UNADJUSTED

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

Company Name:	Нар	py Valley Tel	ephone Compan	<u> </u>	U#:	1021	Report Year:	2021
Reporting Unit Type:	✓ Total	E	[w		Reporting Unit N	lame:	Total Company	

Installation Interval Min. standard = 5 bus. days	Ma	assurament (Compile m	onthly file quarterly)	05/05/21				08/11/21				Date filed			
Installation Interval	ivie	easurement (Compile in	onthly, me quarterly)					2nd Quarter			3rd Quarter			4th Quarter	•
Installation Interval Installation Interval Installation Interval Installation Interval Installation State Sus. days Sus. da													Oct	Nov	Dec
Min. standard = 5 bus. days Iolal # of service orders 18	allation Interval								11						
Avg. # of outsiness adys 9.22 9.32 3.11 5.50 6.43 1.57 8.17 5.50 7.		avs							7		7	6			
Installation Commitment Total # of installation commitment met 14 8 7 10 6 7 4 4	otaniaara o bao. aay	.,,							1.57	8.17	5.50	7.67			
Min. standard = 95% commitment met Total # of installation commitment missed 4							11	7	7	6	4	6			
So Commitment met 78% 67% 78% 91% 86% 100% 67% 100% 55				14	8		10	6	7	4	4	3			
Customers Acct # for voice or bundle, res+bus 1,630 1,628 1,615 1,619 1,613 1,610 1605 1,600 1,500	standard = 95% comn	nmitment met	Total # of installation commitment missed	-	4	_	1	1	0	_	O	3			
Customer Trouble Report			% of commitment met	78%	67%	78%	91%	86%	100%	67%	100%	50%			
Total # of working lines for units w/ ≥ 3,000 lines) Total # of trouble reports Total # of route report tickets Total # of	tomers		Acct # for voice or bundle, res+bus	1,630	1,628	1,615	1,619	1,613	1,610	1605	1,600	1,585			
Section Sec	tomer Trouble Report	ort													
Variety Var	T	/ (0	Total # of working lines												
## Units w/ ≥ 3,000 lines ## We for trouble reports ## We for trouble reports ## Total # of outage report tickets ## Total # of outage report tickets ## Total # of outage report tickets restored ≤ 24 Hours ## Hours of the duration of all outages (hh:mm) ## House out of Service Report ## Total # of outage report tickets ## Total # of outage report tickets ## Total # of outage report tickets restored ≤ 24 Hours ## Hours outage to the found of all outages (hh:mm) ## House outage to the found of all outages (hh:mm) ## House outage to the found of all outages (hh:mm) ## Total # of outage report tickets ## Total # of outage re			Total # of trouble reports					İ							
Soft touble reports 1.44% 1.55% 0.75% 0.97% 1.18% 1.02% 6.31% 2.87% 2.28	units	ts w/ ≥ 3,000 lines)	% of trouble reports												
Figure Section Sect	, a	/ (0	Total # of working lines	1870	1875	1869	1856	1865	1863	1853	1849	1842			
Soft touble reports 1.44% 1.55% 0.75% 0.97% 1.18% 1.02% 6.31% 2.87% 2.28	<u>t</u>														
Total # of working lines for units w/ ≤ 1,000 lines) Total # of working lines for units w/ ≤ 1,000 lines) Total # of working lines for units w/ ≤ 1,000 lines) Total # of working lines for units w/ ≤ 1,000 lines) Total # of working lines for units w/ ≤ 1,000 lines) Total # of working lines for units w/ ≤ 1,000 lines) Total # of working lines for units w/ ≤ 1,000 lines) Total # of working lines for units w/ ≤ 1,000 lines) Total # of working lines for units w/ ≤ 1,000 lines) Total # of outage report tickets sestored in ≤ 24hrs 13		ts w/ 1,001 - 2,999 lines)										2.28%			
Total # of trouble reports Total # of trouble reports So of trouble reports Total # of trouble reports Total # of outage report tickets So of trouble reports 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 Refunds Number of customers who received refunds Total # of customers whore received refunds Total # of customers who received refunds Total # of custo	<u> </u>	.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		1.4470	1.0070	0.7070	0.01 70	1.10%	1.0270	0.0170	2.0170	2.2070			
Note Figure Fi															
Total # of outage report tickets 21 26 9 17 14 15 70 44	for u	for units w/ \$ 1,000 lines)													
Total # of repair tickets restored in ≤ 24hrs 13 21 9 16 13 14 70 35				21	26	q	17	14	15	70	44	32			
