Company Name:		Hornitos Telephone Company					U#:	1011		Report Year:				-
Reporting Unit Ty	ype:	☑ Total Company				Reporting l	Unit Name:		Total Compa	ny			-	
				Date filed			Date filed			Date filed		Date filed 4th Quarter		
	Measurement (Compile r	nonthly, file quarterly)		1st Quarte	er		2nd Quarte	r		3rd Quarter				
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interval	1	Total # of business days	15		4 12			5				_		
Min. standard = 5 bu	us. days	Total # of service orders	2		3 1	3		1	"DI) //01	"DD ((a)	"DD (/o)	"DB (/a)		"D.D. (/o)
		Avg. # of business days	7.50	1.3		19.33	3.00	5.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of installation commitments	2		3 1	3	1	1		-				
Installation Commi		Total # of installation commitment met	2		3 0	2	1	1						
Min. standard = 95%	6 commitment met	Total # of installation commitment missed	0		0	1	0	0				_		
-		% of commitment met	100%	100%				100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Customers	-	Acct # for voice or bundle, res+bus	273	27	5 275	276	276	274						
Customer Trouble	Report													
	6% (6 per 100 working lines for	Total # of working lines												
-	units w/ \geq 3,000 lines)	Total # of trouble reports												
Min. Standard		% of trouble reports												
anc	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
St		Total # of trouble reports										_		
Ľ.		% of trouble reports										_		
Σ	10% (10 per 100 working lines for units w/ \leq 1,000 lines)	Total # of working lines	338	34	0 340	339	340	341						
		Total # of trouble reports	14		4 8	1	4	8						
		% of trouble reports	4.14%	1.18%	6 2.35%	0.29%	1.18%	2.35%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of outage report tickets	11		4 3	C	4	8						
		Total # of repair tickets restored in < 24hrs	11		3 3	C	4	7						
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	75%		#DIV/0!	100%	88%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Out of Service Rep	ort	Sum of the duration of all outages (hh:mm)	33.85	174.	-	-	7.53	398.1						
Min. standard = 90%	6 within 24 hrs	Avg. outage duration (hh:mm)	3.08	43.73	3 0.81	#DIV/0!	1.88	49.76	#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	11		4 3	0	1	8						
Out of Service Rep	vort	Total # of repair tickets restored in < 24hrs	7					2						
out of bervice Kep		% of repair tickets restored ≤ 24 Hours	64%	0%	-	#DIV/0!	25%	25%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	1057.53	502.			252.85	890.9						
		Avg. outage duration (hh:mm)	96.14	125.6		#DIV/0!	63.21	111.36	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Refunds Number of customers who received refunds Monthly amount of refunds		5	7	0	1	0	4							
			\$ 130.67	\$ 192.94		\$ 33.50		\$ 99.20						
Answer Time (Trouble Reports, Billing & Non-Billing)														
	6 of calls ≤ 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing											1	
	u option to reach live agent).	Total # of call seconds to reach live agent											1	
and agoin (in a mond option to reach into agoin).		%<_60 seconds					1							

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)

Heatsurgenet (Complement (Sequence)) Total art of husiness days Feb Mar Apr Mar Apr	Company Name:		Hornitos Telephone Compa				U#:	Report Year	ear: 2021						
