitments	2	3	2	5	1	2	1	4	2	1	2	1
Installation Co	mmitment	Total # of installation commitment met	2	3	2	4	1	2	1	2	1	1	1	1
Min. standard =	95% commitment met	Total # of installation commitment missed	0	0	0	1	0	0	0	2	1	0	1	(
		% of commitment met	100%	100%	100%	80%	100%	100%	100%	50%	50%	100%	50%	100%
Customers		Acct # for voice or bundle, res+bus	294	294	287	289	290	289	282		282	274		
Customer Trou	ible Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
9	units w/ ≥ 3,000 lines)	% of trouble reports												
Min. Standard		·												
a a	8% (8 per 100 working lines for	Total # of working lines												
ŝ	units w/ 1,001 - 2,999 lines)	Total # of trouble reports											igspace	I
. <u>≐</u>		% of trouble reports											igspace	I
≥	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	364	362	359	355	355	355	353	348	347	346	341	338
		Total # of trouble reports	9	15	9	7	8	5	21	41	19	3	11	
		% of trouble reports	2.47%	4.14%	2.51%	1.97%	2.25%	1.41%	5.95%	11.78%	5.48%	0.87%	3.23%	0.89%
		Total # of outage report tickets	8	8	7	6	6	4	21	40	19	3	7	2
		Total # of repair tickets restored in ≤ 24hrs	7	6	6	5	5	3	11		11	3	6	
Adjusted		% of repair tickets restored ≤ 24 Hours	88%	75%	86%	83%	83%	75%	52%	80%	58%	100%	86%	100%
Out of Service	Report	Sum of the duration of all outages (hh:mm)	359.45			96.4	55.35	190.08	957.27	1236.55	570.83	8.98		11.17
Min. standard =	90% within 24 hrs	Avg. outage duration (hh:mm)	44.93	75.24	9.15	16.07	9.23	47.52	45.58	30.91	30.04	2.99	8.45	5.59
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	8	8	7	6	6	4	21	40	19	3	7	2
Out of Service	Report	Total # of repair tickets restored in ≤ 24hrs	1	4	1	0	3	0	7	11	8	0	1	· ·
	•	% of repair tickets restored ≤ 24 Hours	13%	50%	14%	0%	50%	0%	33%	28%	42%	0%	14%	0%
		Sum of the duration of all outages (hh:mm)	1483.98	945.87	1163.77	1050.53	391.95	1212.38	2377.85	4106.27	1297.35	795.08	1040.32	319.45
		Avg. outage duration (hh:mm)	185.50	118.23	166.25	175.09	65.33	303.10	113.23	102.66	68.28	265.03	148.62	159.73
Refunds	<u> </u>	Number of customers who received refunds	3	5	2	0	0	0	0	1	1	-	7	2
		Monthly amount of refunds	\$ 58.07	\$ 149.65	\$ 63.45	\$ -	\$ -	\$ -	\$ -	\$ 30.04	\$ 32.05	\$ -	\$ 200.47	\$ 33.02
Answer Time (T	rouble 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						•						
= .	- 1	%<_60 seconds												

