UNADJUSTED

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

Company Name:	Нар	py Valley Tele	ephone Company	U#:	1021	Report Year:	2020
Reporting Unit Type:	☑ Total	E	: w	Reporting !	Unit 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	
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interv	rol .	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
Min. standard = 5	bus. days	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
		Total # of installation commitments	11	5	20	17	15	16	8	11	11	7	12	8
Installation Comn	nitment	Total # of installation commitment met	11	5	19	14	12	16	8	11	11	7	11	6
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	1	3	3	0	0	0	0	0	1	2
		% of commitment met	100%	100%	95%	82%	80%	100%	100%	100%	100%	100%	92%	75%
Customers		Acct # for voice or bundle, res+bus	1,709	1,694	1,705	1,706	1,707	1,712	1703	1,700	1.689	1.644	1.633	1.625
Customer Trouble	e Report	Theet is for voice of buriale, feet bue	1,700	1,001	1,700	1,700	1,701	.,	1700	1,700	1,000	1,011	1,000	1,020
oustomer froubi	C Report	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
_	units w/ ≥ 3,000 lines)											1		-
arc		% of trouble reports												
Standard	8% (8 per 100 working lines for	Total # of working lines	2004	1984	1967	1967	1975	1993	1984	1978	1977	1,948	1,921	1,879
Sta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	46	24	14	11	12	12	18	22	37	25	31	35
جُ جُ	units w/ 1,001 - 2,555 inles/	% 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%
Min.	10% (10 per 100 working lines	Total # of working lines												
10%	for units w/ ≤ 1,000 lines)	Total # of trouble reports												
	101 drillo W 2 1,000 lines)	% of trouble reports												
	•	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
Adjusted		% 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%
Out of Service Re	eport	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
Min. standard = 90	0% within 24 hrs	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 catastrophonc event is in a month	Yes									Yes	Yes	Yes
Unadjusted		Total # of outage report tickets	40	14	8	8	7	10	6	12	14	23	27	20
Out of Service Re	eport	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
Refunds		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
	uble Reports, Billing & Non-Billing)													
	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
	enu option to reach live agent).	Total # of call seconds to reach live agent												
		%<_60 seconds						İ						
								İ						

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:	Happy Valley Telephone Company	U#:	1010	Report Year:	2020
Reporting Unit Type:	☐ Total Company ☑ Exchange ☐ Wire Center	Reporting Unit Name:	Igo		

				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile m	onthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Inte		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
Min. standard =	5 bus. days	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
		Total # of installation commitments	4	0	3	4	3	1	0	2	1	2	3	1
Installation Con	mmitment	Total # of installation commitment met	4	0	3	4	1	1	0	2	1	2	3	1
Min. standard =	95% commitment met	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%
Customers		Acct # for voice or bundle, res+bus	271	267	267	267	266	266	265	264	258	226	218	216
Customer Trou	ble Report													1
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												1
units w/ ≥ 3,000 lines)		% of trouble reports												
and	8% (8 per 100 working lines for	Total # of working lines												i
ta ta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
9,	units w/ 1,001 - 2,999 intes)	% of trouble reports												
Ā.	10% (10 per 100 working lines	Total # of working lines	314	313	310	310	309	309	308	308	309	286	268	262
	for units w/ ≤ 1.000 lines)	Total # of trouble reports	4	13	6	7	2	5	1	8	5	7	24	18
	10: unite 11/ = 1,000 iii.00/	% 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%
		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
Adjusted		% 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%
Out of Service	Report	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
Min. standard =	90% within 24 hrs	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 catastrophonc event is in a month												Ì
		Total # of outage report tickets	3	12	6	5	1	5	0	4	0	7	22	14
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	2	6	1	5	0	1	0	0	0	3	0	0
Out of Service	Report	% 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
Refunds		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 (T	rouble Reports, Billing & Non-Billing)													1
Min. standard =	80% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a r	menu option to reach live agent).	Total # of call seconds to reach live agent												
J 1, 11		%≤60 seconds												

Primary Utility Contact Information

Name:	Phone:	Email:

Date Adopted: 7/28/09

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:		Happy Valley Telephone Com	pany	•			U#:	1010			Report Year:		2020	
Reporting Unit T	ype:	☐ Total Company ☑ Exchange ☐ Wire Center					Reporting Unit Na	me:		Minersville				
				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile m	onthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
nstallation Interva		Total # of business days	0	0	0	0	0	0	0	0	4	0	0	(
lin. standard = 5 b		Total # of service orders	0	0	0	0	0	0	0	0	1	0	0	
iii. Standard = 5 Di	us. days	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!
		Total # of installation commitments	0	0	0	0	0	0	0	0	1	0	0	
nstallation Commi	itment	Total # of installation commitment met	0	0	0	0	0	0	0	0	1	0	0	. (
fin. 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!	100%	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	54	53	53	51	52	52	52	52	53	52	52	51
ustomer Trouble	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												
뀰	00/ /0 400	Total # of working lines												i
8% (8 per 100 working units w/ 1,001 - 2,999 l	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	urius w/ 1,001 - 2,999 lines)	% of trouble reports												
Ε	10% (10 per 100 working lines	Total # of working lines	90	89	85	83	84	87	87	87	88	89	85	85
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	7	0	1	0	1	1	2	1	1	0	0	1
	ioi units w/ ± 1,000 lines)	% 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%
		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
djusted		% 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%
Out of Service Rep	port	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
fin. standard = 90%	% within 24 hrs	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 catastrophonc event is in a month												
Jnadjusted		Total # of outage report tickets	7	0	0	0	0	1	2	0	1	0	0	
out of Service Rep	oort	Total # of repair tickets restored in ≤ 24hrs	3	0	0	0	0	0	0	0	1	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		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
Refunds		Number of customers who received refunds	0	1	0	0	0	0	0	0	0	1	1	(
		Monthly amount of refunds	\$ -	\$ 39.45	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 39.45	\$ 34.50	\$ -
	ble Reports, Billing & Non-Billing)													
	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
ve agent (w/a men	u option to reach live agent).	Total # of call seconds to reach live agent					ļ							
		% <u><</u> 60 seconds												
		1	1	ı		1	1	1				l		

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: Happy Valley Telephone Company							U#:	1010			Report Year:		2020	
Reporting Unit Typ	pe:	☐ Total Company ☑ Exchange ☐ Wrire Center					Reporting U	nit Name:		Olinda				
	Measurement (Compile m	onthly file questorly)		Date filed			Date filed			Date filed			Date filed	
	weasurement (Compile in	ionthly, file quarterly)	lan	1st Quarter	N	A	2nd Quarter	l	lulu	3rd Quarter	Count		4th Quarter	
		Total # of business days	Jan 22	Feb 21	Mar 45	Apr 57	May 62	Jun 47	July 32	Aug 20	Sept 11	Oct 12	Nov 53	Dec 35
nstallation Interval		Total # of service orders	6	5	16	11	11	13	8	7	7	5	9	6
Min. standard = 5 bus	s. days	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
		Total # of installation commitments	6	5		11		13	8		7	5	9	6
nstallation Commits	ment	Total # of installation commitment met	6	5	16	9	10	13	8	7	7	5	8	4
Min. standard = 95%		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%	89%	67%
Customers		Acct # for voice or bundle, res+bus	1081	1072	1085	1089	1090	1091	1086		1079	1070	1068	1064
Customer Trouble R	Report													
	i e	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
ъ	units w/ ≥ 3,000 lines)	'												
Min. Standard		% of trouble reports												
ä	8% (8 per 100 working lines for	Total # of working lines	1220	1203	1196	1202	1208	1218	1211	1206	1202	1197	1193	1158
δ	units w/ 1,001 - 2,999 lines)	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%
2	10% (10 per 100 working lines	Total # of working lines												
	for units w/ ≤ 1,000 lines)	Total # of trouble reports												
		% of trouble reports												
		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 0000	2	3	2	1 100 000/	1	10	11	400.000/	3 25 2004
Adjusted		% 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%
Out of Service Repo		Sum of the duration of all outages (hh:mm)	25.68	(D) ((O)	53.12	6.02	10.18	7.77	4.72		43.6	266.37	8.83	34.15
Min. standard = 90%	within 24 hrs	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 catastrophonc event is in a month												
Una Pareta I		Total # of outage report tickets		0	4	0		0	4	2	40	40	4	4
Unadjusted Out of Service Repo	\ .	Total # of repair tickets restored in ≤ 24hrs	6	0	0	2	3	2	0	2	10	12 8	4	2
out of Service Repo	л	% 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
Refunds		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
Answer Time (Trouble	e Reports, Billing & Non-Billing)													
	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	T											
• •		%< 60 seconds												
		,	•	Prima	ry Utility Cor	ntact Inform	ation							