Adjusted % of repair tickets restored ≤ 24 Hours 61.90% 80.77% 100.00% 94.12% 92.86% 93.33% 100.00% 79.55% 87.50 Out of Service Report Sum of the duration of all outages (hh:mm) 4090.63 2252.57 39.72 128.17 499.88 179.35 434.02 557.43 622 Min. standard = 90% within 24 hrs Avg. outage duration (hh:mm) 194.79 86.64 4.41 7.54 34.99 11.96 6.20 12.67 19. Indicate if catastrophonc event is in a month Total # of outage report tickets 21 26 9 17 14 15 70 44 Out of Service Report Total # of repair tickets restored in ≤ 24 Hours 3 1 3 4 5 8 58 29 % of repair tickets restored ≤ 24 Hours 14.29% 3.85% 33.33% 23.53% 35.71% 53.33% 82.86% 65.91% 62.51 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)<															
Out of Service Report 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 Min. standard = 90% within 24 hrs Avg. outage duration (hh:mm) 194.79 86.64 4.41 7.54 34.99 11.96 6.20 12.67 19 Indicate if catastrophonc event is in a month Total # of outage report tickets 21 26 9 17 14 15 70 44 Out of Service Report Total # of repair tickets restored in ≤ 24hrs 3 1 3 4 5 8 58 29 % of repair tickets restored ≤ 24 Hours 14.29% 3.85% 33.33% 23.53% 35.71% 53.33% 82.86% 65.91% 62.51 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 Refunds Number of customers who received refunds 14 32 3 2 2 1 6	ictod											87.50%			
Min. standard = 90% within 24 hrs												622.67			
Indicate if catastrophonc event is in a month		nin 24 hro	3 1 /									19.46			
Unadjusted Total # of outage report tickets 21 26 9 17 14 15 70 44 Out of Service Report Total # of repair tickets restored in ≤ 24 hrs 3 1 3 4 5 8 58 29 % 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. Refunds Number of customers who received refunds 14 32 3 2 2 1 6 0	Standard - 90 /6 Within			194.79	00.04	4.41	7.54	34.99	11.50	0.20	12.07	13.40			
Unadjusted 21 26 9 17 14 15 70 44 Out of Service Report Total # of repair tickets restored in ≤ 24 hrs 3 1 3 4 5 8 58 29 % of repair tickets restored ≤ 24 Hours 14.29% 3.85% 33.33% 23.53% 35.71% 53.33% 82.86% 65.91% 62.5f 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 Refunds Number of customers who received refunds 14 32 3 2 2 1 6 0			Indicate if catastrophonc event is in a month												
Unadjusted 21 26 9 17 14 15 70 44 Out of Service Report Total # of repair tickets restored in ≤ 24 hrs 3 1 3 4 5 8 58 29 % of repair tickets restored ≤ 24 Hours 14.29% 3.85% 33.33% 23.53% 35.71% 53.33% 82.86% 65.91% 62.5f 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. Refunds Number of customers who received refunds 14 32 3 2 2 1 6 0			Total # of outage report tickets												
Out of Service Report Total # of repair tickets restored in ≤ 24hrs 3 1 3 4 5 8 58 29 % of repair tickets restored ≤ 24 Hours 14.29% 3.85% 33.33% 23.53% 35.71% 53.33% 82.86% 65.91% 62.51 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. Refunds Number of customers who received refunds 14 32 3 2 2 1 6 0	diusted		Total # of outage report tickets	21	26	9	17	14	15	70	44	32			
% 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 (h:mm) 500.08 355.86 83.29 66.7 99.26 82.53 23.05 20.49 67. Refunds Number of customers who received refunds 14 32 3 2 2 1 6 0			Total # of repair tickets restored in < 24hrs	3	1	3	4		8						
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. Refunds Number of customers who received refunds 14 32 3 2 2 1 6 0	or our vice report			14.29%	3.85%	33.33%	23.53%	35.71%	53.33%			62.50%			
Avg. outage duration (hh:mm) 500.08 355.86 83.29 66.67 99.26 82.53 23.05 20.49 67. Refunds Number of customers who received refunds 14 32 3 2 2 1 6 0												2174.25		İ	
Refunds Number of customers who received refunds 14 32 3 2 2 1 6 0															
	ınds					3	2	2	1	6		3			
I INVOLUTION AMOUNT OF FEBRUARS 15 503.17 15 1.118.00 15 122.34 15 08.08 15 11.72 15 30.84 15 212.84 15 - 15 98.7			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)	ver Time (Trouble Rep		,		, ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,									ĺ	
Min. standard = 80% of calls ≤ 60 seconds to reach Total # of calls for TR, Billing & Non-Billing			Total # of calls for TR. Billing & Non-Billing					İ						İ	
live agent (w/a menu option to reach live agent). Total # of call seconds to reach live agent															
%< 60 seconds	5 (zzopuo														

