Company Name:	Hor	nitos Telephor	ne Company	ι	J#:	1011	Report Year:	2021
Reporting Unit Type:	☑ Total Company	☐ Exchange	☐ Wire Center	F	Reporting Unit	Name:	Total Company	

				05/05/21			08/11/21			11/09/21		Date filed			
	Measurement (Compile n	ionthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	,——	
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	
Installation Interv	al	Total # of business days	15	4	12	58	3	5	0	8	17				
Min. standard = 5 b		Total # of service orders	2	3	1	3	1	1	0	2	4				
IVIIII. Staridard – 3 k	bus. days	Avg. # of business days	7.50	1.33	12.00	19.33	3.00	5.00	#DIV/0!	4.00	4.25			1	
		Total # of installation commitments	2	3	1	3	1	1	0	2	4			<u> </u>	
Installation Comm	nitment	Total # of installation commitment met	2	3	0	2	1	1	0	2	3		ŀ	i	
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	1	0	0	0	0	1		ı		
		% of commitment met	100%	100%	0%	67%	100%	100%	#DIV/0!	100%	75%		ı		
Customers		Acct # for voice or bundle, res+bus	273	275	275	276	276	274	271	272	273				
Customer Trouble	e Report	·													
	1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	Total # of working lines													
	6% (6 per 100 working lines for	Total # of trouble reports													
p	units w/ ≥ 3,000 lines)	% of trouble reports													
Standard		,											 		
, a	8% (8 per 100 working lines for	Total # of working lines													
St	units w/ 1,001 - 2,999 lines)	Total # of trouble reports											<u> </u>		
Min		% of trouble reports												└	
	10% (10 per 100 working lines	Total # of working lines	338	340	340	339	340	341	339	335	338				
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	14	4	8	1	4	8	21	3	2			<u> </u>	
	, , , , , ,	% of trouble reports	4.14%	1.18%	2.35%	0.29%	1.18%	2.35%	6.19%	0.90%	0.59%			<u> </u>	
		Total # of outage report tickets	11	4	3	0	4	8	19	1	2			<u> </u>	
		Total # of repair tickets restored in ≤ 24hrs	11	3	3	0	4	7	7	1	2			<u> </u>	
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	75%	100%	#DIV/0!	100%	88%	37%	100%	100%			<u> </u>	
Out of Service Re	port	Sum of the duration of all outages (hh:mm)	33.85	174.9	2.43	0	7.53	398.1	408.02	3.93	12.28			<u> </u>	
Min. standard = 90	% within 24 hrs	Avg. outage duration (hh:mm)	3.08	43.73	0.81	#DIV/0!	1.88	49.76	21.47	3.93	6.14			<u> </u>	
		Indicate if catastrophonc event is in a month													
Unadjusted		Total # of outage report tickets	11	4	3	0	4	8	19	1	2				
Out of Service Re	port	Total # of repair tickets restored in ≤ 24hrs	7	0	2	0	1	2	5	0	0		ı		
		% of repair tickets restored ≤ 24 Hours	64%	0%	67%	#DIV/0!	25%	25%	26%	0%	0%				
		Sum of the duration of all outages (hh:mm)	1057.53	502.7	160.37	0	252.85	890.9	1014.47	47.18	289.03		ı		
		Avg. outage duration (hh:mm)	96.14	125.68	53.46	#DIV/0!	63.21	111.36	53.39	47.18	144.52		ı		
Refunds		Number of customers who received refunds	5	7	0	1	0	4	0	0	2				
		Monthly amount of refunds	\$ 130.67	\$ 192.94	\$ -	\$ 33.50	\$ -	\$ 99.20	\$ -	\$ -	\$ 39.87				
	uble Reports, Billing & Non-Billing)												ı		
Min. standard = 80	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing											ı		
live agent (w/a mei	nu option to reach live agent).	Total # of call seconds to reach live agent													
- '		%<_60 seconds													
		=													

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)