Image: statistic in the statistic in the statistic is an analysis of the statistic is an a	Reporting Unit Typ	pe:	□ Total Company ☑ Exchange □ Wire Center					Reporting Unit Nam		Catheys Valley					
Instruction Date Prob Date Prob Date					Date filed			Date filed			Date filed		Date filed		
Instantion Interval An. standard = 5 bax. days Total # of business days 0 <t< th=""><th></th><th>Measurement (Compile n</th><th>nonthly, file quarterly)</th><th></th><th></th><th></th><th></th><th>2nd Quarter</th><th></th><th></th><th>3rd Quarter</th><th></th><th></th><th>4th Quarte</th><th>r</th></t<>		Measurement (Compile n	nonthly, file quarterly)					2nd Quarter			3rd Quarter			4th Quarte	r
Instantian large of the problem of the prob				Jan	Feb	Mar	Apr	May		July	Aug	Sept	Oct	Nov	Dec
Main standard s bus, day India a direction down India direction down India a direction down	nstallation Interval			9	0	0	9	0	5					L	
$ \begin{array}{c c c c c c c c c c c c c c c c c c c $		s. davs		1	0	0	1	0	1						L
Installation Commitment met Total <i>a b</i> installation commitment mets 1 0 0 1 0 1 0 1 0 1 0 0 0 <th< td=""><td></td><td></td><td></td><td>9.00</td><td>#DIV/0!</td><td>#DIV/0!</td><td>9.00</td><td>#DIV/0!</td><td>5.00</td><td>#DIV/0!</td><td>#DIV/0!</td><td>#DIV/0!</td><td>#DIV/0!</td><td>#DIV/0!</td><td>#DIV/0!</td></th<>				9.00	#DIV/0!	#DIV/0!	9.00	#DIV/0!	5.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Mn. standard = 95× reminent met met Total # of instalialition comminent met met 0 0 0				1	0	0	1	0	1				_	<u> </u>	<u> </u>
Set 0 communent met 100% #DIV(01			Total # of installation commitment met	1	0	0	1	0	1						
Customer Touble Image: Customer Touble (rest-burg) Cu	lin. standard = 95%	commitment met	Total # of installation commitment missed	•	0	0	0	U	0						
Catacome Troube Form Total # of working lines in Total # of working lines in the 2.500 lines) Total # of working lines in the 2.5			% of commitment met	100%	#DIV/0!	#DIV/0!	100%	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Best of the period working lines for all of work	Customers		Acct # for voice or bundle, res+bus	96	96	95	97	97	97						
Pgg (a) (b) (c) (c) (c) (c) (c) (c) (c) (c) (c) (c	ustomer Trouble R	Report												1	1
Base Initia W2 3,000 lines) Initia W3 0,000 lines) I															
No No<			Total # of trouble reports												
No. of throuble reports No. of throuble reports No. of the diversing lines No. o	2		% of trouble reports												
No. of throuble reports No. of throuble reports No. of the diversing lines No. o	da														
No. of throuble reports No. of throuble reports No. of the diversing lines No. o	ā													<u> </u>	<u> </u>
Image: first product on the second	s.													<u> </u>	<u> </u>
Total # of the for units w' \$ 1,000 lines) Team # of the formation with the formation the formation withe formation withe formation with the formation with the formation	Ë			110	110	110	110	110	110						
Indicate 3 (300 miles) % of trouble reports 0.89% 0.89% 0.00% 0.00% 1.77% #DIV/0! #DIV/	-			112	112	112	112	113					-		ł
Adjusted Out of Service Report Total # of outage report tickets 1 1 0 0 2 0 0 2 Adjusted Out of Service Report Total # of nepair tickets restored 224 Hours 1 1 0 0 0 2 0 0 0 2 0				0.90%	0.00/	0.90%	0.00%	0.00%	2	#DIV//01	#DIV/01	#DIV/01	#DI\//01	#DIV/01	#DIV/0!
