| ompany Name: | Hornitos Telepho | one Company | U#: | 1011 | Report Year: | 2021 |
|---------------------|----------------------------|---------------|----------------|-------|---------------|------|
| eporting Unit Type: | ✓ Total Company ☐ Exchange | ☐ Wire Center | Reporting Unit | Name: | Total Company | |

| Measurement (Compile monthly, file quarterly) | | | | 05/05/21 | | | 08/11/21 | | | 11/09/21 | | | 02/07/22 | |
|--|-----------------------------------|--|-----------|-------------|--------|----------|-------------|----------|---------|-------------|----------|----------|-------------|----------|
| | Measurement (Compile r | 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 Interv | ral | Total # of business days | 15 | 4 | 12 | 58 | 3 | 5 | 0 | 8 | 17 | 16 | 0 | 0 |
| Min. standard = 5 | | Total # of service orders | 2 | 3 | 1 | 3 | 1 | 1 | 0 | 2 | 4 | 1 | 0 | 0 |
| IVIIII. Staridard – 5 i | bus. uays | Avg. # of business days | 7.50 | 1.33 | 12.00 | 19.33 | 3.00 | 5.00 | #DIV/0! | 4.00 | 4.25 | 16.00 | #DIV/0! | #DIV/0! |
| | | Total # of installation commitments | 2 | 3 | 1 | 3 | 1 | 1 | 0 | 2 | 4 | 1 | 0 | C |
| Installation Comn | nitment | Total # of installation commitment met | 2 | 3 | 0 | 2 | 1 | 1 | 0 | 2 | 3 | 1 | 0 | |
| Min. standard = 95 | 5% commitment met | Total # of installation commitment missed | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | (|
| | | % of commitment met | 100% | 100% | 0% | 67% | 100% | 100% | #DIV/0! | 100% | 75% | 100% | #DIV/0! | #DIV/0! |
| Customers | | Acct # for voice or bundle, res+bus | 273 | 275 | 275 | 276 | 276 | 274 | 271 | 272 | 273 | 272 | 271 | 266 |
| Customer Trouble | e 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 | | • | | | | | | | | | | | | — |
| ä | 8% (8 per 100 working lines for | Total # of working lines | | | | | | | | | | | | |
| St. | units w/ 1,001 - 2,999 lines) | Total # of trouble reports | | | | | | | | | | | | |
| _≐ | | % of trouble reports | | | | | | | | | | | L | <u> </u> |
| Ξ | 10% (10 per 100 working lines | Total # of working lines | 338 | 340 | 340 | 339 | 340 | 341 | 339 | 335 | 338 | 336 | | |
| | for units w/ ≤ 1.000 lines) | Total # of trouble reports | 14 | 4 | 8 | 1 | 4 | 8 | 21 | 3 | 2 | 4 | 10 | |
| | | % of trouble reports | 4.14% | 1.18% | 2.35% | 0.29% | 1.18% | 2.35% | 6.19% | 0.90% | 0.59% | 1.19% | 2.99% | 4.49% |
| | | Total # of outage report tickets | 11 | 4 | 3 | 0 | 4 | 8 | 19 | 1 | 2 | 3 | 7 | 8 |
| | | Total # of repair tickets restored in ≤ 24hrs | 11 | 3 | 3 | 0 | 4 | 7 | 7 | 1 | 2 | 2 | | |
| Adjusted | | % of repair tickets restored ≤ 24 Hours | 100% | 75% | 100% | #DIV/0! | 100% | 88% | 37% | 100% | 100% | 67% | 71% | |
| Out of Service Re | eport | 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 | 175.97 | 81.58 | 33.48 |
| Min. standard = 90 | 0% 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 | 58.66 | 11.65 | 4.19 |
| | | Indicate if catastrophonc event is in a month | | | | | | | | | | | | |
| Unadjusted | | Total # of outage report tickets | 11 | 4 | 3 | 0 | 4 | 8 | 19 | 1 | 2 | 3 | 7 | 8 |
| Out of Service Re | eport | Total # of repair tickets restored in ≤ 24hrs | 7 | 0 | 2 | 0 | 1 | 2 | 5 | 0 | 0 | 0 | 3 | 7 |