Primary Utility Contact Information

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

Company Name:		Hornitos Telephone Compar	ny	-			U#:	1011		Report Year: 202				
Reporting Unit Ty	уре:	☐ Total Company ☑ Exchange ☐ Wire Center					Reporting Unit Na	me:		Catheys Val	ley		12 19 1 2 1 1 2 1 2 1 2 1 2 1 2 1 2 1 2	ı
				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		Dec
		Total # of business days	1	2	1	14		5	0	14				
stallation Interval		Total # of service orders	1	1	1	2	0	1	0	2	2 2	1	2	
lin. standard = 5 bu	us. days	Avg. # of business days	1.00	2.00	1.00	7.00	#DIV/0!	5.00	#DIV/0!	7.00	13.50	12.00	9.50	1.0
		Total # of installation commitments	1	1	1	2	0	1	0	2	2 2	1	2	
stallation Commi	tment	Total # of installation commitment met	1	1	1	1	0	1	0	1	1	1	1	
fin. standard = 95%		Total # of installation commitment missed	0	0	0	1	0	0	0	1	1	0	1	
		% of commitment met	100%	100%	100%	50%	#DIV/0!	100%	#DIV/0!	50%	50%	100%	50%	1009
customers		Acct # for voice or bundle, res+bus	102			98								9
ustomer Trouble	Report													
	CO/ (C 400line line - fo-	Total # of working lines												
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports												
5	units w/ ≥ 3,000 lines)	% of trouble reports												
Standard	00/ (0 400	Total # of working lines												
亞	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
<i>o</i> ,	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Ē.		Total # of working lines	118	119	119	116	114	113	112	111	112	112	114	11
_	10% (10 per 100 working lines	Total # of trouble reports	110	119	119	110	114	113	112	111	112	113	114	- 11
	for units w/ ≤ 1,000 lines)	% of trouble reports	0.00%	1.68%	0.84%	0.86%	0.00%	0.00%	3.57%	0.00%	0.00%	0.88%	1 75%	0.009
		Total # of outage report tickets	0.0070	1.0070	0.0470	0.0070	0.0076	0.0070	3.57 /6	0.00%	0.0070	0.0070	1.73/0	0.00
		Total # of repair tickets restored in ≤ 24hrs	0	1	1	0	0	0	2	0	0	1	1	
djusted		% of repair tickets restored ≤ 24 Hours	#DIV/0!	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	50%	#DIV/0!	#DIV/0!	100%	100%	#DIV/0!
out of Service Rep	ort	Sum of the duration of all outages (hh:mm)	0	3.45	3.52	0		0	60.23		0			
lin. standard = 90%		Avg. outage duration (hh:mm)	#DIV/0!	3.45		#DIV/0!	#DIV/0!	#DIV/0!	15.06	#DIV/0!	#DIV/0!			#DIV/0!
		Indicate if catastrophonc event is in a month												
Inadjusted		Total # of outage report tickets	0	1	1	0	0	0	4		0	1	1	
out of Service Rep	ort	Total # of repair tickets restored in < 24hrs	0	0	0	0	0	0	0	0	0	0	1	
at or our vice rep		% of repair tickets restored ≤ 24 Hours	#DIV/0!	0%	0%	#DIV/0!	#DIV/0!	#DIV/0!	0%	#DIV/0!	#DIV/0!	0%	100%	#DIV/0!
		Sum of the duration of all outages (hh:mm)	0	99.28	24.58	0	0	0	352.43	C	0	120.78	0.2	
		Avg. outage duration (hh:mm)	#DIV/0!	99.28	24.58	#DIV/0!	#DIV/0!	#DIV/0!	88.11	#DIV/0!	#DIV/0!	120.78	0.20	#DIV/0!
efunds		Number of customers who received refunds	3	1	1	0	0	0	0	0	0	0	0	0
		Monthly amount of refunds	\$ 58.07	\$ 26.55	\$ 31.05	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
nswer Time (Troub	ole Reports, Billing & Non-Billing)													
lin. standard = 80%	6 of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
	u option to reach live agent).	Total # of call seconds to reach live agent												
J		%<_60 seconds												
		·												

Primary Utility Contact Information

Name:	Phone:	Email:

Company Name:		Hornitos Telephone Compan	у	•			U#:	1011			Report Year:		2020	
Reporting Unit Ty	pe:	☐ Total Company ☑ Exchange ☐ Wire Center					Reporting Unit Na	me:		Exchequer				
				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile m	nonthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	7
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
nstallation Interval		Total # of business days	0	0	0	0	0	0	0	0	0	0	0	0
Min. standard = 5 bu		Total # of service orders	0	0	0	0	0	0	0	0	0	0	0	0
viiri. Stariuaru = 5 Du	is. days	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	0	0	0	0	0	0	0	0	(
nstallation Commit	ment	Total # of installation commitment met	0	0	0	0	0	0	0	0	0	0	0	(
Min. standard = 95%	commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	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		21	21	21	22						22
Customer Trouble	Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
ındard	units w/ ≥ 3,000 lines)	% of trouble reports												
units w/ 1,001 - 2,999 lines)	Total # of working lines										l .			
	Total # of trouble reports													
	units w/ 1,001 - 2,999 inles)	% of trouble reports												
Α Ε		Total # of working lines	36	36	35	35	35	35	36	36	35	35	35	35
=	10% (10 per 100 working lines	Total # of working lines Total # of trouble reports	36	30	35	35	35	33	36	30	35	35	35	30
	for units w/ ≤ 1,000 lines)	% of trouble reports	0.00%	2.78%	0.00%	0.00%	5.71%	0.00%	0.00%	2.78%	0.00%	0.00%	2.86%	0.00%
		Total # of outage report tickets	0.00%	2.78%	0.00%	0.00%	5./1%	0.00%	0.00%	2.78%	0.00%	0.00%	2.86%	0.00%
		Total # of outage report tickets Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	2	0	0	1	0	 0	 	,
Adinatad		% of repair tickets restored ≤ 24 Hours	#DIV/0!	0%	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!	0%	#DIV/0!
Adjusted		Sum of the duration of all outages (hh:mm)	#DIV/0:	404.38	#DIV/0:	#DIV/0:	17.65	#DIV/0:	#DIV/0:	7.93		0.00	49.33	#DIV/0:
Out of Service Reposition. standard = 90%			#DIV/0!	404.38	#DIV/0!	#DIV/0!	8.83	#DIV/0!	#DIV/0!	7.93		#DIV/0!	49.33	#DIV/0!
viiri. Staridard = 90%	S WILLIIII 24 TIIS	Avg. outage duration (hh:mm) Indicate if catastrophonc event is in a month	#DIV/0!	404.30	#DIV/0!	#DIV/0!	0.03	#DIV/0!	#DIV/0!	7.93	#DIV/0!	#DIV/0!	49.33	#DIV/0!
Jnadjusted		Total # of outage report tickets	0	1	0	0	2	0	0	1	0	0	1	(
Out of Service Rep	ort	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	2	0	0	1	0	0	0	(
•		% of repair tickets restored ≤ 24 Hours	#DIV/0!	0%	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!	0%	#DIV/0!
		Sum of the duration of all outages (hh:mm)	0	555.62	0	0	17.63	0	0	12.13	0	0	49.33	(
		Avg. outage duration (hh:mm)	#DIV/0!	555.62	#DIV/0!	#DIV/0!	8.82	#DIV/0!	#DIV/0!	12.13	#DIV/0!	#DIV/0!	49.33	#DIV/0!
Refunds		Number of customers who received refunds	0	0	1	0	0	0	0	0	0	0	0	0
		Monthly amount of refunds	\$ -	\$ -	\$ 32.40	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
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												
	option to reach live agent).	Total # of call seconds to reach live agent												
- .	- /	%< 60 seconds												
		=												

