

UNADJUSTED

**California Public Utilities Commission  
Service Quality Standards Reporting  
General Order No. 133-D**

Company Name: Happy Valley Telephone Company

U#: 1021

Report Year: 2020

Reporting Unit Type:  Total  E  W

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed			Date filed			Date filed			Date filed			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	47	21	69	90	71	61	32	34	22	19	58	41	
	Total # of service orders	11	5	20	17	15	16	8	11	11	7	12	8	
	Avg. # of business days	4.27	4.20	3.45	5.29	4.73	3.81	4.00	3.09	2.00	2.71	4.83	5.13	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	11	5	20	17	15	16	8	11	11	7	12	8	
	Total # of installation commitment met	11	5	19	14	12	16	8	11	11	7	11	6	
	Total # of installation commitment missed	0	0	1	3	3	0	0	0	0	0	1	2	
<b>Customers</b>	% of commitment met	100%	100%	95%	82%	80%	100%	100%	100%	100%	100%	92%	75%	
<b>Customer Trouble Report</b>	Acct # for voice or bundle, res+bus	1,709	1,694	1,705	1,706	1,707	1,712	1,703	1,700	1,689	1,644	1,633	1,625	
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	2004	1984	1967	1967	1975	1993	1984	1978	1977	1,948	1,921	1,879
		Total # of trouble reports	46	24	14	11	12	12	18	22	37	25	31	35
		% of trouble reports	2.30%	1.21%	0.71%	0.56%	0.61%	0.60%	0.91%	1.11%	1.87%	1.28%	1.61%	1.86%
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	40	14	8	8	7	10	6	12	14	23	27	20
		Total # of repair tickets restored in < 24hrs	35	13	6	8	7	8	5	10	14	19	14	12
		% of repair tickets restored ≤ 24 Hours	87.50%	92.86%	75.00%	100.00%	100.00%	80.00%	83.33%	83.33%	100.00%	82.61%	51.85%	60.00%
Sum of the duration of all outages (hh:mm)		604.32	78.65	130.02	39.22	25.73	277	52.5	223.32	64.85	761	6291.07	6798.40	
Avg. outage duration (hh:mm)		15.11	5.62	16.25	4.90	3.68	27.70	8.75	18.61	4.63	33.09	233.00	339.92	
Indicate if catastrophic event is in a month		Yes									Yes	Yes	Yes	
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	40	14	8	8	7	10	6	12	14	23	27	20	
	Total # of repair tickets restored in ≤ 24hrs	26	6	2	5	2	3	0	0	4	11	1	3	
	% of repair tickets restored ≤ 24 Hours	65.00%	42.86%	25.00%	62.50%	28.57%	30.00%	0.00%	0.00%	28.57%	47.83%	3.70%	15.00%	
	Sum of the duration of all outages (hh:mm)	1437.88	610.45	399.33	238.9	556.00	872.93	606.43	1983.53	2362.90	881	13079.77	12120.95	
	Avg. outage duration (hh:mm)	35.95	43.60	49.92	29.86	79.43	87.29	101.07	165.29	168.78	38.30	484.44	606.05	
<b>Refunds</b>	Number of customers who received refunds	3	7	8	0	0	0	2	2	2	7	7	9	
	Monthly amount of refunds	\$ 93.97	\$ 190.57	\$ 225.66	\$ -	\$ -	\$ -	\$ 51.79	\$ 53.70	\$ 80.59	\$ 250.84	\$ 246.99	\$ 350.69	
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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													

**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)

**California Public Utilities Commission  
Service Quality Standards Reporting  
General Order No. 133-D**

Company Name: Happy Valley Telephone Company

U#: 1010

Report Year: 2020

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Igo

Measurement (Compile monthly, file quarterly)	Date filed			Date filed			Date filed			Date filed				
	1st Quarter			2nd Quarter			3rd Quarter			4th Quarter				
	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec		
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	22	0	13	10	8	3	0	3	1	7	5	3	
	Total # of service orders	4	0	3	4	3	1	0	2	1	2	3	1	
	Avg. # of business days	5.50	#DIV/0!	4.33	2.50	2.67	3.00	#DIV/0!	1.50	1.00	3.50	1.67	3.00	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	4	0	3	4	3	1	0	2	1	2	3	1	
	Total # of installation commitment met	4	0	3	4	1	1	0	2	1	2	3	1	
	Total # of installation commitment missed	0	0	0	0	2	0	0	1	0	0	0	0	
	% of commitment met	100%	#DIV/0!	100%	100%	33%	100%	#DIV/0!	100%	100%	100%	100%	100%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	271	267	267	267	266	266	265	264	258	226	218	216	
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	314	313	310	310	309	309	308	308	309	286	268	262	
	Total # of trouble reports	4	13	6	7	2	5	1	8	5	7	24	18	
	% of trouble reports	1.27%	4.15%	1.94%	2.26%	0.65%	1.62%	0.32%	2.60%	1.62%	2.45%	8.96%	6.87%	
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	3	12	6	5	1	5	0	4	0	7	22	14	
	Total # of repair tickets restored in ≤ 24hrs	3	11	5	5	1	3	0	4	0	4	10	7	
	% of repair tickets restored ≤ 24 Hours	100.00%	91.67%	83.33%	100.00%	100.00%	60.00%	#DIV/0!	100.00%	#DIV/0!	57.14%	45.45%	50.00%	
	Sum of the duration of all outages (hh:mm)	11.63	67.15	72.67	26.18	2.58	258.12	0	10.22	0	487.42	6088.05	6760.72	
	Avg. outage duration (hh:mm)	3.88	5.60	12.11	5.24	2.58	51.62	#DIV/0!	2.56	#DIV/0!	69.63	276.73	482.91	
Indicate if catastrophic event is in a month														
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	3	12	6	5	1	5	0	4	0	7	22	14	
	Total # of repair tickets restored in ≤ 24hrs	2	6	1	5	0	1	0	0	0	3	0	0	
	% of repair tickets restored ≤ 24 Hours	67%	50%	17%	100.00%	0.00%	20.00%	#DIV/0!	0%	#DIV/0!	42.86%	0.00%	0.00%	
	Sum of the duration of all outages (hh:mm)	71.58	389.60	320.68	40.15	25.8	418.80	0.00	444.53	0.00	675.12	12153.62	11086.8	
	Avg. outage duration (hh:mm)	23.86	32.47	53.45	8.03	25.80	83.76	#DIV/0!	111.13	#DIV/0!	96.45	552.44	791.91	
<b>Refunds</b>	Number of customers who received refunds	0	0	7	0	0	0	0	0	1	3	0	3	
	Monthly amount of refunds	\$ -	\$ -	\$ 192.81	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 47.85	\$ 105.75	\$ -	\$ 142.40	
Answer Time (Trouble 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													

**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)

**California Public Utilities Commission  
Service Quality Standards Reporting  
General Order No. 133-D**

Company Name: Happy Valley Telephone Company

U#: 1010

Report Year: 2020

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Minersville

Measurement (Compile monthly, file quarterly)		Date filed			Date filed			Date filed			Date filed			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	0	0	0	0	0	0	0	0	4	0	0	0	
	Total # of service orders	0	0	0	0	0	0	0	0	1	0	0	0	
	Avg. # of business days	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	4.00	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	0	0	0	0	0	0	0	0	1	0	0	0	
	Total # of installation commitment met	0	0	0	0	0	0	0	0	1	0	0	0	
	Total # of installation commitment missed	0	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!	100%	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Customers</b>	Acct # for voice or bundle, res+bus	54	53	53	51	52	52	52	52	53	52	52	51	
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	90	89	85	83	84	87	87	87	88	89	85	85	
	Total # of trouble reports	7	0	1	0	1	1	2	1	1	0	0	1	
	% of trouble reports	7.78%	0.00%	1.18%	0.00%	1.19%	1.15%	2.30%	1.15%	1.14%	0.00%	0.00%	1.18%	
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	7	0	0	0	0	1	2	0	1	0	0	1	
	Total # of repair tickets restored in < 24hrs	6	0	0	0	0	1	2	0	1	0	0	1	
	% of repair tickets restored ≤ 24 Hours	85.71%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100.00%	100.00%	#DIV/0!	100.00%	#DIV/0!	#DIV/0!	100.00%	
	Sum of the duration of all outages (hh:mm)	75.53	0	0	0	0	0	13.28	0	0.5	0	0	3.53	
	Avg. outage duration (hh:mm)	10.79	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0.00	6.64	#DIV/0!	0.50	#DIV/0!	#DIV/0!	3.53	
Indicate if catastrophic event is in a month														
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	7	0	0	0	0	1	2	0	1	0	0	1	
	Total # of repair tickets restored in < 24hrs	3	0	0	0	0	0	0	0	1	0	0	0	
	% of repair tickets restored ≤ 24 Hours	43%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0.00%	0%	#DIV/0!	100%	#DIV/0!	#DIV/0!	0.00%	
	Sum of the duration of all outages (hh:mm)	554.72	0.00	0.00	0	0	67.05	209.24	0.00	0.50	0	0	404.85	
	Avg. outage duration (hh:mm)	79.25	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	67.05	104.62	#DIV/0!	0.50	#DIV/0!	#DIV/0!	404.85	
<b>Refunds</b>	Number of customers who received refunds	0	1	0	0	0	0	0	0	0	1	1	0	
	Monthly amount of refunds	\$ -	\$ 39.45	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 39.45	\$ 34.50	\$ -	
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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													

**Primary Utility Contact Information**

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Date Adopted: 7/28/09  
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 Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)  
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**California Public Utilities Commission  
Service Quality Standards Reporting  
General Order No. 133-D**

Company Name: Happy Valley Telephone Company

U#: 1010

Report Year: 2020

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Olinda

Measurement (Compile monthly, file quarterly)		Date filed			Date filed			Date filed			Date filed			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	22	21	45	57	62	47	32	20	11	12	53	35	
	Total # of service orders	6	5	16	11	11	13	8	7	7	5	9	6	
	Avg. # of business days	3.67	4.20	2.81	5.18	5.64	3.62	4.00	2.86	1.57	2.40	5.89	5.83	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	6	5	16	11	11	13	8	7	7	5	9	6	
	Total # of installation commitment met	6	5	16	9	10	13	8	7	7	5	8	4	
	Total # of installation commitment missed	0	0	0	2	1	0	0	0	0	0	1	2	
	% of commitment met	100%	100%	100%	82%	91%	100%	100%	100%	100%	100%	89%	67%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	1081	1072	1085	1089	1090	1091	1086	1085	1079	1070	1068	1064	
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	1220	1203	1196	1202	1208	1218	1211	1206	1202	1197	1193	1158
		Total # of trouble reports	9	5	3	3	4	3	8	4	23	13	4	6
		% of trouble reports	0.74%	0.42%	0.25%	0.25%	0.33%	0.25%	0.66%	0.33%	1.91%	1.09%	0.34%	0.52%
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	6	0	1	2	3	2	1	2	10	12	4	4	
	Total # of repair tickets restored in ≤ 24hrs	6	0	0	2	3	2	1	1	10	11	4	3	
	% of repair tickets restored ≤ 24 Hours	100.00%	#DIV/0!	0.00%	100.00%	100.00%	100.00%	100.00%	50.00%	100.00%	91.67%	100.00%	75.00%	
	Sum of the duration of all outages (hh:mm)	25.68	0	53.12	6.02	10.18	7.77	4.72	149.37	43.6	266.37	8.83	34.15	
	Avg. outage duration (hh:mm)	4.28	#DIV/0!	53.12	3.01	3.39	3.89	4.72	74.69	4.36	22.20	2.21	8.54	
	Indicate if catastrophic event is in a month													
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	6	0	1	2	3	2	1	2	10	12	4	4	
	Total # of repair tickets restored in ≤ 24hrs	2	0	0	0	2	2	0	0	2	8	1	2	
	% of repair tickets restored ≤ 24 Hours	33%	#DIV/0!	0%	0.00%	66.67%	100.00%	0%	0%	20%	66.67%	25.00%	50.00%	
	Sum of the duration of all outages (hh:mm)	201.27	0.00	56.12	123.15	112.83	15.65	47.43	228.10	1849.28	549.23	683.98	629.28	
	Avg. outage duration (hh:mm)	33.55	#DIV/0!	56.12	61.58	37.61	7.83	47.43	114.05	184.93	45.77	171.00	157.32	
<b>Refunds</b>	Number of customers who received refunds	2	4	0	0	0	0	1	0	1	1	1	6	
	Monthly amount of refunds	\$ 60.72	\$ 98.42	\$ -	\$ -	\$ -	\$ -	\$ 10.24	\$ -	\$ 32.74	\$ 35.74	\$ 48.94	\$ 208.29	
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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													

**Primary Utility Contact Information**

Name: \_\_\_\_\_

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Date Adopted: 7/28/09  
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**California Public Utilities Commission  
Service Quality Standards Reporting  
General Order No. 133-D**

Company Name: Happy Valley Telephone Company

U#: 1010

Report Year: 2020

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Platina

Measurement (Compile monthly, file quarterly)		Date filed			Date filed			Date filed			Date filed		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	3	0	0	0	0	0	0	0	1	0	0	
	Total # of service orders	1	0	0	0	0	0	0	0	1	0	0	
	Avg. # of business days	3.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	1.00	#DIV/0!	#DIV/0!	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	1	0	0	0	0	0	0	0	1	0	0	
	Total # of installation commitment met	1	0	0	0	0	0	0	0	1	0	0	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!	
<b>Customers</b>	Acct # for voice or bundle, res+bus	57	57	57	56	56	56	56	56	57	56	56	
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	91	92	92	91	91	91	91	91	91	92	91
		Total # of trouble reports	0	0	0	0	0	0	0	1	1	2	1
		% of trouble reports	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1.10%	1.10%	2.17%	1.10%
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0	0	0	0	0	1	0	2	0	
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	1	0	2	0	
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100.00%	#DIV/0!	100.00%	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	0	0	0	0	0	0	0	5.2	0	0	0	
	Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	5.20	#DIV/0!	0.00	#DIV/0!	
	Indicate if catastrophic event is in a month												
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	0	0	0	0	0	0	0	1	0	2	0	
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0%	#DIV/0!	0.00%	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	0	0	0	0.00	173.72	0.00	234.78	0	
	Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	173.72	#DIV/0!	117.39	0.00	
<b>Refunds</b>	Number of customers who received refunds	1	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	\$ 33.25	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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												

**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)

**California Public Utilities Commission  
Service Quality Standards Reporting  
General Order No. 133-D**

Company Name: Happy Valley Telephone Company

U#: 1010

Report Year: 2020

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Trinity Center

Measurement (Compile monthly, file quarterly)		Date filed			Date filed			Date filed			Date filed			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	0	0	11	23	1	11	0	11	5	0	0	3	
	Total # of service orders	0	0	1	2	1	2	0	2	1	0	0	1	
	Avg. # of business days	#DIV/0!	#DIV/0!	11.00	11.50	1.00	5.50	#DIV/0!	5.50	5.00	#DIV/0!	#DIV/0!	3.00	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	0	0	1	2	1	2	0	2	1	0	0	1	
	Total # of installation commitment met	0	0	0	1	1	2	0	2	1	0	0	1	
	Total # of installation commitment missed	0	0	1	1	0	0	0	0	0	0	0	0	
	% of commitment met	#DIV/0!	#DIV/0!	0%	50%	100%	100%	#DIV/0!	100%	100%	#DIV/0!	#DIV/0!	100%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	246	245	243	243	243	247	244	243	242	240	239	237	
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	289	287	284	281	283	288	287	286	287	284	284	283
		Total # of trouble reports	26	6	4	1	5	3	7	8	7	3	2	9
		% of trouble reports	9.00%	2.09%	1.41%	0.36%	1.77%	1.04%	2.44%	2.80%	2.44%	1.06%	0.70%	3.18%
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	24	2	1	1	3	2	3	5	3	2	1	1	
	Total # of repair tickets restored in ≤ 24hrs	20	2	1	1	3	2	2	4	3	2	0	1	
	% of repair tickets restored ≤ 24 Hours	83.33%	100.00%	100.00%	100.00%	100.00%	100.00%	66.67%	80.00%	100.00%	100.00%	0.00%	100.00%	
	Sum of the duration of all outages (hh:mm)	491.48	11.5	4.23	7.02	12.97	11.12	34.5	58.53	20.75	7.22	194.18	0	
	Avg. outage duration (hh:mm)	20.48	5.75	4.23	7.02	4.32	5.56	11.50	11.71	6.92	3.61	194.18	0.00	
	Indicate if catastrophic event is in a month													
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	24	2	1	1	3	2	3	5	3	2	1	1	
	Total # of repair tickets restored in ≤ 24hrs	19	0	1	0	0	0	0	0	0	1	0	1	
	% of repair tickets restored ≤ 24 Hours	79%	0%	100%	0.00%	0.00%	0.00%	0%	0%	33%	0.00%	0.00%	100.00%	
	Sum of the duration of all outages (hh:mm)	610.32	220.85	22.52	75.6	417.37	371.45	349.77	1137.18	513.10	679.2	242.18	0.02	
	Avg. outage duration (hh:mm)	25.43	110.43	22.52	75.60	139.12	185.73	116.59	227.44	171.03	339.60	242.18	0.02	
<b>Refunds</b>	Number of customers who received refunds	0	2	1	0	0	0	1	2	0	2	5		
	Monthly amount of refunds	\$ -	\$ 52.70	\$ 32.85	\$ -	\$ -	\$ -	\$ 41.55	\$ 53.70	\$ -	\$ 69.90	\$ 163.55		
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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													

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