Company Name:		Happy Valley Telephone Compa	any	_			U#:	1021	1		Report Year:		2021	-	
Reporting Unit Ty	ype:	🖸 Total E 🚦 W					Reporting Uni	t Name:		Total Compa	any			-	
	Maaauramant (Compile n	aanthiu fila guartariu)		Date filed			Date filed			Date filed			Date filed		
Measurement (Compile n		ionthiy, file quarterly)	1st Quarter				2nd Quarter			3rd Quarter			4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	
Installation Interva	1	Total # of business days	166	107	28										
Min. standard = 5 bus. days		Total # of service orders	18	12	9										
	uo. uuyo	Avg. # of business days	9.22	8.92	3.11										
		Total # of installation commitments	18	12	9										
Installation Commi		Total # of installation commitment met	14	8	7										
Min. standard = 95%	% commitment met	Total # of installation commitment missed	4	4	2										
		% of commitment met	78%	67%	78%										
Customers		Acct # for voice or bundle, res+bus	1,630	1,628	1,615										
Customer Trouble	Report														
		Total # of working lines													
	6% (6 per 100 working lines for	Total # of trouble reports													
Standard	units w/ ≥ 3,000 lines)	% of trouble reports													
pu	8% (8 per 100 working lines for	Total # of working lines	1870	1875	1869										
òtai	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	27	29	14										
		% of trouble reports	1.44%	1.55%	0.75%										
Min.	10% (10 per 100 working lines	Total # of working lines													
	for units w/ \leq 1,000 lines)	Total # of trouble reports													
		% of trouble reports													
		Total # of outage report tickets	21	26	9										
		Total # of repair tickets restored in < 24hrs	13	21	9										
Adjusted		% of repair tickets restored ≤ 24 Hours	61.90%	80.77%	100.00%										
Out of Service Rep	port	Sum of the duration of all outages (hh:mm)	4090.63	2252.57	39.72										
Min. standard = 90%	% within 24 hrs	Avg. outage duration (hh:mm)	194.79	86.64	4.41										
		Indicate if catastrophonc event is in a month													
Unadjusted		Total # of outage report tickets	21	26	9										
Out of Service Rep	port	Total # of repair tickets restored in < 24hrs	3	1	3			1							
		% of repair tickets restored ≤ 24 Hours	14.29%	3.85%	33.33%			1							
		Sum of the duration of all outages (hh:mm)	10501.72	9252.40	749.65			1							
		Avg. outage duration (hh:mm)	500.08	355.86	83.29			1							
Refunds		Number of customers who received refunds	14	32	3										
		Monthly amount of refunds	\$ 503.17		\$ 122.34			1							
Answer Time (Trout	ble Reports, Billing & Non-Billing)														
	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing													
	u option to reach live agent).	Total # of call seconds to reach live agent						1							
		%< 60 seconds		1				1							
								1							
L		1	1	1				I					I	I	