| | | % of repair tickets restored ≤ 24 Hours | 64% | 0% | 67% | #DIV/0! | 25% | 25% | 26% | 0% | 0% | 0% | 43% | 88% |
| | | 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 | 444.52 | 265 | 140.9 |
| Avg. outage duration (hh:mm) | | | 96.14 | 125.68 | 53.46 | #DIV/0! | 63.21 | 111.36 | 53.39 | 47.18 | 144.52 | 148.17 | 37.86 | 17.6 |
| Refunds Number of customers who received refunds | | 5 | 7 | 0 | 1 | 0 | 4 | 0 | 0 | 2 | 1 | 0 | 1 | |
| Monthly amount of refunds | | Monthly amount of refunds | \$ 130.67 | \$ 192.94 | \$ - | \$ 33.50 | \$ - | \$ 99.20 | \$ - | \$ - | \$ 39.87 | \$ 25.55 | \$ - | \$ 26.55 |
| Answer Time (Trouble Reports, Billing & Non-Billing) | | | | | | | | | | | | | | |
| | 0% 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 | | | | | | | | | | | | |
| Į , | . , | %< 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 Company | | | ι | J#: | 1011 | 1011 Report Year: | | | | 2021 | | |
|-----------------------|------------------------------------|--|----------|-------------|---------------------|------------------|--------------------|-------------------|-------------|---------------|------------|--------|------------|---------|
| Reporting Unit Ty | pe: | ☐ Total Company ☑ Exchange ☐ Wire Center | | | | F | Reporting Unit Nam | 10: | | Catheys Valle | Э | | | |
| | | | | Date filed | | | Date filed | | | Date filed | | | Date filed | |
| | Measurement (Compile m | nonthly, file quarterly) | | 1st Quarter | | | 2nd Quarter | | 3rd Quarter | | | | 4th Quarte | |
| | | Total # of business days | Jan | Feb | Mar | Apr | May | Jun | July | Aug | Sept 10 | Oct | Nov | Dec |
| nstallation Interval | | Total # of business days Total # of service orders | 9 | 0 | 0 | 9 | 0 | 1 | 0 | 3 | 10 | 16 | 0 | |
| Min. standard = 5 but | s. days | Avg. # of business days | 9.00 | #DIV/0! | #DIV/0! | 9.00 | #DIV/0! | 5.00 | • | 5.00 | 5.00 | 16.00 | #DIV/0! | #DIV/0! |
| | | Total # of installation commitments | 9.00 | #DIV/0! | #DIV/0! | 9.00 | #DIV/0! | 5.00 | #DIV/0! | 5.00 | 5.00 | 16.00 | #DIV/0! | #DIV/U! |
| | | | - ! | - v | 0 | | 0 | | | - 1 | | - 1 | 0 | |
| nstallation Commit | | Total # of installation commitment met | 1 | 0 | 0 | 1 | 0 | 1 | 0 | | 1 | 1 | 0 | |
| Min. standard = 95% | commitment met | Total # of installation commitment missed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | 1 | 0 | 0 | |
| | | % of commitment met | 100% | #DIV/0! | #DIV/0! | 100% | #DIV/0! | 100% | #DIV/0! | 100% | 50% | 100% | #DIV/0! | #DIV/0! |
| Customers | | Acct # for voice or bundle, res+bus | 96 | 96 | 95 | 97 | 97 | 97 | 95 | 95 | 97 | 97 | 97 | 9 |
| Customer Trouble F | Report | | | | | | - | | | | | | | |
| | | Total # of working lines | | | | | | | | | | | | |
| | 6% (6 per 100 working lines for | Total # of trouble reports | | | | | | | | | | | | |
| 7 | units w/ ≥ 3,000 lines) | | | | | | | | | | | | | |
| Standard | | % of trouble reports | | | | | | | | | | | | |
| Ĕ | 8% (8 per 100 working lines for | Total # of working lines | | | | | | | | | | | | |
| S | units w/ 1,001 - 2,999 lines) | Total # of trouble reports | | | | | | | | | | | | |
| Ë | | % of trouble reports | | | | | | | | | | | | |
| Ε | 10% (10 per 100 working lines | Total # of working lines | 112 | 112 | 112 | 112 | 113 | 113 | 112 | 110 | 112 | 112 | 112 | 11 |
| | | Total # of trouble reports | 1 | 1 | 1 | 0 | 0 | 2 | 15 | | 0 | 2 | 1 | |
| | for units w/ ≤ 1,000 lines) | % of trouble reports | 0.89% | 0.89% | 0.89% | 0.00% | 0.00% | 1.77% | 13.39% | 1.82% | 0.00% | 1.79% | 0.89% | 2.70% |
| | | Total # of outage report tickets | 1 | 1 | 0 | 0 | 0 | 2 | 15 | | 0 | 1 | 1 | |
| | | Total # of repair tickets restored in < 24hrs | 1 | 1 | 0 | 0 | 0 | 2 | 4 | 0 | 0 | 1 | 1 | |
| Adjusted | | % of repair tickets restored ≤ 24 Hours | 100% | 100% | #DIV/0! | #DIV/0! | #DIV/0! | 100% | 27% | #DIV/0! | #DIV/0! | 100% | 100% | 100% |
| Out of Service Repo | ort | Sum of the duration of all outages (hh:mm) | 4.37 | 2.75 | 0 | 0 | 0 | 6.55 | 372.53 | 0 | 0 | 2.08 | 0 | 1007 |
| Min. standard = 90% | | Avg. outage duration (hh:mm) | 4.37 | 2.75 | #DIV/0! | #DIV/0! | #DIV/0! | 3.28 | 24.84 | #DIV/0! | #DIV/0! | 2.08 | 0.00 | 0.0 |
| viii. Starradra 0070 | | Indicate if catastrophonc event is in a month | 1.07 | 2.10 | #B1170. | #B1470. | #B1770. | 0.20 | 21.01 | #B1170. | #B1170. | 2.00 | 0.00 | 0.0 |
| Unadjusted | | Total # of outage report tickets | 1 | 1 | 0 | 0 | 0 | 2 | 15 | 0 | 0 | 1 | 1 | |
| Out of Service Repo | ort | Total # of repair tickets restored in < 24hrs | 0 | 0 | 0 | 0 | n | 1 | 4 | 0 | 0 | 0 | 0 | |
| out of delivine Rept | J. C. | % of repair tickets restored ≤ 24 Hours | 0% | 0% | #DIV/0! | #DIV/0! | #DIV/0! | 50% | 27% | #DIV/0! | #DIV/0! | 0% | 0% | 100% |
| | | Sum of the duration of all outages (hh:mm) | 510.57 | 116.32 | 0 | 0 | 0 | 34.83 | 372.55 | 0 | 0 | 171.47 | 95.2 | 17.88 |
| | | Avg. outage duration (hh:mm) | 510.57 | 116.32 | #DIV/0! | #DIV/0! | #DIV/0! | 17.42 | 24.84 | #DIV/0! | #DIV/0! | 171.47 | 95.20 | 17.8 |
| Refunds | | Number of customers who received refunds | 0 | 3 | 0 | #BIV/0: | #BIV/0: | 2 | 0 | 0 | 0 | 0 | 0 | 0 |
| tolulius | | Monthly amount of refunds | \$ - | \$ 128.40 | • | \$ - | \$ - | \$ 48.10 | • | \$ - | \$ - | \$ - | \$ - | \$ - |
| Answer Time (Troubl | le Reports, Billing & Non-Billing) | monany amount or rotatido | * | ¥ 120.40 | Y | Ť | * | Ψ +0.10 | • | _ | Ÿ | Ť | Ψ | Ÿ |
| | 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 | | | | | | | | | | | | |
| ivo agent (w/a menu | option to readil live agent). | %<60 seconds | | | | | | | | | | | | |
| | | | | | 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)

| Company Name: | | Hornitos Telephone Company | | | | U#: | | Report Year: | , | | | | | |
|-----------------------|---|--|----------|-------------|--------------------|-----------------|-------------|--------------|---------|-------------|---------|---------|-------------|---------|
| Reporting Unit Typ | pe: | ☐ Total Company ☐ Exchange ☐ Wire Center | | | | | | Exchequer | | | | | | |
| | | | | Date filed | | | Date filed | | | Date filed | | l | 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| nstallation Interval | | Total # of service orders | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Min. standard = 5 bus | s. 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 Commitr | ment | Total # of installation commitment met | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Min. standard = 95% | | 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 | 22 | 22 | 20 | 21 | 21 | 20 | 20 | 19 | | 19 | 1 |
