UNADJUSTED

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

Company Name:	Нар	by Valley Tele	ephone Company	U#:	1021	Report Year:	2021
Reporting Unit Type:	☑ Total	E	[W	Reporting Unit Name:		Total Company	

	Magaurament (Campila m	anathly file greaterly)		Date filed			[Date filed			Date filed			Date filed	
	Measurement (Compile m	ionthly, file quarterly)		1st Quarter			2r	nd Quarter			3rd Quarter			4th Quarte	ī
			Jan	Feb	Mar	Apr		May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interva	al	Total # of business days	166	107			59	45	11						
Min. standard = 5 b		Total # of service orders	18	12			11	7	7						
Willin: Staridard = 0 b	do. dayo	Avg. # of business days	9.22	8.92			.36	6.43	1.57	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of installation commitments	18	12	9		11	7	7						
Installation Comm		Total # of installation commitment met	14	8	7		10	6	7						
Min. standard = 959	% commitment met	Total # of installation commitment missed	4	4	2		1	1	0						
		% of commitment met	78%	67%	78%	9.	1%	86%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	1,630	1,628	1,615	1,6	619	1,613	1,610						
Customer Trouble	Report							_							
		Total # of working lines													
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports													
Standard	units w/ = 5,000 inles/	% of trouble reports													
ğ	8% (8 per 100 working lines for	Total # of working lines	1870	1875	1869	18	356	1865	1863						
) ta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	27	29	14		18	22	19						
	units w/ 1,001 - 2,333 lines)	% of trouble reports	1.44%	1.55%	0.75%	0.9	7%	1.18%	1.02%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
E	10% (10 per 100 working lines	Total # of working lines													
	for units w/ ≤ 1,000 lines)	Total # of trouble reports													
	101 011113 11/2 11,000 111103)	% of trouble reports													
	•	Total # of outage report tickets	21	26	9		17	14	15						
		Total # of repair tickets restored in ≤ 24hrs	13	21	9		16	13	14						
Adjusted		% of repair tickets restored ≤ 24 Hours	61.90%	80.77%	100.00%	94.12	2%	92.86%	93.33%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Out of Service Rep	port	Sum of the duration of all outages (hh:mm)	4090.63	2252.57	39.72	128	.17	489.88	179.35						
Min. standard = 90°	% within 24 hrs	Avg. outage duration (hh:mm)	194.79	86.64	4.41	7.	.54	34.99	11.96	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Indicate if catastrophonc event is in a month													
Unadjusted		Total # of outage report tickets	21	26	g		17	14	15						
Out of Service Rep	port	Total # of repair tickets restored in ≤ 24hrs	3	1	3		4	5	8						
	•	% of repair tickets restored ≤ 24 Hours	14.29%	3.85%	33.33%	23.5	3%	35.71%	53.33%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	10501.72	9252.40	749.65	113	3.4	1389.67	1237.93						
		Avg. outage duration (hh:mm)	500.08	355.86	83.29	66	.67	99.26	82.53	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Refunds		Number of customers who received refunds	14	32			2	2	1						
		Monthly amount of refunds	\$ 503.17	\$ 1,118.60	\$ 122.34	\$ 68.0	68 \$	11.72	\$ 30.84						
	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													
		%< 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:	Happy Valley Te	ephone Company	U#:	1010	Report Year:	2020
Reporting Unit Type:	☐ Total Company ☑ E xchange	☐ Wire Center	Reporting Unit Name	:	Igo	

	Measurement (Compile m	onthly file quarterly)		Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile in	onthiny, the quarterry)		1st Quarter	-		2nd Quarter			3rd Quarter			4th Quarter	
		In the second of	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interva	ıl	Total # of business days	8	7	0	0	8	0						
Min. standard = 5 b	us. days	Total # of service orders	2.67	3.50	#DIV/0!	#DIV/(0)	8.00	#DIV//01	#DIV//01	#DIV/0!	#DIV//01	#DIV//OI	#DIV/0!	#DIV/0!
		Avg. # of business days Total # of installation commitments	2.67	3.50	#DIV/0!	#DIV/0!	8.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
			3	2	0	0	1	0						
Installation Commi		Total # of installation commitment met	3	1	0	0	0	0						
Min. standard = 959	% commitment met	Total # of installation commitment missed	0	1	0	0	1	0						
		% of commitment met	100%	50%	#DIV/0!	#DIV/0!	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	216	214	210	208	209	206						
Customer Trouble	Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
p.r.	units w/ ≥ 3,000 lines)	% of trouble reports												
ğ	8% (8 per 100 working lines for	Total # of working lines												
ţā.	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
, o	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Ē	100/ (10 100 1: 1:	Total # of working lines	257	259	255	251	252	251						
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports	16		200	201	4	4						
	for units w/ \$ 1,000 lines)	% of trouble reports	6.23%	3.09%	0.78%	0.80%	1.59%	1.59%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of outage report tickets	14		1	2	4	2						
		Total # of repair tickets restored in < 24hrs	7	6	1	1	3	1						
Adjusted		% of repair tickets restored ≤ 24 Hours	50.00%	85.71%	100.00%	50.00%	75.00%	50.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Out of Service Rep	oort	Sum of the duration of all outages (hh:mm)	3735.53	474.4	2.32	94.95	443.02	118.02						
Min. standard = 909		Avg. outage duration (hh:mm)	266.82	67.77	2.32	47.48	110.76	59.01	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
iviiii. Staridard = 50	70 Willin 24 1113	Indicate if catastrophonc event is in a month												
		Total # of outage report tickets	14	. 7	1	2	4	2						
Unadjusted		Total # of repair tickets restored in < 24hrs	1	0	1	1	2	0						
Out of Service Rep	port	% of repair tickets restored ≤ 24 Hours	7%	0%	100%	50.00%	50.00%	0.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	8921.15		19.55	94.97	551.57	503.70						
		Avg. outage duration (hh:mm)	637.23		19.55	47.49	137.89	251.85	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Refunds		Number of customers who received refunds	5	15	0	0	2	0		.,,,,	.,	.,,,,	.,,,,	,
		Monthly amount of refunds	\$ 176.77	\$ 519.99	\$ -	\$ -	\$ 11.72	\$ -						
Answer Time (Troul	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	<u> </u>											
ago (w/a mon	a opacinio rodon iivo agomij.	%< 60 seconds												
		7.5 <u>-</u> 55 55501145	-	+										
			1	1		ı				1				

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)

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		1	Report Year:		2021	
Reporting Unit Ty	rpe:	☐ Total Company ☑ Exchange ☐ Wire Center					Reporting Unit Na	ime:		Minersville				
				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile mo	onthly, file quarterly)												
	cucurocii (Compilo	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	l	1st Quarter		A	2nd Quarter	Lon	Lister	3rd Quarter	Comt		4th Quarter	D
		T-4-1 # -4 h! d	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
nstallation Interval		Total # of business days Total # of service orders	3	0	0	0	0	0				-		
Min. standard = 5 bu	ıs. days	Avg. # of business days	5.00	#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	5.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
nstallation Commit	im ant		1	0	0	0	0	0					 	
		Total # of installation commitment met	1	0	0	0	0	0				—		
Min. standard = 95%	commitment met	Total # of installation commitment missed	0	0	0	0	0	0				L		
		% of commitment met	100%	#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	52	51	51	51	51	51						
Customer Trouble I	Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports											l l	
בּ	units w/ ≥ 3,000 lines)	% of trouble reports												
ğ	8% (8 per 100 working lines for	Total # of working lines									i i			
Ē	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		Total # of working lines	85	84	84	84	87	87						
	10% (10 per 100 working lines	Total # of trouble reports	00	04	2	1	07	07				-		
	for units w/ ≤ 1,000 lines)	% of trouble reports	3.53%	9.52%	2.38%	1.19%	2.30%	3.45%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of outage report tickets	3.03/0	9.52 /6	2.30 /0	1.1970	2.30 /6	3.4370	#DIV/0:	#DIV/0:	#DIV/0:	#DIV/0:	#DIV/0:	#DIV/0:
		Total # of repair tickets restored in < 24hrs	3	6	2	1	1	2					+	
Adjusted		% of repair tickets restored ≤ 24 Hours	100.00%	75.00%	100.00%	100.00%	100.00%	100.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Out of Service Rep	ort	Sum of the duration of all outages (hh:mm)	33.93	205.54	12.85	6.02	2.77		#DIV/0:	#DIV/0:	#DIV/0:	#510/0:	#DIV/0:	#DIV/0:
Min. standard = 90%		Avg. outage duration (hh:mm)	11.31	25.69	6.43	6.02	2.77		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
viiri. staridard – 5070	5 WILLIN 24 1113	Indicate if catastrophonc event is in a month	11.31	25.09	0.43	0.02	2.11	1.00	#DIV/0:	#DIV/0:	#DIV/0:	#DIV/0!	#DIV/0:	#DIV/0:
Jnadjusted		Total # of outage report tickets	3	8	2	1	1	3						
Out of Service Rep	ort	Total # of repair tickets restored in < 24hrs	0	0	0	0	0	1						
Ja. Si Goi vido Nepi	~	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0.00%	0.00%	33.33%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	843.38	2988.95	34.37	77.42	199.65							
		Avg. outage duration (hh:mm)	281.13	373.62	17.19	77.42	199.65		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Refunds		Number of customers who received refunds	0	5	0	0	.55.66	0.004				1.2		
		Monthly amount of refunds	\$ -	\$ 168.59	\$ -	s -	\$ -	\$ -						
Answer Time (Troub	le Reports, Billing & Non-Billing)		Ţ	.03.00	,	Ţ	7	Ŧ					\vdash	
	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											\vdash	
agont (w/a ment		%< 60 seconds			†			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)

e: Measurement (Compile m	☐ Total Company ☐ Exchange ☐ Wrife Center					Reporting U	nit Name:		Olinda				
Measurement (Compile m								•	Ollitua				
Measurement (Compile m			Date filed			Date filed			Date filed			Date filed	
	onthly, 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	115	89	27	59	21	11	·		•		ſ	
days	Total # of service orders	12	9	8	11	3	7					ĺ ·	
uays	Avg. # of business days	9.58	9.89	3.38	5.36	7.00	1.57	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/
	Total # of installation commitments	12	9	8	11	3	7						
nent	Total # of installation commitment met	10	6	6	10	3	7					l	
commitment met	Total # of installation commitment missed	2	3	2	1	0	0					1	
	% of commitment met	83%	67%	75%	91%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/
	Acct # for voice or bundle, res+bus	1068	1070	1062	1070	1061	1061						
eport												·	
•	Total # of working lines												
												ſ	
units w/ ≥ 3,000 lines)	% of trouble reports												
20/ (2 100 ···line lines for	Total # of working lines	1155	1160	1158	1153	1157	1155					1	
		4		6			9						
units w/ 1,001 - 2,999 lines)		0.35%	0.86%	0.52%	0.95%	0.86%	0.78%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/
	Total # of working lines												
												H	
for units w/ ≤ 1,000 lines)													
	Total # of outage report tickets	0	9	4	10	4	7					ĺ	
	Total # of repair tickets restored in ≤ 24hrs	0	7	4	10	4	7					ſ	
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	77.78%	100.00%	100.00%	100.00%	100.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/
t	Sum of the duration of all outages (hh:mm)	0	1564.22	16.04	12.35	12.82	50.02						
vithin 24 hrs	Avg. outage duration (hh:mm)	#DIV/0!	173.80	4.01	1.24	3.21	7.15	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/
	Indicate if catastrophonc event is in a month												İ
	Total # of outage report tickets	0	9	4	10	4	7						
t	Total # of repair tickets restored in ≤ 24hrs	0	1	2		3	6						
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	11%	50%	20.00%	75.00%	85.71%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/
	Sum of the duration of all outages (hh:mm)	0.00	2694.43	164.43	641.93	77.4	104.95						
	Avg. outage duration (hh:mm)	0.00	299.38	41.11	64.19	19.35	14.99	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/
	Number of customers who received refunds	6	9	1	2	0	0					ĺ ·	
	Monthly amount of refunds	\$ 212.60	\$ 331.28	\$ 42.44	\$ 68.68	\$ -	\$ -						
Reports, Billing & Non-Billing)												1	
of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												1
option to reach live agent).	Total # of call seconds to reach live agent												
	% <u><</u> 60 seconds												
of the state of th	export 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) t t Reports, Billing & Non-Billing) f calls ≤ 60 seconds to reach	Total # of installation commitment met Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus Total # of working 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) 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) Total # of working lines Total # of trouble reports % of trouble reports % of trouble reports Total # of working lines Total # of owrking lines Total # of outage report tickets Total # of outage report tickets restored ≤ 24 Hours Sum of the duration of all outages (hh:mm) Avg. outage duration (hh:mm) Indicate if catastrophonc event is in a month Total # of outage report tickets Total # of outage report tickets Total # of outage report tickets Sum of the duration of all outages (hh:mm) Avg. outage duration (hh:mm) Number of customers who received refunds Monthly amount of refunds Reports, Billing & Non-Billing) foalls ≤ 60 seconds to reach ption to reach live agent). Total # of calls seconds to reach live agent	Total # of installation commitment met 10	Total # of installation commitment met Total # of installation commitment met Total # of installation commitment missed 2 3 % of commitment met 83% 67% Acct # for voice or bundle, res+bus 1068 1070 **Total # of working lines Total # of trouble reports **We for trouble reports **We for trouble reports **Total # of working lines Total # of trouble reports **We for trouble reports 10% (10 per 100 working lines **For units w/ ≤ 1,000 lines) **Total # of working lines Total # of frouble reports **We for trouble reports **Total # of outage report tickets **Total # of outage report tickets restored ≤ 24 Hours **Sum of the duration of all outages (hh:mm) Indicate if catastrophonc event is in a month **Total # of repair tickets restored ≤ 24 Hours **Total # of repair tickets restored ≤ 24 Hours **Total # of outage report tickets **	Total # of installation commitment met	Total # of installation commitment met 10	Total # of installation commitment met Total # of installation commitment met Total # of installation commitment missed 2 3 3 2 1 0 3 2 1 0 4 0 0 % of commitment met 83% 67% 75% 91% 100% Acct # for voice or bundle, res+bus 1068 1070 1062 1070 1061 Total # of two voice or bundle, res+bus 1068 1070 1062 1070 1061 Total # of two voice or bundle, res+bus 1068 1070 1062 1070 1061 Total # of two voice or bundle, res+bus 1068 1070 1062 1070 1061 Total # of two voice or bundle, res+bus 1068 1070 1062 1070 1061 Total # of two voice or bundle, res+bus 1068 1070 1062 1070 1061 Total # of two voice or bundle, res+bus 1068 1070 1062 1070 1061 Total # of two voice or bundle, res+bus 1068 1070 1062 1070 1061 Total # of two voice or bundle, res+bus 1068 1070 1062 1070 1061 Total # of working lines 1016	Total # of installation commitment met Total # of installation commitment met Total # of installation commitment missed 2 3 3 2 1 0 0 0 % of commitment met 83% 67% 75% 91% 100% 100% Acct # for voice or bundle, res+bus 1068 1070 1062 1070 1061 1061 1061 1061 1061 1062 1070 1061 1061 1061 1061 1061 1061 1061 106	Total # of installation commitment met Total # of installation commitment met Total # of installation commitment missed Total # of installation commitment	Total # of installation commitment met	Total # of installation commitment met	Total 8 of installation commitment met	Total of installation commitment met Total of installation commitment missed 2 3 3 2 1 0 0 0 Acct # for voice or bundle, reservus 83% 67% 75% 91% 100% 100% #DIV/0! #DIV

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)

monthly, file quarterly) Total # of business days Total # of service orders Avg. # of business days Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus Total # of trouble reports % of trouble reports Total # of tworking lines Total # of tworking lines Total # of trouble reports % of trouble reports Total # of tworking lines Total # of trouble reports % of trouble reports Total # of tworking lines Total # of trouble reports % of trouble reports Total # of trouble reports	Jan 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Date filed 1st Quarter Feb 0 0 #DIV/0! 0 #DIV/0! 56	Mar 0 0 #DIV/0! 0 0 #DIV/0! 56	Apr 0 0 0 #DIV/0! 0 0 #DIV/0! 56	Reporting Unit Na Date filed 2nd Quarter May 0 0 #DIV/0! 0 4DIV/0! 56	Jun 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	July #DIV/0! #DIV/0!	Platina Date filed 3rd Quarter Aug #DIV/0!	#DIV/0! #DIV/0!	Oct #DIV/0! #DIV/0!	Date filed 4th Quarter Nov #DIV/0! #DIV/0!	#DIV/0!
Total # of business days Total # of service orders Avg. # of business days Total # of installation commitments Total # of installation commitment met Total # of installation commitment met Act # for voice or bundle, res+bus Total # of working lines Total # of trouble reports % of trouble reports Total # of trouble reports % of trouble reports Total # of working lines Total # of trouble reports % of trouble reports Total # of working lines Total # of working lines Total # of working lines Total # of trouble reports	#DIV/0! 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1st Quarter Feb 0 0 #DIV/0! 0 #DIV/0! 56	#DIV/0! 0 0 #DIV/0! 56	#DIV/0! 0 0 #DIV/0! 56	2nd Quarter May 0 0 #DIV/0! 0 0 #DIV/0! 56	0 0 #DIV/0! 0 0 #DIV/0!	#DIV/0!	3rd Quarter Aug #DIV/0!	#DIV/0!	#DIV/0!	4th Quarter Nov #DIV/0!	#DIV/0!
Total # of business days Total # of service orders Avg. # of business days Total # of installation commitments Total # of installation commitment met Total # of installation commitment met Act # for voice or bundle, res+bus Total # of working lines Total # of trouble reports % of trouble reports Total # of trouble reports % of trouble reports Total # of working lines Total # of trouble reports % of trouble reports Total # of working lines Total # of working lines Total # of working lines Total # of trouble reports	#DIV/0! 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Feb 0 0 0	#DIV/0! 0 0 #DIV/0! 56	#DIV/0! 0 0 #DIV/0! 56	May 0 0 0 #DIV/0! 0 #DIV/0! 56	0 0 #DIV/0! 0 0 #DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Total # of service orders Avg, # of business days Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus Total # of working lines Total # of trouble reports % of trouble reports Total # of tworking lines Total # of trouble reports	#DIV/0! 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Feb 0 0 0	#DIV/0! 0 0 #DIV/0! 56	#DIV/0! 0 0 #DIV/0! 56	May 0 0 0 #DIV/0! 0 #DIV/0! 56	0 0 #DIV/0! 0 0 #DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Total # of service orders Avg, # of business days Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus Total # of working lines Total # of trouble reports % of trouble reports Total # of tworking lines Total # of trouble reports	#DIV/0! 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 #DIV/0! 0 0 #DIV/0!	#DIV/0! 0 0 #DIV/0! 56	#DIV/0! 0 0 #DIV/0! 56	#DIV/0! #DIV/0! 0 0 #DIV/0!	0 0 #DIV/0! 0 0 #DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Total # of service orders Avg, # of business days Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus Total # of working lines Total # of trouble reports % of trouble reports Total # of tworking lines Total # of trouble reports	#DIV/0! 0 0 0 #DIV/0! 57	#DIV/0! 0 0 0 #DIV/0!	0 0 0 #DIV/0!	0 0 0 #DIV/0!	#DIV/0! 0 0 0 #DIV/0!	0 0 0 #DIV/0!						
Avg. # of business days Total # of installation commitments Total # of installation commitment met Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus Total # of working lines Total # of trouble reports % of trouble reports Total # of working lines Total # of working lines Total # of working lines Total # of trouble reports Total # of trouble reports	0 0 0 #DIV/0! 57	0 0 0 #DIV/0!	0 0 0 #DIV/0!	0 0 0 #DIV/0!	0 0 0 #DIV/0!	0 0 0 #DIV/0!						
Total # of installation commitments Total # of installation commitment met Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus Total # of working lines Total # of trouble reports % of trouble reports Total # of trouble reports % of trouble reports % of trouble reports Total # of working lines Total # of working lines Total # of trouble reports Total # of trouble reports	0 0 0 #DIV/0! 57	0 0 0 #DIV/0!	0 0 0 #DIV/0!	0 0 0 #DIV/0!	0 0 0 #DIV/0!	0 0 0 #DIV/0!						
Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus Total # of working lines Total # of trouble reports % of trouble reports Total # of trouble reports Total # of trouble reports % of trouble reports Total # of trouble reports % of trouble reports Total # of trouble reports	0 #DIV/0! 57	56	56	56	#DIV/0! 56	#DIV/0! 56	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus Total # of working lines Total # of trouble reports % of trouble reports Total # of trouble reports % of trouble reports Total # of trouble reports % of trouble reports Total # of working lines Total # of working lines Total # of trouble reports Total # of trouble reports	#DIV/0! 57	56	56	56	#DIV/0! 56	56	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
% of commitment met Acct # for voice or bundle, res+bus Total # of working lines Total # of trouble reports % of trouble reports Total # of trouble reports % of trouble reports Total # of working lines Total # of trouble reports % of trouble reports Total # of working lines Total # of trouble reports	#DIV/0! 57	56	56	56	#DIV/0! 56	56	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Acct # for voice or bundle, res+bus Total # of working lines Total # of trouble reports % of trouble reports Total # of working lines Total # of trouble reports % of trouble reports Total # of working lines Total # of working lines Total # of trouble reports	57	56	56	56	56	56	#DIV/U:	#DIVIO:	#51070:	#51770:	#DIV/0:	#510/0:
Total # of trouble reports % of trouble reports Total # of working lines Total # of trouble reports % of trouble reports % of trouble reports Total # of working lines Total # of trouble reports Total # of trouble reports		91	91	91								
Total # of trouble reports % of trouble reports Total # of working lines Total # of trouble reports % of trouble reports % of trouble reports Total # of working lines Total # of trouble reports Total # of trouble reports		91	91	91								
Total # of trouble reports % of trouble reports Total # of working lines Total # of trouble reports % of trouble reports % of trouble reports Total # of working lines Total # of trouble reports Total # of trouble reports		91	91	91								
% of trouble reports Total # of working lines Total # of trouble reports % of trouble reports Total # of working lines Total # of working lines Total # of trouble reports		91	91	91								
Total # of working lines Total # of trouble reports % of trouble reports Total # of working lines Total # of trouble reports		91	91	91								
Total # of trouble reports % of trouble reports Total # of working lines Total # of trouble reports		91	91	91								
Total # of trouble reports % of trouble reports Total # of working lines Total # of trouble reports		91	91	91								
Total # of working lines Total # of trouble reports		91	91	91						\vdash		
Total # of trouble reports		91 1	91	91						1 1		
Total # of trouble reports		1	2		91	91				4		
·				2	0	1						
	0.00%	1.10%	2.20%	2.20%	0.00%	1.10%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Total # of outage report tickets	0.007	1	1	2	0.0070	1	#B1170.	#B1170.	#B1170.	#E1170.	<u> </u>	<i>"В</i> 1170.
Total # of repair tickets restored in < 24hrs	0	1	1	2	0	1						
% of repair tickets restored ≤ 24 Hours	#DIV/0!	100.00%	100.00%	100.00%	#DIV/0!	100.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Sum of the duration of all outages (hh:mm)	0	3.55	5.78	4.5	0	0						
Avg. outage duration (hh:mm)	#DIV/0!	3.55	5.78	2.25	#DIV/0!	0.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Indicate if catastrophonc event is in a month				-								
Total # of outage report tickets	0	1	1	2	0	1						
Total # of repair tickets restored in ≤ 24hrs	0	0	0	1	0	0						
% of repair tickets restored ≤ 24 Hours	#DIV/0!	0%	0%	50.00%	#DIV/0!	0.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Sum of the duration of all outages (hh:mm)	0.00	544.40	28.13	24.92	0	99.4					1	
Avg. outage duration (hh:mm)	#DIV/0!	544.40	28.13	12.46	#DIV/0!	99.40	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0.00	#DIV/0!
Number of customers who received refunds	0	0	1	0	0	0					1	
Monthly amount of refunds	\$ -	\$ -	\$ 35.35	\$ -	\$ -	\$ -					ı	
)												
Total # of calls for TR, Billing & Non-Billing												
Total # of call seconds to reach live agent												
Ü												
I /o< OU SECUIUS										-		
	% of repair tickets restored ≤ 24 Hours Sum of the duration of all outages (hh:mm) Avg. outage duration (hh:mm) Number of customers who received refunds Monthly amount of refunds g) Total # of calls for TR, Billing & Non-Billing	% of repair tickets restored ≤ 24 Hours #DIV/0! Sum of the duration of all outages (hh:mm) 0.00 Avg. outage duration (hh:mm) #DIV/0! Number of customers who received refunds 0 Monthly amount of refunds \$ - g Total # of calls for TR, Billing & Non-Billing 1 Total # of call seconds to reach live agent	% of repair tickets restored ≤ 24 Hours #DIV/0! 0% Sum of the duration of all outages (hh:mm) 0.00 544.40 Avg. outage duration (hh:mm) #DIV/0! 544.40 Number of customers who received refunds 0 0 Monthly amount of refunds \$ - \$ - 9 Total # of calls for TR, Billing & Non-Billing Total # of call seconds to reach live agent	% of repair tickets restored ≤ 24 Hours #DIV/0! 0% 0% Sum of the duration of all outages (hh:mm) 0.00 544.40 28.13 Avg. outage duration (hh:mm) #DIV/0! 544.40 28.13 Number of customers who received refunds 0 0 1 Monthly amount of refunds \$ - \$ - \$ 35.35 g) h Total # of calls for TR, Billing & Non-Billing Total # of call seconds to reach live agent	% of repair tickets restored ≤ 24 Hours	% of repair tickets restored ≤ 24 Hours #DIV/0! 0% 0% 50.00% #DIV/0! Sum of the duration of all outages (hh:mm) 0.00 544.40 28.13 24.92 0 Avg. outage duration (hh:mm) #DIV/0! 544.40 28.13 12.46 #DIV/0! Number of customers who received refunds 0 0 1 0 0 Monthly amount of refunds \$ - \$ - \$ 35.35 \$ - \$ - Divide the foliable of th	% of repair tickets restored ≤ 24 Hours	% of repair tickets restored ≤ 24 Hours #DIV/0! 0% 0% 50.00% #DIV/0! 0.00% #DIV/0! Sum of the duration of all outages (hh:mm) 0.00 544.40 28.13 24.92 0 99.4 Avg. outage duration (hh:mm) #DIV/0! 544.40 28.13 12.46 #DIV/0! 99.40 #DIV/0! Number of customers who received refunds 0 0 1 0 0 0 Monthly amount of refunds \$ - \$ - \$ 35.35 \$ - \$ - \$ - \$ Total # of calls for TR, Billing & Non-Billing Total # of call seconds to reach live agent	% of repair tickets restored ≤ 24 Hours #DIV/0! 0% 0% 50.00% #DIV/0! 0.00% #DIV/0! #DIV/0! \$Sum of the duration of all outages (hh:mm) 0.00 544.40 28.13 24.92 0 99.4 Ayo. outage duration (hh:mm) #DIV/0! 544.40 28.13 12.46 #DIV/0! 99.40 #DIV/0! #DIV/0! Number of customers who received refunds 0 1 0 0 0 0 Monthly amount of refunds \$ - \$ - \$ 35.35 \$ - \$ - \$ - \$ - \$ - \$ - \$ - \$ - \$ - \$	% of repair tickets restored ≤ 24 Hours #DIV/0! 0% 0% 50.00% #DIV/0! 0.00% #DIV/0! #D	% of repair tickets restored ≤ 24 Hours #DIV/0! 0% 0% 50.00% #DIV/0! 0.00% #DIV/0! #D	% of repair tickets restored ≤ 24 Hours #DIV/0! 0% 0% 50.00% #DIV/0! 0.00% #DIV/0! #D

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 Tel	ephone Company	U#:	1010	Report Year:	2021
Reporting Unit Type:	☐ Total Company ☑ E xchange	☐ Wire Center	Reporting Unit Name:		Trinity Center	

	M	and the Clares and A		Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile m	ontniy, 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	38	11	1	0	16	0						
Min. standard = 5		Total # of service orders	2	1	1	0	3	0						
Willin: Starlaara = 0	bus. days	Avg. # of business days	19.00	11.00	1.00	#DIV/0!	5.33	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of installation commitments	2	1	1	0	3	0						
Installation Comn	mitment	Total # of installation commitment met	0	1	1	0	3	0						
Min. standard = 95	5% commitment met	Total # of installation commitment missed	2	0	0	0	1	0						
		% of commitment met	0%	100%	100%	#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	237	237	236	234	236	236						
Customer Trouble	le Report													
		Total # of working lines												
	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												
	unito w/ 1,001 2,000 inico)	% of trouble reports												
Ā	100/ /10 100 1: 1:	Total # of working lines	281	281	281	277	278	279						
	10% (10 per 100 working lines	Total # of trouble reports	1	201	201	211	6	2/3						
	for units w/ ≤ 1,000 lines)	% of trouble reports	1.42%	0.71%	0.71%	0.72%	2.16%	0.72%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of outage report tickets	4	1	1	2	5	0.7270	#BIVIO.	#BIV/O.	#BIV/0.	#B1170.	#BIV/0.	#DIV/0.
		Total # of repair tickets restored in ≤ 24hrs	3	1	1	2	5	2						
Adjusted		% of repair tickets restored ≤ 24 Hours	75.00%	100.00%	100.00%	100.00%	100.00%	100.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Out of Service Re	enort	Sum of the duration of all outages (hh:mm)	321.17	4.87	2.73	10.35	31,28	8.15						
Min. standard = 90		Avg. outage duration (hh:mm)	80.29	4.87	2.73	5.18	6.26	4.08	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
iviiii otandara – ot	070 III.IIII 2 1 IIIO	Indicate if catastrophonc event is in a month				3112								
Unadjusted		Total # of outage report tickets	4	1	1	2	5	2						
Out of Service Re	eport	Total # of repair tickets restored in ≤ 24hrs	2	0	0	0	0	1						
	•	% of repair tickets restored ≤ 24 Hours	50%	0%	0%	0.00%	0.00%	50.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	737.18	438.42	193.80	294.18	561.05	295.77						
		Avg. outage duration (hh:mm)	184.30	438.42	193.80	147.09	112.21	147.89	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Refunds		Number of customers who received refunds	3	3	1	0	0	1						
		Monthly amount of refunds	\$ 113.80	\$ 98.74	\$ 44.55	\$ -	\$ -	\$ 30.84						
Answer Time (Tro	uble Reports, Billing & Non-Billing)													
Min. standard = 80	0% 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												
5 (%< 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)