Company Name:		Hornitos Telephone Compan				U#:	1011			2021				
Reporting Unit Ty	/pe:	☐ Total Company ☑ Exchange ☐ Wire Center					9 :	Catheys Valley						
				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile m	nonthly, file 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	9	0	0	9	0	5	0	5	10			
Min. standard = 5 bu		Total # of service orders	1	0	0	1	0	1	0	1	2			
otanaara o se	ac. dayo	Avg. # of business days	9.00	#DIV/0!	#DIV/0!	9.00	#DIV/0!	5.00	#DIV/0!	5.00	5.00		<u> </u>	
		Total # of installation commitments	1	0	0	1	0	1	0	1	2		├	
Installation Commit		Total # of installation commitment met	1	0	0	1	,	1	0	1	1			
Min. standard = 95%	6 commitment met	Total # of installation commitment missed	0	0	0	0		0	0	0				
		% of commitment met	100%	#DIV/0!	#DIV/0!	100%	#DIV/0!	100%	#DIV/0!	100%	50%			
Customers		Acct # for voice or bundle, res+bus	96	96	95	97	97	97	95	95	97			
Customer Trouble	Report													
	C0/ /C 400	Total # of working lines												
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports												
臣	units w/ 2 3,000 lines)	% of trouble reports												
g		Total # of working lines											i i	
Standard	8% (8 per 100 working lines for	Total # of trouble reports											+	
ώ.	units w/ 1,001 - 2,999 lines)	% of trouble reports											 	
		'											 	
	10% (10 per 100 working lines	Total # of working lines	112	112	112	112	113	113	112	110			\longmapsto	
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	1	1	1	0	0	2	15	2	0		├	
	·	% of trouble reports	0.89%	0.89%	0.89%	0.00%	0.00%	1.77%	13.39%	1.82%	0.00%		\longmapsto	
		Total # of outage report tickets	1	1	0	0	0	2	15	0	0			
A		Total # of repair tickets restored in ≤ 24hrs	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0	0		2	4	0	((D)) ((0)			
Adjusted Out of Service Rep	ant	% of repair tickets restored ≤ 24 Hours	100% 4.37	100% 2.75	#DIV/0!	#DIV/0!	#DIV/0!	100%	27% 372.53	#DIV/0!	#DIV/0!			
Min. standard = 90%		Sum of the duration of all outages (hh:mm)	4.37	2.75		0		6.55		0	#DIV/(01			
Min. standard = 90%	o Within 24 hrs	Avg. outage duration (hh:mm)	4.37	2.75	#DIV/0!	#DIV/0!	#DIV/0!	3.28	24.84	#DIV/0!	#DIV/0!		\longrightarrow	
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	1	1	0	0	0	2	15	0	0			
Out of Service Rep	ort	Total # of repair tickets restored in < 24hrs	0	0	0	0	0	1	4	0	0			•
		% of repair tickets restored ≤ 24 Hours	0%	0%	#DIV/0!	#DIV/0!	#DIV/0!	50%	27%	#DIV/0!	#DIV/0!		i i	
		Sum of the duration of all outages (hh:mm)	510.57	116.32	0	0	0	34.83	372.55	0	0			
		Avg. outage duration (hh:mm)	510.57	116.32	#DIV/0!	#DIV/0!	#DIV/0!	17.42	24.84	#DIV/0!	#DIV/0!			
Refunds		Number of customers who received refunds	0	3	0	0	0	2	0	0	0			
		Monthly amount of refunds	\$ -	\$ 128.40	\$ -	\$ -	\$ - 9	48.10	\$ -	\$ -	\$ -			
Answer Time (Troub	ole Reports, Billing & Non-Billing)													
Min. standard = 80%	6 of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a menu	u option to reach live agent).	Total # of call seconds to reach live agent												
	- *	%<_60 seconds												
					Primary Utility Con	tact 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)

Company Name:		Hornitos Telephone Compa	Hornitos Telephone Company				U#:	1011			2021			
Reporting Unit T	ype:	☐ Total Company ☑ Exchange ☐ Wire Center				I	Reporting Unit Nan	ne:		Exchequer				
				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile m	nonthly, file quarterly)		1st Quarter		2nd Quarter				3rd Quarter			4th Quarter	
		TT	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
nstallation Interva	ıl	Total # of business days	0	0	0	0	0	0	0	Ü	0		\longrightarrow	
Min. standard = 5 b	us. days	Total # of service orders	4D1/401	0	401/401	4DIV (OI	4D1/401	#DD//OI	0	#01///01) #DIV/OI			
		Avg. # of business days Total # of installation commitments	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
			0	0	0	0	0		0				\longrightarrow	
		Total # of installation commitment met		-	Ů		0	0	, and the second		-			
viin. standard = 95°	% commitment met	Total # of installation commitment missed	0	0	0	0	(IDI) ((O)	(IDI) ((O)	0	v	,		\longrightarrow	
		% of commitment met	#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	20	20	19			
Customer Trouble	Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
5	units w/ ≥ 3,000 lines)	% of trouble reports											1	
ā													$\overline{}$	
Standard	8% (8 per 100 working lines for	Total # of working lines Total # of trouble reports												
	units w/ 1,001 - 2,999 lines)	% of trouble reports												
													\longrightarrow	
	10% (10 per 100 working lines	Total # of working lines	35	35	35	34	33	35	35					
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	0	1	1	0	1	1	1	C	,			
	,	% of trouble reports	0.00%	2.86%	2.86%	0.00%	3.03%	2.86%	2.86%	0.00%	0.00%			
		Total # of outage report tickets	0	1	1	0	1		1	C	0		\longrightarrow	
		Total # of repair tickets restored in ≤ 24hrs	0	0	1	0	1	1	1	((5))	0			
Adjusted		% of repair tickets restored ≤ 24 Hours	#DIV/0!	0%	100%	#DIV/0!	100%	100%	100%	#DIV/0!	#DIV/0!		\longrightarrow	
Out of Service Rep		Sum of the duration of all outages (hh:mm)	0	166.35	0	0	0	9.65	3.3	((5))	0		\longrightarrow	
Min. standard = 90°	% Within 24 nrs	Avg. outage duration (hh:mm)	#DIV/0!	166.35	0.00	#DIV/0!	0.00	9.65	3.30	#DIV/0!	#DIV/0!			
		Indicate if catastrophonc event is in a month												
Jnadjusted		Total # of outage report tickets	0	1	1	0	1	1	1	C	0			
Out of Service Rep	port	Total # of repair tickets restored in ≤ 24hrs	0	0	1	0	1	0	1	C	0		í I	
		% of repair tickets restored ≤ 24 Hours	#DIV/0!	0%	100%	#DIV/0!	100%	0%	100%	#DIV/0!	#DIV/0!		1	
		Sum of the duration of all outages (hh:mm)	0	190.35	6.8	0	2.57	130.23	23.05	C	0		í	
		Avg. outage duration (hh:mm)	#DIV/0!	190.35	6.80	#DIV/0!	2.57	130.23	23.05		#DIV/0!		1	
Refunds		Number of customers who received refunds	1	0	0	0	0	0	0	0	0		í	
		Monthly amount of refunds	\$ 34.50	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
	ble Reports, Billing & Non-Billing)												1	
	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
ive agent (w/a men	nu option to reach live agent).	Total # of call seconds to reach live agent												
		% <u><</u> 60 seconds												
				F	Primary Utility Con	tact Information								

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)

Name:

Company Name:		Hornitos Telephone Compan	У	_			U#:	1011	-		Report Year:		2021	
Reporting Unit Ty	/pe:	☐ Total Company ☑ Exchange ☐ Wire Center					Reporting Unit Na	me:		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	6	2	12	49	0	0	0	3	7		T .	
nstallation Interval		Total # of service orders	1	1	1	2	0	0	0	1	2			
/lin. standard = 5 bu	s. days	Avg. # of business days	6.00	2.00	12.00	24.50	#DIV/0!	#DIV/0!	#DIV/0!	3.00	3.50	1	ı	
		Total # of installation commitments	1	1	1	2	0	0	0	1	2			
nstallation Commit	tment	Total # of installation commitment met	1	1	0	1	0	0	0	1	2	1	1	
/lin. standard = 95%	commitment met	Total # of installation commitment missed	0	0	1	0	0	0	0	0	0			
		% of commitment met	100%	100%	0%	50%	#DIV/0!	#DIV/0!	#DIV/0!	100%	100%			
Customers		Acct # for voice or bundle, res+bus	84	. 84	85	87	87	86	86	87	87			
Customer Trouble I	Report											1		
	00/ /0 100	Total # of working lines										1	ı	
	6% (6 per 100 working lines for	Total # of trouble reports												
ard	units w/ ≥ 3,000 lines)	% of trouble reports												
ndar	8% (8 per 100 working lines for	Total # of working lines										ı		
Min. Sta	units w/ 1.001 - 2.999 lines)	Total # of trouble reports												
	units w/ 1,001 - 2,999 lines)	% of trouble reports											T .	
	10% (10 per 100 working lines	Total # of working lines	115	116	115	116	118	117	117	117	118			
		Total # of trouble reports	4	1	3	1	3	5	4	1	2		—	
	for units w/ ≤ 1,000 lines)	% of trouble reports	3.48%	0.86%	2.61%	0.86%	2.54%	4.27%	3.42%	0.85%	1.69%		 	
		Total # of outage report tickets	1	1	1	0	3	5	2	1	2		 	
		Total # of repair tickets restored in < 24hrs	1	1	1	0	3	4	1	1	2		 	
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	#DIV/0!	100%	80%	50%	100%	100%			
Out of Service Repo	out.	Sum of the duration of all outages (hh:mm)	6.57		2.43	0	7.53	381.9	32.18	3.93				
/in. standard = 90%		Avg. outage duration (hh:mm)	6.57	0.53	2.43	#DIV/0!	2.51	76.38	16.09				T .	
viiii. Standard – 30 /u	WIGHT 241113	Indicate if catastrophonc event is in a month												
Jnadjusted		Total # of outage report tickets	1	1	1	0	3	5	2	1	2			
Out of Service Repo	ort	Total # of repair tickets restored in ≤ 24hrs	0	0	0		0	1	0			<u> </u>		
		% of repair tickets restored ≤ 24 Hours	0%		0%	#DIV/0!	0%	20%	0%				<u> </u>	
		Sum of the duration of all outages (hh:mm)	436.4		136.75	0.00		725.83	475.65	47.18				
		Avg. outage duration (hh:mm)	436.40	95.57	136.75	#DIV/0!	83.42	145.17	237.83				ļ'	
Refunds		Number of customers who received refunds	3	0	0	1	0	2	0	0	2	⊢—	<u> </u>	
		Monthly amount of refunds	\$ 85.62	\$ -	\$ -	\$ 33.50	\$ -	\$ 51.10	\$ -	\$ -	\$ 39.87		<u> </u>	
Answer Time (Troubl	le Reports, Billing & Non-Billing)												<u> </u>	
	of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing											<u> </u>	
ve agent (w/a menu	option to reach live agent).	Total # of call seconds to reach live agent											<u> </u>	
		% <u><</u> 60 seconds												
												1	1	1