| Customer Trouble R | 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 | | | | | | | | | | | | |
| gar | | | | | | | | | | | | | | |
| au | 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) | Total # of working lines | | | | | | | | | | | | |
| ş | | Total # of trouble reports | | | | | | | | | | | | |
| Min. | · | % of trouble reports | | | | | | | | | | | | |
| Σ | 10% (10 per 100 working lines | Total # of working lines | 35 | 35 | 35 | 34 | 33 | 35 | 35 | 33 | 33 | 32 | 32 | 32 |
| | for units w/ ≤ 1,000 lines) | Total # of trouble reports | 0 | 1 | 1 | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 1 | (|
| | 101 d11113 W/ 2 1,000 lines/ | % of trouble reports | 0.00% | 2.86% | 2.86% | 0.00% | 3.03% | 2.86% | 2.86% | 0.00% | 0.00% | 0.00% | 3.13% | 0.00% |
| | | Total # of outage report tickets | 0 | 1 | 1 | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 1 | |
| | | Total # of repair tickets restored in ≤ 24hrs | 0 | 0 | 1 | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | |
| Adjusted | | % of repair tickets restored ≤ 24 Hours | #DIV/0! | 0% | 100% | #DIV/0! | 100% | 100% | 100% | #DIV/0! | #DIV/0! | #DIV/0! | 0% | #DIV/0! |
| Out of Service Repo | ort | Sum of the duration of all outages (hh:mm) | 0 | 166.35 | 0 | 0 | 0 | 9.65 | 3.3 | 0 | 0 | 0.00 | 28.35 | |
| Min. standard = 90% | within 24 hrs | Avg. outage duration (hh:mm) | #DIV/0! | 166.35 | 0.00 | #DIV/0! | 0.00 | 9.65 | 3.30 | #DIV/0! | #DIV/0! | #DIV/0! | 28.35 | #DIV/0! |
| | | Indicate if catastrophonc event is in a month | | | | | | | | | | | | |
| Unadjusted | | Total # of outage report tickets | 0 | 1 | 1 | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 1 | |
| Out of Service Repo | ort | Total # of repair tickets restored in ≤ 24hrs | 0 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | |
| | | % of repair tickets restored ≤ 24 Hours | #DIV/0! | 0% | 100% | #DIV/0! | 100% | 0% | 100% | #DIV/0! | #DIV/0! | #DIV/0! | 0% | #DIV/0! |
| | | Sum of the duration of all outages (hh:mm) | 0 | 190.35 | 6.8 | 0 | 2.57 | 130.23 | 23.05 | 0 | 0 | 0 | 72.67 | |
| | | Avg. outage duration (hh:mm) | #DIV/0! | 190.35 | 6.80 | #DIV/0! | 2.57 | 130.23 | 23.05 | #DIV/0! | #DIV/0! | #DIV/0! | 72.67 | #DIV/0! |
| Refunds | | Number of customers who received refunds | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Monthly amount of refunds | \$ 34.50 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - |
| Answer Time (Trouble | le Reports, Billing & Non-Billing) | | | | | | | | | | | | | |
| Min. standard = 80% | of calls < 60 seconds to reach | Total # of calls for TR, Billing & Non-Billing | | | | | | | | | | | | |
| ive agent (w/a menu | option to reach live agent). | Total # of call seconds to reach live agent | | | | | | | | | | | | |
| | | %<_60 seconds | | İ | | | | | | | | | | |
| | | | | İ | | | | | | | | | | |
| | | | | F | rimary Utility Con | act 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)

Name:

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

| Company Name: | | Hornitos Telephone Compan | у | • | | | U#: | 1011 | • | | Report Year: | | 2021 | |
|----------------------|------------------------------------|---|----------|-------------|--------|-----------|-------------------|----------|---------|-------------|--------------|------------|-------------|----------|
| Reporting Unit Ty | pe: | ☐ Total Company ☑ Exchange ☐ Wire Center | | | | | Reporting Unit Na | ime: | | Hornitos | | | | |
| | | | | Date filed | | | Date filed | | | Date filed | | | Date filed | |
| | Measurement (Compile n | iontniy, file quarterly) | | 1st Quarter | | | 2nd Quarter | | | 3rd Quarter | | | 4th Quarter | |
| | | - | Jan | Feb | Mar | Apr | May | Jun | July | Aug | Sept | Oct | Nov | Dec |
| nstallation Interval | | Total # of business days | 6 | 2 | 12 | 49 | 0 | 0 | 0 | 3 | 7 | 0 | 0 | 0 |
| Min. standard = 5 bu | | Total # of service orders | 1 | 1 | 1 | 2 | 0 | 0 | 0 | 1 | 2 | . 0 | 0 | 0 |
| Time Staridard O Da | o. aayo | Avg. # of business days | 6.00 | 2.00 | 12.00 | 24.50 | #DIV/0! | #DIV/0! | #DIV/0! | 3.00 | 3.50 | #DIV/0! | #DIV/0! | #DIV/0! |
| | | Total # of installation commitments | 1 | 1 | 1 | 2 | | 0 | 0 | 1 | 2 | 0 | 0 | 0 |
| nstallation Commi | | Total # of installation commitment met | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 1 | 2 | . 0 | 0 | 0 |
| Min. standard = 95% | commitment met | Total # of installation commitment missed | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | % of commitment met | 100% | 100% | 0% | 50% | #DIV/0! | #DIV/0! | #DIV/0! | 100% | 100% | #DIV/0! | #DIV/0! | #DIV/0! |
| Customers | | Acct # for voice or bundle, res+bus | 84 | 84 | 85 | 87 | 87 | 86 | 86 | 87 | 87 | 86 | 86 | 83 |
| Customer Trouble | Report | | | | | | | | | | | | | |
| | COV (C 400 | Total # of working lines | | | | | | | | | | , T | | |
| | 6% (6 per 100 working lines for | Total # of trouble reports | | | | | | | | | | | | |
| ard b | units w/ ≥ 3,000 lines) | % of trouble reports | | | | | | | | | | | | |
| ğ | 8% (8 per 100 working lines for | Total # of working lines | | | | | | | | | | 1 ' | | |
| īg. | 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 | 10% (10 per 100 working lines | Total # of working lines | 115 | 116 | 115 | 116 | 118 | 117 | 117 | 117 | 118 | 117 | 117 | 117 |
| | | Total # of trouble reports | 4 | 1 | 3 | 1 | 3 | 5 | 4 | 1 | 2 | 0 | 3 | 5 |
| | 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% | 0.00% | 2.56% | 4.27% |
| | I. | Total # of outage report tickets | 1 | 1 | 1 | 0.007 | 3 | 5 | 2 | 1 | 2 | 0.0070 | 2.0070 | 3 |
| | | Total # of repair tickets restored in < 24hrs | 1 | 1 | 1 | 0 | 3 | 4 | 1 | 1 | 2 | 1 <u>0</u> | 2 | 3 |
| A alia4a.al | | % of repair tickets restored ≤ 24 Hours | 100% | 100% | 100% | #DIV/0! | 100% | 80% | 50% | 100% | 100% | #DIV/0! | 100% | 100% |
| Adjusted | | Sum of the duration of all outages (hh:mm) | 6.57 | 0.53 | 2.43 | //B.1770. | 7.53 | | 32.18 | 3.93 | 12.28 | | 6.43 | 27.23 |
| Out of Service Rep | | Avg. outage duration (hh:mm) | 6.57 | 0.53 | 2.43 | #DIV/0! | 2.51 | | 16.09 | 3.93 | 6.14 | | 3.22 | 9.08 |