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:		Happy Valley Telephone Com	oany				U#:	1010	_		Report Year:		2020	
Reporting Unit Ty	/pe:	☐ Total Company ☑ E xchange ☐ W ire Center					Reporting Unit Na	me:		Platina				
				Date filed			Date filed			Date filed		1	Date filed	
	Measurement (Compile mo	onthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter		\vdash	4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
notelletien Interval		Total # of business days	3	0	0	0	0	0	0	0	1	0	0	
nstallation Interval Vin. standard = 5 bu		Total # of service orders	1	0	0	0	0	0	0	0	1	0	0	
viiri. Staridard = 5 bt	is. days	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!	#DIV/0!
		Total # of installation commitments	1	0	0	0	0	0	0	0	1	0	0	
nstallation Commit	tment	Total # of installation commitment met	1	0	0	0	0	0	0	0	1	0	0	
Min. standard = 95%	6 commitment met	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!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	57	57		56	56						56	5
Customer Trouble	Report													
	6% (6 per 100 working lines for	Total # of working lines Total # of trouble reports												
andard	units w/ ≥ 3,000 lines)	% of trouble reports												
ğ	8% (8 per 100 working lines for	Total # of working lines										1		
Sta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	units w/ 1,001 - 2,999 intes)	% of trouble reports												
Ξ	100/ (10 = == 100== -	Total # of working lines	91	92	92	91	91	91	91	91	91	92	91	9
	10% (10 per 100 working lines	Total # of trouble reports	0	0	0	0	0	0	0		1	2	1	
	for units w/ ≤ 1,000 lines)	% 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%	1.109
	•	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	
Adjusted		% 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!	#DIV/0!
Out of Service Rep	ort	Sum of the duration of all outages (hh:mm)	0	0	0	0	0	0	0	5.2	. 0	0	0	
Min. standard = 90%		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!	#DIV/0!
viin. Standard = 30 /	5 WKIIII 24 IIIS	Indicate if catastrophonc event is in a month												
Jnadjusted		Total # of outage report tickets	0	0	0	0	0	0	0	1	0	2	0	
Out of Service Rep	ort	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!	#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	#DIV/0!
Refunds		Number of customers who received refunds	1	0	0	0	0	0	0	0	0	0	0	
		Monthly amount of refunds	\$ 33.25	\$	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	le Reports, Billing & Non-Billing)													
Min. standard = 80%	6 of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
ive agent (w/a menu	u option to reach live agent).	Total # of call seconds to reach live agent												
		%< 60 seconds												
					Primary Utility Co	ntact 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:	Happy Valley Tel	ephone Company	U#:	1010	Report Year:	2020
Reporting Unit Type:	☐ Total Company ☑ E xchange	☐ Wire Center	Reporting Unit Name:		Trinity Center	

I	M	and the Classical A		Date filed			Date filed			Date filed			Date filed	
1	Measurement (Compile mo	onthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	r
1			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interv	val	Total # of business days	0	0	11	23	1	11	0	11	5	0	0	3
Min. standard = 5		Total # of service orders	0	0	1	2	1	2	0		1	0	0	1
IVIII I. Staridard = 0	bus. days	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
i		Total # of installation commitments	0	0	1	2	1	2	0	2	1	0	0	1
Installation Comr	mitment	Total # of installation commitment met	0	0	0	1	1	2	0	2	1	0	0	1
Min. standard = 9/	5% commitment met	Total # of installation commitment missed	0	0	1	1	0	0	0	0	0	0	0	0
i		% of commitment met	#DIV/0!	#DIV/0!	0%	50%	100%	100%	#DIV/0!	100%	100%	#DIV/0!	#DIV/0!	100%
Customers		Acct # for voice or bundle, res+bus	246	245	243	243	243	247	244	243	242	240	239	237
Customer Troubl	le Report													
		Total # of working lines												
i	6% (6 per 100 working lines for	Total # of trouble reports												
ard	units w/ ≥ 3,000 lines)	% of trouble reports												
. 2	8% (8 per 100 working lines for	Total # of working lines												
Sta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	anno 11, 1,001 2,000 iii.00,	% of trouble reports												
Min	10% (10 per 100 working lines	Total # of working lines	289	287	284	281	283	288	287	286	287	284	284	283
i	` .	Total # of trouble reports	26	6	4	1	5	3	7	8	7	3	2	9
i	for units w/ ≤ 1,000 lines)	% 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%
	•	Total # of outage report tickets	24	2	1	1	3	2	3	5	3	2	1	1
i		Total # of repair tickets restored in < 24hrs	20	2	1	1	3	2	2	4	3	2	0	1
Adjusted		% 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%
Out of Service Re	leport	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
Min. standard = 90	00% within 24 hrs	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
<u> </u>		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	24	2	1	1	3	2	3	5	3	2	1	1
Out of Service Re	leport	Total # of repair tickets restored in ≤ 24hrs	19	0	1	0	0	0	0	0	1	0	0	1
i	-	% of repair tickets restored ≤ 24 Hours	79%	0%	100%	0.00%	0.00%	0.00%	0%	0%	33%	0.00%	0.00%	100.00%
i		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
1		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
Refunds		Number of customers who received refunds	0	2	1	0	0	0	1	2	0	2	5	
ı		Monthly amount of refunds	\$ -	\$ 52.70	\$ 32.85	\$ -	\$ -	\$ -	\$ 41.55	\$ 53.70	\$ -	\$ 69.90	\$ 163.55	
	ouble Reports, Billing & Non-Billing)													
Min. standard = 8	30% of calls < 60 seconds to reach	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											İ	
1									1		l		1	

Primary Utility Contact Information

Name:	Phone:	Email:

Date Adopted: 7/28/09

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