Adjusted Out of Service Report Total # of repair tickets restored in < 24hrs 1 0 0 2 m				0.0970	0.0970		0.00%	0.00 %	1.///	#DIV/0:	#DIV/0!	#DIV/0!	#DIV/0:	#DIV/0:	#DIV/0:
Adjusted % of repair lickets restored \$ 24 Hours 100% 100% #DIV/0! #DIV/0! <td></td> <td></td> <td></td> <td>1</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> <td>2</td> <td></td> <td></td> <td></td> <td></td> <td><u> </u></td> <td></td>				1	1	0	0	0	2					<u> </u>	
Out of Service Report Sum of the duration of all outages (hh:mm) 4.37 2.75 0 0 0 6.55 0 0 6.55 0 0 0 0 0 6.55 0	diusted			100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Min. standard = 90% within 24 hrs Avg. outage duration (hh:mm) 4.37 2.75 #DIV/0! #DIV/0! 3.28 #DIV/0! #DIV/0! <th< td=""><td></td><td>ort</td><td></td><td></td><td></td><td>0</td><td>0</td><td>0</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></th<>		ort				0	0	0							
$\frac{1}{1} + \frac{1}{1} + \frac{1}$						#DIV/0!	#DIV/0!	#DIV/0!		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Unadjusted Out of Service Report Total # of repair tickets restored is 24hrs 0 0 0 0 1 0															
$ \begin{array}{ c c c c c c c c c c c c c c c c c c c$	Inadiusted		Total # of outage report tickets	1	1	0	0	0	2						
% of repair tickets restored \$ 24 Hours 0% 0% #DIV/0! #		ort	Total # of repair tickets restored in < 24hrs	0	0	0	0	0	1					1	1
Sum of the duration of all outages (hh:mm) 510.57 116.32 0 0 34.83 cm				0%	0%	#DIV/0!	#DIV/0!	#DIV/0!	50%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Avg. outage duration (hh:mm) 510.57 116.32 #DIV/0! #DIV			Sum of the duration of all outages (hh:mm)	510.57	116.32	0	0	0	34.83					1	
Monthly amount of refunds \$ <td colspan="2"></td> <td></td> <td>510.57</td> <td>116.32</td> <td>#DIV/0!</td> <td>#DIV/0!</td> <td>#DIV/0!</td> <td>17.42</td> <td>#DIV/0!</td> <td>#DIV/0!</td> <td>#DIV/0!</td> <td>#DIV/0!</td> <td>#DIV/0!</td> <td>#DIV/0!</td>				510.57	116.32	#DIV/0!	#DIV/0!	#DIV/0!	17.42	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Answer Time (Trouble Reports, Billing & Non-Billing) Image: Constant of the second state of the seco			Number of customers who received refunds	0	•	-	0	0	2						
Min. standard = 80% of calls < 60 seconds to reach Total # of calls for TR, Billing & Non-Billing Image: Call Second			Monthly amount of refunds	\$ -	\$ 128.40	\$ -	\$ -	\$ - 5	48.10						
live agent (w/a menu option to reach live agent). Total # of call seconds to reach live agent agent															
			Total # of calls for TR, Billing & Non-Billing												
%≤60 seconds	ve agent (w/a menu	option to reach live agent).	Total # of call seconds to reach live agent												
			%<_60 seconds												
														1	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 Telephone Compa				U#:	1011			Report Year		2021		
Reporting Unit T	Туре:	□ Total Company □ Exchange □ Wire Center					Reporting Unit Nar	ne:		Exchequer				-
	Measurement (Compile r	nonthly file quarterly)		Date filed			Date filed			Date filed		Date filed		
l	Measurement (Complie I	nonuny, me quarteriy)	-	1st Quarter			2nd Quarter			3rd Quarter			4th Quarte	
		Tetel # of housing an aloun	Jan	Feb	Mar 0	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interva	al	Total # of business days Total # of service orders	0	0	0	0	0	0				_		
Min. standard = 5 b	bus. 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	#010/0:	#DIV/0:	#DIV/0:	#D10/0:	#DIV/0:	#010/0:	#010/0:	#010/0:	#010/0:	#010/0:	#010/0:	#010/0:
Installation Comm	nitment	Total # of installation commitment met	0	0	0	0	0	0						
	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0				-	-	
Wint. Standard = 55	7/8 communent met	% 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!
		% of communent 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	22	20	21	21						
Customer Trouble	e Report													1
	6% (6 per 100 working lines for	Total # of working lines Total # of trouble reports												
E	units w/ ≥ 3,000 lines)	% of trouble reports												
Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
ta L		Total # of trouble reports										_		+
		% of trouble reports												-
Min.		Total # of working lines	35	35	35	34	33	35						
_	10% (10 per 100 working lines	Total # of trouble reports	33			34		30						
ł	for units w/ ≤ 1,000 lines)	% of trouble reports	0.00%	2.86%	2.86%	0.00%	3.03%	2.86%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of outage report tickets	0.0070	2.0070	2.0070	0.00%	0.0070	2.00/8	#DIV/0.	#DIV/0.	#D1070.	#BIV/0.	#D11/0.	#DIV/0.
		Total # of repair tickets restored in < 24hrs	0	0	. 1	0	1	1						-
Adjusted		% of repair tickets restored ≤ 24 Hours	#DIV/0!	0%	100%	#DIV/0!	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Out of Service Rep	eport	Sum of the duration of all outages (hh:mm)	0	166.35	0	0	0	9.65						
Min. standard = 90		Avg. outage duration (hh:mm)	#DIV/0!	166.35	0.00	#DIV/0!	0.00	9.65	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Indicate if catastrophonc event is in a month												
Unadiversal		Total # of outage report tickets	0	1	1	0	4	1						
Unadjusted Out of Service Rep	nort	Total # of repair tickets restored in < 24hrs	0	0	1	0	1	0						+
Out of Service Re	port	% of repair tickets restored ≤ 24 Hours	#DIV/0!	0%	100%	#DIV/0!	100%	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	0	190.35	6.8	0	2.57	130.23						
		Avg. outage duration (hh:mm)	#DIV/0!	190.35	6.80	#DIV/0!	2.57	130.23	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Refunds		Number of customers who received refunds	1	0	0	0	0	0						1
		Monthly amount of refunds	\$ 34.50	\$-	\$-	\$-	\$-	\$ -						1
Answer Time (Trou	uble Reports, Billing & Non-Billing)													1
		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

Email:

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)

Company Name: Reporting Unit Type:		Hornitos Telephone Compar				U#:	1011	1 Report Year: 2021						
		□ Total Company					Reporting Unit Nar	me:		Hornitos				-
				Date filed			Date filed			Date filed		Date filed		
	Measurement (Compile n	nonthiy, file quarterly)	_	1st Quarter		-	2nd Quarter	_		3rd Quarter			4th Quarte	
		Total # of business days	Jan	Feb	Mar 12	Apr 49	May	Jun	July	Aug	Sept	Oct	Nov	Dec
nstallation Interval		Total # of service orders	0		12	49	0	0			-			
Min. standard = 5	bus. days	Avg. # of business days	6.00	2.00	12.00	24.50	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of installation commitments	0.00	2.00	12.00	24.30	#D10/0:	#010/0:	#DIV/0:	#010/0:	#010/0:	#010/0:	#017/0:	#010/0:
Installation Com	mitment	Total # of installation commitment met	1	1		1	0	0						1
	5% commitment met	Total # of installation commitment missed	1	1	0	1	0	0			-			
		% of commitment met	100%	100%	0%	50%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
			100%	100%	0%	50%	#DIV/0!	#DIV/0:	#DIV/0!	#010/0!	#DIV/0!	#010/0!	#DIV/0!	#010/0!
Customers		Acct # for voice or bundle, res+bus	84	84	85	87	87	86						
Customer Troub	le Report													
	6% (6 per 100 working lines for	Total # of working lines												
	units w/ \geq 3,000 lines)	Total # of trouble reports												
P	units w/ \ge 3,000 lines)	% of trouble reports												
lda		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.														
-	10% (10 per 100 working lines	Total # of working lines Total # of trouble reports	115	116	115	116	118	117				_		+
	for units w/ ≤ 1,000 lines)	% of trouble reports	3.48%	0.86%	2.61%	0.86%	2.54%	4.27%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of outage report tickets	3.40%	0.00%	2.01%	0.00%	2.54%	4.21%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of repair tickets restored in < 24hrs	1	1	1	0	3	5			-			
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	#DIV/0!	100%	80%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Adjusted		Sum of the duration of all outages (hh:mm)	6.57	0.53	2.43	#D10/0.	7.53	381.9	#011/0.	#D10/0.	#DIV/0.	#010/0.	#DIV/0.	#010/0.
Out of Service R		Avg. outage duration (hh:mm)	6.57	0.53	2.43	#DIV/0!	2.51	76.38	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Min. standard = 9	0% within 24 hrs	Indicate if catastrophonc event is in a month	0.01	0.00		<i>"BTTTO</i> .	2.01		<i>NBII10.</i>				<i>"Bittio</i> .	