| Min. standard = 90% | within 24 hrs | Indicate if catastrophonc event is in a month | 0.01 | 0.50 | 2.40 | #514/6: | 2.01 | 70.50 | 10.00 | 0.00 | 0.14 | #51416: | 0.22 | 3.00 |
| Unadjusted | | Total # of outage report tickets | 1 | 1 | 1 | 0 | 3 | 5 | 2 | 1 | 2 | 0 | 2 | 3 |
| Out of Service Rep | ort | Total # of repair tickets restored in ≤ 24hrs | 0 | 0 | 0 | 0 | 0 | | 0 | | 0 | 0 | 1 | 2 |
| | | % of repair tickets restored ≤ 24 Hours | 0% | 0% | | #DIV/0! | 0% | 20% | 0% | | 0% | | 50% | 67% |
| | | Sum of the duration of all outages (hh:mm) | 436.4 | 95.57 | | 0.00 | | 725.83 | 475.65 | 47.18 | 289.03 | | 50.77 | 61.03 |
| | | Avg. outage duration (hh:mm) | 436.40 | 95.57 | 136.75 | #DIV/0! | 83.42 | 145.17 | 237.83 | 47.18 | 144.52 | | 25.39 | 20.34 |
| Refunds | | Number of customers who received refunds | 3 | 0 | 0 | . 1 | . 0 | 2 | 0 | 0 | 2 | 0 | 0 | . 1 |
| | | Monthly amount of refunds | \$ 85.62 | \$ - | \$ - | \$ 33.50 | \$ - | \$ 51.10 | \$ - | \$ - | \$ 39.87 | \$ - | \$ - | \$ 26.55 |
| | le Reports, Billing & Non-Billing) | | | | | | | | | | | | | |
| Min. standard = 80% | of calls < 60 seconds to reach | Total # of calls for TR, Billing & Non-Billing | | | | | | | | | | | | |
| ive agent (w/a menu | option to reach live agent). | Total # of call seconds to reach live agent %< 60 seconds | | | | | | | | | | \vdash | | |
| | | 70 VU SECUTIUS | I | ı | 1 | I | | | | | | 4 | | |

| | Primary Utility Contact Information | | | | | | | | |
|-------|-------------------------------------|----------|--|--|--|--|--|--|--|
| Name: | Phone: | Email: | | | | | | | |
| Name. | Filone. | Elliali. | | | | | | | |

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 | ıy | - | | | U#: | 1011 | _ | | Report Year: | | 2021 | |
|-------------------------|---|---|----------|--------------------|--|--------------|-------------------------|--|-------------|--------------------|--------------|----------|-------------------|----------|
| Reporting Unit Ty | rpe: | ☐ Total Company ☑ Exchange ☐ Wire Center | | | Reporting Unit Name: | | | | Mt. Bullion | | | | - | |
| | Measurement (Compile n | nonthly file quarterly) | | Date filed | | | Date filed | | | Date filed | | | Date filed | |
| | Measurement (Compile ii | monthly, me quarterry) | Jan | 1st Quarter Feb | Mar | Apr | 2nd Quarter Apr May Jun | | | 3rd Quarter Aug | Sept | Oct | 4th Quarte Nov | r Dec |
| | | Total # of business days | Jaii | reb | Iviai | Api | iviay 2 | Juli | July | Aug | Jept ∩ | 000 | NOV | Dec |
| Installation Interval | | Total # of service orders | 0 | 2 | 0 |) 0 | 1 | 1 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Min. standard = 5 bu | s. 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 | #B1470. | 1.00 | #BIV/0. | 1 0 | 1 | 1 "DIV/O. | #BIV/0: | #D1470: | #BIV/0: | #B1470. | #B1770. | #D1470. |
| Installation Commit | tment | Total # of installation commitment met | 0 | 2 | | 0 | 1 | 0 | 0 | Ö | 0 | 0 | 0 | |
| Min. standard = 95% | | Total # of installation commitment missed | 0 | 2 | |) 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Willi. Staridard – 5070 | Communication (incl | % 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 | | | | 71 | | | | | 70 | #BIV/0! | 68 |
| Customer Trouble F | Renort | | | | | 12 | | | | | | , · · · | - 00 | |
| | | Total # of working lines | | | | | | | | | | | | |
| | 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) | Total # of trouble reports | | | | | | | | | | | | |
| 臣 | | % of trouble reports | | | | | | | | | | | | |
| units w/ 1,0 | 00/ /0 /00 1: : | Total # of working lines | | | | | | | | | | | | |
| | 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 | | | | | | | | | | | | |
| | | Total # of working lines | 76 | 77 | 78 | 77 | 76 | 76 | 75 | 75 | 75 | 75 | 74 | 74 |
| - | 10% (10 per 100 working lines | Total # of trouble reports | 70 | 11 | /0 | 11 | /6 | 70 | 15 | | /5 | /5 | 74 | /4 |
| | for units w/ ≤ 1,000 lines) | | 44.040/ | 4.000/ | 0.050/ | 0.000/ | 0.000/ | 0.00% | 1.33% | 0 | 0.00% | 2.67% | 6.76% | 9.46% |
| | | % of trouble reports Total # of outage report tickets | 11.84% | 1.30% | 3.85% | 0.00% | 0.00% | 0.00% | 1.33% | 0.00% | 0.00% | 2.67% | 6.76% | 9.46% |
| | | Total # of outage report tickets Total # of repair tickets restored in < 24hrs | 9 | 1 | - | 0 | 0 | 0 | 1 | 0 | 0 | | 3 | - 4 |
| | | % of repair tickets restored ≤ 24 Hours | 100% | 100% | 100% | #DIV/0! | #DIV/0! | #DIV/0! | 100% | #DIV/0! | #DIV/0! | 50% | 67% | 100% |
| Adjusted | | Sum of the duration of all outages (hh:mm) | 22.92 | 5.27 | | #DIV/0! | #DIV/0! | #DIV/0! | 100% | #DIV/0! | #DIV/0! | 173.88 | 46.8 | 6.25 |
| Out of Service Repo | | Avg. outage duration (hh:mm) | 22.92 | 5.27 | | #DIV/0! | #DIV/0! | #DIV/0! | 0.00 | #DIV/0! | #DIV/0! | 86.94 | 15.60 | 1.56 |
| Min. standard = 90% | within 24 hrs | Indicate if catastrophonc event is in a month | 2.55 | 5.21 | 0.00 | #510/0! | #510/0! | #DIV/0! | 0.00 | #DIV/0! | #510/0! | 00.94 | 15.60 | 1.50 |
| Unadjusted | | Total # of outage report tickets | 9 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 2 | 3 | 4 |
| Out of Service Repo | ort | Total # of repair tickets restored in ≤ 24hrs | 7 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 2 | 4 |
| · | | % of repair tickets restored ≤ 24 Hours | 78% | 0% | | | #DIV/0! | #DIV/0! | 100% | | #DIV/0! | 0% | 67% | 100% |
| | | Sum of the duration of all outages (hh:mm) | 110.58 | 100.47 | | | (15)) (16) | 0 | 143.23 | | ((5)) ((6) | 273.05 | 46.35 | 61.97 |
| Refunds | | Avg. outage duration (hh:mm) | 12.29 | 100.47 | | #DIV/0! | #DIV/0! | #DIV/0! | 143.23 | | #DIV/0! | 136.53 | 15.45 | 15.49 |
| | | Number of customers who received refunds | 1 10.55 | 6 64.54 | 0 | 0 | 0 | , , | 0 | 0 | 0 | \$ 25.55 | 0 | 0 |
| | | Monthly amount of refunds | \$ 10.55 | \$ 64.54 | \$ - | \$ - | \$ - | \$ - | 5 - | \$ - | \$ - | \$ 25.55 | » - | \$ - |
| Answer Time (Trouble | le Reports, Billing & Non-Billing) | T-A-1# -f II- f TD Dilling 0 Non Citi | | | . | | | | | | | | | |
| | of calls < 60 seconds to reach | Total # of calls for TR, Billing & Non-Billing | ļ | | | 1 | | 1 | | - | | | | 1 |
| iive agent (w/a menu | option to reach live agent). | Total # of call seconds to reach live agent | | | - | ļ | | ļ | | | | | | |
| | | % <u><</u> 60 seconds | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |

| Name: | Phone: | Email: |
|-------|--------|--------|

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)