Primary Utility Contact Information

Name: Gail Long

Phone: 541-516-8210

Email: Gail.long@tdstelecom.com

Company Name	:	Happy Valley Telephone Com		U#:	101	0	Report Year: 2020							
Reporting Unit T	Гуре:	□ Total Company □ Exchange □ Wire Center		Reporting Unit Name:			lgo				-			
				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	Мау	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interva	al	Total # of business days Total # of service orders	8	7	0									───
Min. standard = 5 b	ous. days	Avg. # of business days	2.67	3.50	#DIV/0!									
		Total # of installation commitments	3	3.50	#DIV/0!									
nstallation Commitment			3	2	0					-				
Min. standard = 95		Total # of installation commitment met		1	-					-				
win. standard = 95°	% communent met	Total # of installation commitment missed	0	1	0					-		_		Ļ
		% of commitment met	100%	50%	#DIV/0!					-				<u> </u>
Customers		Acct # for voice or bundle, res+bus	216	214	210									
Customer Trouble	Report													
		Total # of working lines												
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports												
P		% of trouble reports												
nda	8% (8 per 100 working lines for	Total # of working lines												
Sta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												1
ë.		% of trouble reports												1
Mir No.	400/ (40 men 400 werking lines	Total # of working lines	257	259	255									
	10% (10 per 100 working lines for units w/ \leq 1,000 lines)	Total # of trouble reports	16	8	2									
		% of trouble reports	6.23%	3.09%	0.78%									
		Total # of outage report tickets	14	7	1									1
		Total # of repair tickets restored in < 24hrs	7	6	1									1
Adjusted		% of repair tickets restored ≤ 24 Hours	50.00%	85.71%	100.00%									
Out of Service Re	port	Sum of the duration of all outages (hh:mm)	3735.53	474.4	2.32									
Min. standard = 90	% within 24 hrs	Avg. outage duration (hh:mm)	266.82	67.77	2.32									
		Indicate if catastrophonc event is in a month												
		Total # of outage report tickets	14	7	1									
Unadjusted		Total # of repair tickets restored in < 24hrs	1	0	1									
Out of Service Re	port	% of repair tickets restored ≤ 24 Hours	7%	0%	100%									
		Sum of the duration of all outages (hh:mm)	8921.15	2586.20	19.55									
		Avg. outage duration (hh:mm)	637.23	369.46	19.55									
Refunds		Number of customers who received refunds	5	15	0									
		Monthly amount of refunds	\$ 176.77	\$ 519.99	\$-									└───
	ble Reports, Billing & Non-Billing)													
	% of calls < 60 seconds to reach	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												
		% <u><</u> 60 seconds												

Primary Utility Contact Information

_

Name:

Phone:

Company Name:		Happy Valley Telephone Com	pany				U#: 1010							
Reporting Unit T	ype:	Total Company DExchange Wire Center	-		Reporting Unit Name:					-			-	
			Date filed			Date filed			Date filed					
	Measurement (Compile m	onthly, file quarterly)					2nd Quarter			3rd Quarter		4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
nstallation Interval		Total # of business days	5	0	0		_							
Min. standard = 5 b	ous. days	Total # of service orders		0	0									───
	-	Avg. # of business days Total # of installation commitments	5.00	#DIV/0!	#DIV/0!									
			· · · · · · · · · · · · · · · · · · ·	-	ů									
Installation Commi		Total # of installation commitment met	1	0	0									<u> </u>
Min. standard = 95%	% commitment met	Total # of installation commitment missed	0	0	0									<u> </u>
		% of commitment met	100%	#DIV/0!	#DIV/0!									───
Customers		Acct # for voice or bundle, res+bus	52	51	51									
Customer Trouble	Report													
		Total # of working lines												
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports												
ndard		% of trouble reports												
pu	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
Sta		Total # of trouble reports												
		% of trouble reports												1
Min	100/ (10 100 1: 1	Total # of working lines	85	84	84									
	10% (10 per 100 working lines for units w/ \leq 1,000 lines)	Total # of trouble reports	3	8	2									-
		% of trouble reports	3.53%	9.52%	2.38%									1
		Total # of outage report tickets	3	8	2									-
		Total # of repair tickets restored in < 24hrs	3	6	2									1
Adjusted		% of repair tickets restored ≤ 24 Hours	100.00%	75.00%	100.00%									1
Out of Service Rep	port	Sum of the duration of all outages (hh:mm)	33.93	205.54	12.85									1
Min. standard = 90%	% within 24 hrs	Avg. outage duration (hh:mm)	11.31	25.69	6.43									1
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	3	8	2									
Out of Service Rep	port	Total # of repair tickets restored in < 24hrs	0	0	0									1
		% of repair tickets restored ≤ 24 Hours	0%	0%	0%									1
		Sum of the duration of all outages (hh:mm)	843.38	2988.95	34.37									1
		Avg. outage duration (hh:mm)	281.13	373.62	17.19									1
Refunds		Number of customers who received refunds	0	5	0									1
		Monthly amount of refunds	\$-	\$ 168.59	\$-									
Answer Time (Troul	ble Reports, Billing & Non-Billing)													
	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												1
live agent (w/a men	u option to reach live agent).	Total # of call seconds to reach live agent	1											1
5		%<_60 seconds	1											1
														1

Primary Utility Contact Information

Name:

Phone:

Company Name	:	Happy Valley Telephone Compan	у	-			U#:	1010			Report Year:		2021		
Reporting Unit 1	Гуре:	Total Company Exchange Wire Center				Reporting Unit Name:			Olinda						
				Date filed			Date filed		Date filed			Date filed			
Measurement (Compile n		ionthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter		4th Quarter			
			Jan	Feb	Mar	Apr	Мау	Jun	July	Aug	Sept	Oct	Nov	Dec	
Installation Interva	al	Total # of business days	115	89	27										
Min. standard = 5 b		Total # of service orders	12	9	8									L	
	505. dayo	Avg. # of business days	9.58	9.89	3.38									<u> </u>	
		Total # of installation commitments	12	9	8									L	
Installation Comm	nitment	Total # of installation commitment met	10	6	6										
Min. standard = 95	% commitment met	Total # of installation commitment missed	2	3	2										
		% of commitment met	83%	67%	75%										
Customers		Acct # for voice or bundle, res+bus	1068	1070	1062										
Customer Trouble	e Report														
,	•	Total # of working lines					1 1								
	6% (6 per 100 working lines for	Total # of trouble reports		1			1 1								
Min. Standard	units w/ ≥ 3,000 lines)	% of trouble reports													
ğ		Total # of working lines	1155	1160	1158										
ta	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports	4	10	6					_					
		% of trouble reports	0.35%	0.86%	0.52%		1 1							i	
Ĭ			0.0070	0.0070	0.0270		1 1								
	10% (10 per 100 working lines for units w/ \leq 1,000 lines)	Total # of working lines Total # of trouble reports					+ +							├────	
							+ +							├────	
		% of trouble reports Total # of outage report tickets	0	0	4							_			
		Total # of repair tickets restored in \leq 24hrs	0	9	4							_			
		% of repair tickets restored ≤ 24 Hours	#DIV/0!	77.78%	4 100.00%		+ +								
Adjusted		Sum of the duration of all outages (hh:mm)	#DIV/0!	1564.22	16.04							_			
Out of Service Re		Avg. outage duration (hh:mm)	#DIV/0!	173.80	4.01		+ +								
Min. standard = 90'	% within 24 hrs	Indicate if catastrophonc event is in a month	#DIV/0!	173.80	4.01										
Unadjusted		Total # of outage report tickets	0	9	4										
Out of Service Re	port	Total # of repair tickets restored in < 24hrs	0	1	2									[
	•	% of repair tickets restored ≤ 24 Hours	#DIV/0!	11%	50%		1 1						İ		
		Sum of the duration of all outages (hh:mm)	0.00	2694.43	164.43		1								
		Avg. outage duration (hh:mm)	0.00	299.38	41.11		1								
Refunds		Number of customers who received refunds	6	9	1		1								
Ν		Monthly amount of refunds	\$ 212.60	\$ 331.28	\$ 42.44										
Answer Time (Trouble Reports, Billing & Non-Billing)														1	
Min. standard = 80	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												l	
live agent (w/a mer	nu option to reach live agent).	Total # of call seconds to reach live agent		1	1		1 1						l	[
		%<_60 seconds		1	1		+ +						t		
		<u></u>		1			+ +						<u> </u>		
														1	

Primary Utility Contact Information

Name:

Company Name:	Reporting Unit Type: Measurement (Compile monitation Interval 1. standard = 5 bus. days Treestore Average of the standard = 5 bus. days titallation Commitment 1. standard = 95% commitment met Treestore stomers Action of the store o	Happy Valley Telephone Com		U#:	1010	<u>.</u>		Report Year:		2021				
Reporting Unit Ty		Total Company Exchange Wire Center					ame: Platina							
		onthly file quarterly)		Date filed			Date filed			Date filed			Date filed	
	measurement (Complie In	ontiny, me quarteriy)	Jan	1st Quarter Feb	Mar	Apr	2nd Quarter May	Jun	July	3rd Quarter Aug	Sept	Oct	4th Quarter Nov	Dec
Installation Interval Min. standard = 5 bu	s. days	Total # of business days Total # of service orders Avg. # of business days	0 0 #DIV/0!	0 0 #DIV/0!	0 0 #DIV/0!	Λμι		5011	July		берг	001		Dec
		Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed % of commitment met	0 0 0 #DIV/0!	0 0 0 #DIV/0!	0 0 0 #DIV/0!									
Customers		Acct # for voice or bundle, res+bus	57	56	56									
Customer Trouble F	6% (6 per 100 working lines for	Total # of working lines Total # of trouble reports												
units w/ 1,001 - 2,999 lines)		% of trouble reports Total # of working lines Total # of trouble reports % of trouble reports												
Mir		Total # of working lines Total # of trouble reports % of trouble reports	92 0 0.00%	91 1 1.10%	91 2 2.20%									
		Total # of outage report tickets Total # of repair tickets restored in ≤ 24hrs % of repair tickets restored ≤ 24 Hours Sum of the duration of all outages (hh:mm) Avg. outage duration (hh:mm)	0 0 #DIV/0! 0 #DIV/0!	1 1 100.00% 3.55 3.55	1 1 100.00% 5.78 5.78									
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	0	1	1									
	ort	Total # of repair tickets restored in ≤ 24hrs % of repair tickets restored ≤ 24 Hours Sum of the duration of all outages (hh:mm) Avg, outage duration (hh:mm)	0 #DIV/0! 0.00 #DIV/0!	0 0% 544.40 544.40	0 0% 28.13 28.13									
Refunds		Number of customers who received refunds Monthly amount of refunds	0 \$ -	0 \$-	1 \$ 35.35									
Min. standard = 80%	e Reports, Billing & Non-Billing) of calls ≤ 60 seconds to reach 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:

Company Name:		

Happy Valley Telephone Company

- . .

1010

Report Year:

Reporting Unit Type:		Total Company Exchange Wire Center					Reporting Unit Nan		Trinity Center					
				Date filed			Date filed		Date filed				Date filed	
	Measurement (Compile me	onthly, file quarterly)	1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Inter		Total # of business days	38	11	1	r				J				
	ation interval Total # of service orders		2	1	1									(
viin. standard = 5	bus. days	Avg. # of business days	19.00	11.00	1.00									
		Total # of installation commitments	2	1	1									ſ
Installation Com	mitment	Total # of installation commitment met	0	1	1									
Min. standard = 9	95% commitment met	Total # of installation commitment missed	2	0	0									
		% of commitment met	0%	100%	100%									
Customers		Acct # for voice or bundle, res+bus	237	237	236									
Customer Troub	ble Report													
		Total # of working lines												(
	6% (6 per 100 working lines for	Total # of trouble reports												
E	units w/ ≥ 3,000 lines)	% of trouble reports												
nda	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
ŝta		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	281	281	281					1				
	for units $w \le 1,000$ lines)	Total # of trouble reports	4	2	2									
	Tor units w/ ± 1,000 lines)	% of trouble reports	1.42%	0.71%	0.71%									1
	•	Total # of outage report tickets	4	1	1									
		Total # of repair tickets restored in < 24hrs	3	1	1									
Adjusted		% of repair tickets restored ≤ 24 Hours	75.00%	100.00%	100.00%									
Out of Service R	Report	Sum of the duration of all outages (hh:mm)	321.17	4.87	2.73									
Min. standard = 9	00% within 24 hrs	Avg. outage duration (hh:mm)	80.29	4.87	2.73									
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	4	1	1									
Out of Service R	Report	Total # of repair tickets restored in < 24hrs	2	0	0									
	•	% of repair tickets restored ≤ 24 Hours	50%	0%	0%									
		Sum of the duration of all outages (hh:mm)	737.18	438.42	193.80									ſ
		Avg. outage duration (hh:mm)	184.30	438.42	193.80									
Refunds		Number of customers who received refunds	3	3	1									
		Monthly amount of refunds	\$ 113.80	\$ 98.74	\$ 44.55									
	ouble Reports, Billing & Non-Billing)													
Min. standard = 8	30% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												1
live agent (w/a m	enu option to reach live agent).	Total # of call seconds to reach live agent												(
0		%<_60 seconds	1											(
							1		1	1				[

Primary Utility Contact Information

Name:

Phone: