

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

UNADJUSTED

Company Name: Happy Valley Telephone Company

U#: 1021

Report Year: 2021

Reporting Unit Type:  Total    E    [    W

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		05/05/21			08/11/21			11/09/21			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	166	107	28	59	45	11	49	22	46			
	Total # of service orders	18	12	9	11	7	7	6	4	6			
	Avg. # of business days	9.22	8.92	3.11	5.36	6.43	1.57	8.17	5.50	7.67			
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	18	12	9	11	7	7	6	4	6			
	Total # of installation commitment met	14	8	7	10	6	7	4	4	3			
	Total # of installation commitment missed	4	4	2	1	1	0	2	0	3			
	% of commitment met	78%	67%	78%	91%	86%	100%	67%	100%	50%			
<b>Customers</b>	Acct # for voice or bundle, res+bus	1,630	1,628	1,615	1,619	1,613	1,610	1,605	1,600	1,585			
<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	1870	1875	1869	1856	1865	1863	1853	1849	1842		
		Total # of trouble reports	27	29	14	18	22	19	117	53	42		
		% of trouble reports	1.44%	1.55%	0.75%	0.97%	1.18%	1.02%	6.31%	2.87%	2.28%		
	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	21	26	9	17	14	15	70	44	32			
	Total # of repair tickets restored in ≤ 24hrs	13	21	9	16	13	14	70	35	28			
	% of repair tickets restored ≤ 24 Hours	61.90%	80.77%	100.00%	94.12%	92.86%	93.33%	100.00%	79.55%	87.50%			
	Sum of the duration of all outages (hh:mm)	4090.63	2252.57	39.72	128.17	489.88	179.35	434.02	557.43	622.67			
	Avg. outage duration (hh:mm)	194.79	86.64	4.41	7.54	34.99	11.96	6.20	12.67	19.46			
	Indicate if catastrophic event is in a month												
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	21	26	9	17	14	15	70	44	32			
	Total # of repair tickets restored in ≤ 24hrs	3	1	3	4	5	8	58	29	20			
	% of repair tickets restored ≤ 24 Hours	14.29%	3.85%	33.33%	23.53%	35.71%	53.33%	82.86%	65.91%	62.50%			
	Sum of the duration of all outages (hh:mm)	10501.72	9252.40	749.65	1133.4	1389.67	1237.93	1613.83	901.52	2174.25			
	Avg. outage duration (hh:mm)	500.08	355.86	83.29	66.67	99.26	82.53	23.05	20.49	67.95			
	Monthly amount of refunds	14	32	3	2	2	1	6	0	3			
<b>Refunds</b>	Number of customers who received refunds	14	32	3	2	2	1	6	0	3			
	Monthly amount of refunds	\$ 503.17	\$ 1,118.60	\$ 122.34	\$ 68.68	\$ 11.72	\$ 30.84	\$ 212.84	\$ -	\$ 98.15			
	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: 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  
 Reporting Unit Type:  Total Company  Exchange  Wire Center

U#: 1010 Report Year: 2020  
 Reporting Unit Name: Igo

Measurement (Compile monthly, file quarterly)		05/05/21			08/11/21			11/09/21			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	8	7	0	0	8	0	1	0	0			
	Total # of service orders	3	2	0	0	1	0	1	0	0			
	Avg. # of business days	2.67	3.50	#DIV/0!	#DIV/0!	8.00	#DIV/0!	1.00	#DIV/0!	#DIV/0!			
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	3	2	0	0	1	0	1	0	0			
	Total # of installation commitment met	3	1	0	0	0	0	1	0	0			
	Total # of installation commitment missed	0	1	0	0	1	0	0	0	0			
	% of commitment met	100%	50%	#DIV/0!	#DIV/0!	0%	#DIV/0!	100%	#DIV/0!	#DIV/0!			
<b>Customers</b>	Acct # for voice or bundle, res+bus	216	214	210	208	209	206	207	207	207			
<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	257	259	255	251	252	251	249	250	250		
		Total # of trouble reports	16	8	2	2	4	4	9	9	17		
		% of trouble reports	6.23%	3.09%	0.78%	0.80%	1.59%	1.59%	3.61%	3.60%	6.80%		
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	14	7	1	2	4	2	7	7	15			
	Total # of repair tickets restored in < 24hrs	7	6	1	1	3	1	7	2	13			
	% of repair tickets restored ≤ 24 Hours	50.00%	85.71%	100.00%	50.00%	75.00%	50.00%	100.00%	28.57%	86.67%			
	Sum of the duration of all outages (hh:mm)	3735.53	474.4	2.32	94.95	443.02	118.02	23.55	207.15	226.53			
	Avg. outage duration (hh:mm)	266.82	67.77	2.32	47.48	110.76	59.01	3.36	29.59	15.10			
	Indicate if catastrophic event is in a month												
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	14	7	1	2	4	2	7	7	15			
	Total # of repair tickets restored in < 24hrs	1	0	1	1	2	0	5	0	9			
	% of repair tickets restored ≤ 24 Hours	7%	0%	100%	50.00%	50.00%	0.00%	71%	0%	60%			
	Sum of the duration of all outages (hh:mm)	8921.15	2586.20	19.55	94.97	551.57	503.70	300.97	301.37	768.40			
	Avg. outage duration (hh:mm)	637.23	369.46	19.55	47.49	137.89	251.85	43.00	43.05	51.23			
<b>Refunds</b>	Number of customers who received refunds	5	15	0	0	2	0	1	0	1			
	Monthly amount of refunds	\$ 176.77	\$ 519.99	\$ -	\$ -	\$ 11.72	\$ -	\$ 29.85	\$ -	\$ 21.85			
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  
Reporting Unit Type:  Total Company  Exchange  Wire Center

U#: 1010 Report Year: 2021  
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	5	0	0	0	0	0	25	0	0			
	Total # of service orders	1	0	0	0	0	0	1	0	0			
	Avg. # of business days	5.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	25.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	1	0	0	0	0	0	1	0	0			
	Total # of installation commitment met	1	0	0	0	0	0	0	0	0			
	Total # of installation commitment missed	0	0	0	0	0	0	1	0	0			
% of commitment met	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Customers</b>	Acct # for voice or bundle, res+bus	52	51	51	51	51	51	52	52	52			
<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	85	84	84	84	87	87	87	88	88		
		Total # of trouble reports	3	8	2	1	2	3	7	5	2		
		% of trouble reports	3.53%	9.52%	2.38%	1.19%	2.30%	3.45%	8.05%	5.68%	2.27%		
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	3	8	2	1	1	3	0	5	2			
	Total # of repair tickets restored in ≤ 24hrs	3	6	2	1	1	3	0	5	2			
	% of repair tickets restored ≤ 24 Hours	100.00%	75.00%	100.00%	100.00%	100.00%	100.00%	#DIV/0!	100.00%	100.00%			
	Sum of the duration of all outages (hh:mm)	33.93	205.54	12.85	6.02	2.77	3.17	0	47.8	19.62			
	Avg. outage duration (hh:mm)	11.31	25.69	6.43	6.02	2.77	1.06	#DIV/0!	9.56	9.81			
	Indicate if catastrophic event is in a month												
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	3	8	2	1	1	3	0	5	2			
	Total # of repair tickets restored in < 24hrs	0	0	0	0	0	1	0	5	1			
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0.00%	0.00%	33.33%	#DIV/0!	100%	50%			
	Sum of the duration of all outages (hh:mm)	843.38	2988.95	34.37	77.42	199.65	234.12	0.00	55.47	40.98			
	Avg. outage duration (hh:mm)	281.13	373.62	17.19	77.42	199.65	78.04	#DIV/0!	11.09	20.49			
<b>Refunds</b>	Number of customers who received refunds	0	5	0	0	0	0	0	0	0			
	Monthly amount of refunds	\$ -	\$ 168.59	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
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: \_\_\_\_\_

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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)  
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: 2021

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	115	89	27	59	21	11	5	22	46			
	Total # of service orders	12	9	8	11	3	7	1	4	6			
	Avg. # of business days	9.58	9.89	3.38	5.36	7.00	1.57	5.00	5.50	7.67	#DIV/0!	#DIV/0!	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	12	9	8	11	3	7	1	4	6			
	Total # of installation commitment met	10	6	6	10	3	7	1	4	3			
	Total # of installation commitment missed	2	3	2	1	0	0	0	0	3			
	% of commitment met	83%	67%	75%	91%	100%	100%	100%	100%	50%	#DIV/0!	#DIV/0!	
<b>Customers</b>	Acct # for voice or bundle, res+bus	1068	1070	1062	1070	1061	1061	1055	1051	1052			
<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	1155	1160	1158	1153	1157	1155	1147	1144	1139		
		Total # of trouble reports	4	10	6	11	10	9	59	12	8		
		% of trouble reports	0.35%	0.86%	0.52%	0.95%	0.86%	0.78%	5.14%	1.05%	0.70%		
	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	0	9	4	10	4	7	55	8	4			
	Total # of repair tickets restored in ≤ 24hrs	0	7	4	10	4	7	55	5	3			
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	77.78%	100.00%	100.00%	100.00%	100.00%	100.00%	62.50%	75.00%			
	Sum of the duration of all outages (hh:mm)	0	1564.22	16.04	12.35	12.82	50.02	371.43	144.55	299.02			
	Avg. outage duration (hh:mm)	#DIV/0!	173.80	4.01	1.24	3.21	7.15	6.75	18.07	74.76			
	Indicate if catastrophic event is in a month												
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	0	9	4	10	4	7	55	8	4			
	Total # of repair tickets restored in ≤ 24hrs	0	1	2	2	3	6	50	4	2			
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	11%	50%	20.00%	75.00%	85.71%	91%	50%	50%			
	Sum of the duration of all outages (hh:mm)	0.00	2694.43	164.43	641.93	77.4	104.95	681.28	189.12	748.13			
	Avg. outage duration (hh:mm)	0.00	299.38	41.11	64.19	19.35	14.99	12.39	23.64	187.03			
	Number of customers who received refunds	6	9	1	2	0	0	2	0	2			
<b>Refunds</b>	Monthly amount of refunds	\$ 212.60	\$ 331.28	\$ 42.44	\$ 68.68	\$ -	\$ -	\$ 67.75	\$ -	\$ 76.30			
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  
 Reporting Unit Type:  Total Company  Exchange  Wire Center

U#: 1010 Report Year: 2021  
 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	0	0	0	0	0	0	0	0	0	0	0	
	Total # of service orders	0	0	0	0	0	0	0	0	0	0	0	
	Avg. # of business days	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	0	0	0	0	0	0	0	0	0	0	0	
	Total # of installation commitment met	0	0	0	0	0	0	0	0	0	0	0	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	
% of commitment met	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!		
<b>Customers</b>	Acct # for voice or bundle, res+bus	57	56	56	56	56	56	55	55	54			
<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	92	91	91	91	91	91	91	90	89		
		Total # of trouble reports	0	1	2	2	0	1	0	3	2		
		% of trouble reports	0.00%	1.10%	2.20%	2.20%	0.00%	1.10%	0.00%	3.33%	2.25%		
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	1	1	2	0	1	0	3	2			
	Total # of repair tickets restored in < 24hrs	0	1	1	2	0	1	0	3	1			
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	100.00%	100.00%	100.00%	#DIV/0!	100.00%	#DIV/0!	100.00%	50.00%			
	Sum of the duration of all outages (hh:mm)	0	3.55	5.78	4.5	0	0	0	22.95	26.05			
	Avg. outage duration (hh:mm)	#DIV/0!	3.55	5.78	2.25	#DIV/0!	0.00	#DIV/0!	7.65	13.03			
Indicate if catastrophic event is in a month													
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	0	1	1	2	0	1	0	3	2			
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	1	0	0	0	2	0			
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	0%	0%	50.00%	#DIV/0!	0.00%	#DIV/0!	67%	0%			
	Sum of the duration of all outages (hh:mm)	0.00	544.40	28.13	24.92	0	99.4	0.00	99.27	360.52			
	Avg. outage duration (hh:mm)	#DIV/0!	544.40	28.13	12.46	#DIV/0!	99.40	#DIV/0!	33.09	180.26			
<b>Refunds</b>	Number of customers who received refunds	0	0	1	0	0	0	0	0	0			
	Monthly amount of refunds	\$ -	\$ -	\$ 35.35	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
<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  
 Reporting Unit Type:  Total Company  Exchange  Wire Center

U#: 1010 Report Year: 2021  
 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	38	11	1	0	16	0	18	0	0			
	Total # of service orders	2	1	1	0	3	0	3	0				
	Avg. # of business days	19.00	11.00	1.00	#DIV/0!	5.33	#DIV/0!	6.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	2	1	1	0	3	0	3	0	0			
	Total # of installation commitment met	0	1	1	0	3	0	2	0	0			
	Total # of installation commitment missed	2	0	0	0	1	0	1	0	0			
% of commitment met	0%	100%	100%	#DIV/0!	100%	#DIV/0!	67%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!		
<b>Customers</b>	Acct # for voice or bundle, res+bus	237	237	236	234	236	236	236	235	220			
<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	281	281	281	277	278	279	279	277	276		
		Total # of trouble reports	4	2	2	2	6	2	42	24	13		
		% of trouble reports	1.42%	0.71%	0.71%	0.72%	2.16%	0.72%	15.05%	8.66%	4.71%		
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	4	1	1	2	5	2	8	21	9			
	Total # of repair tickets restored in ≤ 24hrs	3	1	1	2	5	2	8	20	9			
	% of repair tickets restored ≤ 24 Hours	75.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	95.24%	100.00%			
	Sum of the duration of all outages (hh:mm)	321.17	4.87	2.73	10.35	31.28	8.15	39.03	134.98	51.45			
	Avg. outage duration (hh:mm)	80.29	4.87	2.73	5.18	6.26	4.08	4.88	6.43	5.72			
	Indicate if catastrophic event is in a month												
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	4	1	1	2	5	2	8	21	9			
	Total # of repair tickets restored in ≤ 24hrs	2	0	0	0	0	1	3	18	8			
	% of repair tickets restored ≤ 24 Hours	50%	0%	0%	0.00%	0.00%	50.00%	38%	86%	89%			
	Sum of the duration of all outages (hh:mm)	737.18	438.42	193.80	294.18	561.05	295.77	631.58	256.32	256.22			
	Avg. outage duration (hh:mm)	184.30	438.42	193.80	147.09	112.21	147.89	78.95	12.21	28.47			
<b>Refunds</b>	Number of customers who received refunds	3	3	1	0	0	1	3	0	0			
	Monthly amount of refunds	\$ 113.80	\$ 98.74	\$ 44.55	\$ -	\$ -	\$ 30.84	\$ 115.24	\$ -	\$ -			
<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)