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 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	Oun	1 05	1	7-pi	3	16	1	Aug	ОСРІ	001	0	1
Installation Interv		Total # of service orders	0	1	1	1	1	1	1	0	0	0	0	
Min. standard = 5 b	bus. days	Avg. # of business days	#DIV/0!	1.00	1.00	1.00	3.00	16.00	1.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of installation commitments	0	1.00	1	1	1	1	1	0		<i></i>	0.010,01	1121170.
Installation Comn	nitment	Total # of installation commitment met	0		1	1	1	1	1	0	0	,	0	
	5% commitment met	Total # of installation commitment met	0	1	0	0	0	0	1	0	0	-	0	$\overline{}$
orandard – oo	7,0 COMMINION MOL	% of commitment met	#DIV/0!	100%	100%	100%	100%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		% of communent met	#DIV/0!	100%	10076	100%	100 /6	100 %	100%	#DIV/0:	#DIV/0:	#DIV/0:	#DIV/0!	#DIV/0:
Customers		Acct # for voice or bundle, res+bus	87	88	88	89	90	89	87	87	86	84	84	84
Customer Trouble	e Report													
	6% (6 per 100 working lines for	Total # of working lines						,						
	units w/≥ 3,000 lines)	Total # of trouble reports						· ·						
ard	units w/ 2 3,000 lines)	% of trouble reports												
ם	8% (8 per 100 working lines for	Total # of working lines												1
Sta	units w/ 1.001 - 2.999 lines)	Total # of trouble reports												
	unito w/ 1,001 2,000 inico)	% of trouble reports												
Σ Ε	10% (10 per 100 working lines L	Total # of working lines	121	120	120	120	120	121	120	118	117	117	115	115
		Total # of trouble reports	5	6	5	4	4	4	7	5	3	2	8	
	for units w/ ± 1,000 lines)	% of trouble reports	4.13%	5.00%	4.17%	3.33%	3.33%	3.31%	5.83%	4.24%	2.56%	1.71%	6.96%	1.74%
	•	Total # of outage report tickets	4	3	5	4	3	3	7	5	3	2	5	,
		Total # of repair tickets restored in < 24hrs	3	2	4	4	2	2	1	2	1	2	5	•
Adjusted		% of repair tickets restored ≤ 24 Hours	75%	67%	80%	100%	67%	67%	14%	40%	33%	100%	100%	100%
Aujusteu Out of Service Re	port	Sum of the duration of all outages (hh:mm)	340.97	193.52	57.85	18.85	27.48	184.1	588.78	547.72	170.78	4.32	9.65	6.32
Min. standard = 90		Avg. outage duration (hh:mm)	85.24	64.51	11.57	4.71	9.16	61.37	84.11	109.54	56.93	2.16	1.93	6.32
wiii. Staridard = 90	770 WIUIIII 24 1115	Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	4	3	5	4	3	3	7	5	3	2	5	<u> </u>
Out of Service Re	eport	Total # of repair tickets restored in ≤ 24hrs	1	1	1	0	0	0	1	0	0	0	Ŭ	(
		% of repair tickets restored ≤ 24 Hours	25%	33%	20%	0%	0%	0%	14%	0%	0%		0%	0%
		Sum of the duration of all outages (hh:mm)	748.28	243.15		640.40	368.57	877.4	1393.62	1037.3	650.57		990.8	147.72
		Avg. outage duration (hh:mm)	187.07	81.05		160.10	122.86	292.47	199.09	207.46	216.86	337.14	198.16	147.72
Refunds		Number of customers who received refunds	0	2	0	0	0	0	0	0	1	0	4	1
		Monthly amount of refunds	\$ -	\$ 63.05	\$ -	-	\$ -	\$ -	\$ -	\$ -	\$ 32.05	\$ -	\$ 123.70	\$ 26.55
	uble 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												i
														i

Primary Utility Contact Information

Name:	Phone:	Email:

Company Name:	Hornitos To	lephone Company	U#:	1011	Report Year:	2020
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 Quarte	r
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interv		Total # of business days	1	3	0	4	0	0	0	19	0	0	C)
Min. standard = 5 b		Total # of service orders	1	1	0	2	0	0	0	2	0	0	C	J.
iviiri. Staridard = 5 t	bus. uays	Avg. # of business days	1.00	3.00	#DIV/0!	2.00	#DIV/0!	#DIV/0!	#DIV/0!	9.50	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of installation commitments	1	1	0	2	0	0	0	2	0	0	C)
Installation Comm	nitment	Total # of installation commitment met	1	1	0	2	0	0	0	1	0	0	C)
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	1	0	0)
		% of commitment met	100%	100%	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!	50%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	83	81	79	81	81	81	78	78	77	72	71	1 7
Customer Trouble	e Report													
	00/ (0 400 4 in - 1 in 4	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
dard	units w/ ≥ 3,000 lines)	% of trouble reports												
ğ	8% (8 per 100 working lines for	Total # of working lines												
)ta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												1
۲.	units w/ 1,001 - 2,939 inles/	% of trouble reports												1
Ξ	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	89	87	85	84	86	86	85	83	83	81	77	7 7
		Total # of trouble reports	4	6	3	2	2	1	10	35	16	0	C)
	for units w/ ≤ 1,000 lines)	% of trouble reports	4.49%	6.90%	3.53%	2.38%	2.33%	1.16%	11.76%	42.17%	19.28%	0.00%	0.00%	6 1.329
		Total # of outage report tickets	4	3	1	2	1	1	10	34	16	0	C	J.
		Total # of repair tickets restored in ≤ 24hrs	4	3	1	1	1	1	8	29	10	0	C	,
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	50%	100%	100%	80%		63%	#DIV/0!	#DIV/0!	1009
Out of Service Re	eport	Sum of the duration of all outages (hh:mm)	18.48	0.58	2.7	77.55	10.22	5.98	308.25	680.9	400.05	0	C	4.8
Min. standard = 90)% within 24 hrs	Avg. outage duration (hh:mm)	4.62	0.19	2.70	38.78	10.22	5.98	30.83	20.03	25.00	#DIV/0!	#DIV/0!	4.8
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	4	3	1	2	1	1	10	34	16	a	C	
Out of Service Re	eport	Total # of repair tickets restored in ≤ 24hrs	0	3	0	0	1	0	6	.0	8	0		J
	-	% of repair tickets restored ≤ 24 Hours	0%	100%	0%	0%	100%	0%	60%		50%	#DIV/0!	#DIV/0!	0%
		Sum of the duration of all outages (hh:mm)	735.68	47.82	141.05	410.13	5.77	334.98	631.8		646.78	0	C	171.7
		Avg. outage duration (hh:mm)	183.92	15.94	141.05	205.07	5.77	334.98	63.18	89.91	40.42	#DIV/0!	#DIV/0!	171.7
Refunds		Number of customers who received refunds	0	2	0	0	0	0	0	1	0	-	3	1
		Monthly amount of refunds	\$ -	\$ 60.05	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 30.04	\$ -	\$ -	\$ 76.77	\$ 6.47
	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 me	nu option to reach live agent).	Total # of call seconds to reach live agent												
		%<_60 seconds				_								
								1					1	

Primary Utility Contact Information

Name:	Phone:	Email:	
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Date Adopted: 7/28/09