Unadjusted		Total # of outage report tickets	1	1	1	0	3	5						
Out of Service R	eport	Total # of repair tickets restored in < 24hrs	0	0	0	0	0	1						
	-	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	#DIV/0!	0%	20%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	436.4	95.57	136.75		250.27	725.83						
		Avg. outage duration (hh:mm)	436.40	95.57	136.75	#DIV/0!	83.42	145.17	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Refunds		Number of customers who received refunds	3	0	0	1	0	2						
		Monthly amount of refunds	\$ 85.62	\$-	\$-	\$ 33.50	\$-	\$ 51.10						\square
	ouble Reports, Billing & Non-Billing)													
		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												

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: Reporting Unit Type:		Hornitos Telephone Compan				U#:	1011	1 Report Year: 2021						
		□ Total Company ☑ Exchange □ Wire Center			Reporting Unit Na	Mt. Bullion								
					Date filed			Date filed				Date filed		
	Measurement (Compile n	nonthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarte	
		Tatal # of humbridge and days	Jan	Feb	Mar	Apr	May 3	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interv	val	Total # of business days Total # of service orders	0	2	0	0	3	0						──
Min. standard = 5	bus. days	Avg. # of business days	#DIV/0!	1.00	#DIV/0!	#DIV/0!	3.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of installation commitments	#DIV/0!	1.00	#DIV/0!	#DIV/0!	3.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0
Installation Comr	m it m a m t		0	2	0	0	1	0		1				
	5% commitment met	Total # of installation commitment met	0	2	0	0		0						──
ivini. Stanuaru = 90		Total # of installation commitment missed	0 #DIV//01	0	0 #DIV//01	0 #DIV//01	0	0 #DIV//01	#DIV//01	#DIV/(CI	#DIV//CI	#DIV//01	#DIV//01	#DIV//0
		% of commitment met	#DIV/0!	100%	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	71	73	73	72	71	70						
Customer Troubl	le Report													
	6% (6 per 100 working lines for units w/ \geq 3,000 lines)	Total # of working lines												
		Total # of trouble reports												
2		% of trouble reports												
Standard		Total # of working lines												
tar	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports									1			
		% of trouble reports												
Min.		Total # of working lines	76	77	78	77	76	76						
-	10% (10 per 100 working lines for units w/ \leq 1,000 lines)	Total # of trouble reports	/6		/8	11	/6	/6		-				
		% of trouble reports	9 11.84%	1.30%	3.85%	0.00%	0.00%	0.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of outage report tickets	11.04%	1.30%	3.00%	0.00%	0.00%	0.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of repair tickets restored in < 24hrs	9	1	1	0	0	0				-		
Address		% 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!
Adjusted		Sum of the duration of all outages (hh:mm)	22.92	5.27	0.00%				<i></i>		<i>#BITTO</i>			
Out of Service Re Min. standard = 90		Avg. outage duration (hh:mm)	2.55	5.27	0.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Min. standard = 90	J% Within 24 hrs	Indicate if catastrophonc event is in a month	2.00	0.21	0.00	#BIV/0.	#BIVIO.	#B1070.	#011/0	#BIVIO.	#010/0	#011/0	#DIVIO.	#011/0
Unadjusted		Total # of outage report tickets	9	1	1	0	0	0						
Out of Service Re	eport	Total # of repair tickets restored in < 24hrs	7	0	1	0	0	0						1
		% of repair tickets restored ≤ 24 Hours	78%	0%	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)	110.58	100.47	16.83	0	0	0						1
		Avg. outage duration (hh:mm)	12.29	100.47	16.83	#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	1	4	0	0	0	0						
		Monthly amount of refunds	\$ 10.55	\$ 64.54	\$-	\$-	\$-	\$-						
	uble Reports, Billing & Non-Billing)													
Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/a menu option to reach live agent).		Total # of calls for TR, Billing & Non-Billing												
		Total # of call seconds to reach live agent				-								
		%<_60 seconds												1
										1	1			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)