Primary Utility Contact Information

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 Compar		U#:	•	Report Year: 2021									
Reporting Unit Ty	/pe:	☐ Total Company ☑ Exchange ☐ Wire Center					Reporting Unit Na	ame:		Mt. Bullion				÷
				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
atallatian lutamia	1	Total # of business days	0	2	0	0	3	0	C	0	0			i Total
nstallation Interval lin. standard = 5 bu		Total # of service orders	0	2	0	0	1	0	C	0	0			i Total
iiri. Staridard – 5 bu	is. days	Avg. # of business days	#DIV/0!	1.00	#DIV/0!	#DIV/0!	3.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			1
		Total # of installation commitments	0	2	0	0	1	0	C	0	0			i .
stallation Commi	tment	Total # of installation commitment met	0	2	0	0	1	0	C	0	0	,		1
lin. standard = 95%	commitment met	Total # of installation commitment missed	0	0	0	0	0	0	C	0	0	-		í
		% of commitment met	#DIV/0!	100%	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			·
ustomers		Acct # for voice or bundle, res+bus	71	73	73	72	71	70	70	70	70			
ustomer Trouble	Report													1
	20/ /2 400 1: " (Total # of working lines												i Total
	6% (6 per 100 working lines for	Total # of trouble reports												1
2	units w/ ≥ 3,000 lines)	% of trouble reports												<u> </u>
ndard		Total # of working lines												
Star	8% (8 per 100 working lines for	Total # of trouble reports												
ij 1	units w/ 1,001 - 2,999 lines)	% of trouble reports												
		Total # of working lines	76	77	78	77	76	76	75	75	75			
	10% (10 per 100 working lines	Total # of trouble reports	0	1	70	,,,	70	1 70	1		7.5			
		% of trouble reports	11.84%	1.30%	3.85%	0.00%	0.00%	, ,	1.33%	0	0.00%			f
	<u> </u>	Total # of outage report tickets	11.0470	1.5070	3.0370	0.0070	0.0070	0.0070	1.5570	0.0070	0.0070			f
		Total # of repair tickets restored in < 24hrs	0	1	1	0	0	0	1	0	0			f
المخمية		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!			ſ
djusted		Sum of the duration of all outages (hh:mm)	22.92		10070	#B1V/0:	#BIV/0.	#B1070:	10070	1 #21770.	#B1770.			ſ
out of Service Rep		Avg. outage duration (hh:mm)	2.55		0.00	#DIV/0!	#DIV/0!	#DIV/0!	0.00	#DIV/0!	#DIV/0!			f
iin. standard – 90%	o within 24 firs	Indicate if catastrophonc event is in a month	2.50	U.E 1	0.00	#BIVIO:	#51070:	#BIVIO:	0.00	#51470:	#51770:			
nadjusted		Total # of outage report tickets	9	1	1	0	0	0	1	0	0			
ut of Service Rep	ort	Total # of repair tickets restored in ≤ 24hrs	7	0	1	0	0	0	1	0	0			
		% of repair tickets restored ≤ 24 Hours	78%	0%	100%	#DIV/0!	#DIV/0!	#DIV/0!	100%		#DIV/0!			
		Sum of the duration of all outages (hh:mm)	110.58	100.47	16.83		0	0	143.23		0			
		Avg. outage duration (hh:mm)	12.29	100.47	16.83	#DIV/0!	#DIV/0!	#DIV/0!	143.23	#DIV/0!	#DIV/0!			<u> </u>
efunds		Number of customers who received refunds	1	4	0	0	0	0	0	0	0			
		Monthly amount of refunds	\$ 10.55	\$ 64.54	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		igsquare	
	le Reports, Billing & Non-Billing)													
	of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
ve agent (w/a menu	u option to reach live agent).	Total # of call seconds to reach live agent												
		%<60 seconds			·		·							
					·		·							
	-													

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)
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