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 Comp	oany		U#: 1010 Report Yo			Report Year:	port Year: 2020					
Reporting Unit Ty	/pe:	☐ Total Company ☑ Exchange ☐ Wire Center					Reporting Unit Nar	me:		Igo				
				05/05/21			08/11/21			11/09/21			Date filed	
	Measurement (Compile me	onthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun			Sept			Dec
		Total # of business days	8	7	0	0	8	0	1	0	0	·		
nstallation Interval		Total # of service orders	3	2	0	0	1	0	1	0	0			
Min. standard = 5 bu	is. days	Avg. # of business days	2.67	3.50	#DIV/0!	#DIV/0!	8.00	#DIV/0!	1.00	#DIV/0!	#DIV/0!	1		
		Total # of installation commitments	3	2	0	0	1	0	1	0	0	4		
nstallation Commit	tment	Total # of installation commitment met	3	1	0	0	0	0	1	0	0	i		
Min. standard = 95%	commitment met	Total # of installation commitment missed	0	1	0	0	1	0	0	0	0	i		
		% of commitment met	100%	50%	#DIV/0!	#DIV/0!	0%	#DIV/0!	100%	#DIV/0!	#DIV/0!	i		
Customers		Acct # for voice or bundle, res+bus	216	214	210	208	209	206	207	207	207	1		
Customer Trouble I	Report											1		
	C0/ (C 100	Total # of working lines										1		
	6% (6 per 100 working lines for	Total # of trouble reports										ı		
臣	units w/ ≥ 3,000 lines)	% of trouble reports										1		
g		Total # of working lines										·		
fa .	8% (8 per 100 working lines for	Total # of trouble reports											 	
δ.	units w/ 1,001 - 2,999 lines)	% of trouble reports											 	
Ē Ē														
_	10% (10 per 100 working lines	Total # of working lines	257	259	255	251	252	251	249		250			
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	16	8	2 700/	2 2 2 2 2	4 500/	4 500/	9	9	17			
		% of trouble reports	6.23%	3.09%	0.78%	0.80%	1.59%	1.59%	3.61%	3.60%	6.80%			
		Total # of outage report tickets Total # of repair tickets restored in < 24hrs	14	1	1	2	4	2	7	7	15 13			
Adiustad		% of repair tickets restored in ≤ 24 Hours	50.00%	85.71%	100.00%	50.00%	75.00%	50.00%	100.00%	28.57%	86.67%			
Adjusted	at	Sum of the duration of all outages (hh:mm)	3735.53	474.4	2.32	94.95	443.02	118.02	23.55		226.53			
Out of Service Repo Min. standard = 90%		Avg. outage duration (hh:mm)	266.82	67.77	2.32	94.95 47.48	110.76	59.01	3.36		15.10			
viiri. Stariuaru – 90%	within 24 hrs	Avg. outage duration (fin.min)	200.02	07.77	2.32	47.40	110.76	59.01	3.30	29.59	15.10			
		Indicate if catastrophonc event is in a month										<u> </u>		
		Total # of outage report tickets	14	7	1	2	4	2	7	7	15			
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	1	0	1	1	2	0			9		<u> </u>	
Out of Service Rep	οπ	% of repair tickets restored ≤ 24 Hours	7%	0%	100%	50.00%	50.00%	0.00%	71%		60%			
		Sum of the duration of all outages (hh:mm)	8921.15	2586.20	19.55	94.97	551.57	503.70	300.97		768.40			
D-6		Avg. outage duration (hh:mm)	637.23	369.46	19.55	47.49	137.89	251.85	43.00	43.05	51.23			
Refunds		Number of customers who received refunds	Ć 470.77	f 540.00	0	0	£ 44.70	0	¢ 00.05	0	n 04.05			
T: /T 1		Monthly amount of refunds	\$ 176.77	\$ 519.99	\$ -	\$ -	\$ 11.72	\$ -	\$ 29.85	\$ -	\$ 21.85			
	le Reports, Billing & Non-Billing)	Total # of collector TD Dillion 9 Non Dillion												
	of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing								-			++	
ive agent (w/a ment	u option to reach live agent).	Total # of call seconds to reach live agent								-			++	
		% <u><</u> 60 seconds												
					Primary Utility Co	ntact 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)

1010

Report Year:

2021

Reporting Unit Type: Total Company			r			Reporting Unit Name: Minersville							-	
				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	De
		Total # of business days	5	0	0	0	0		25		0			
Installation Interval		Total # of service orders	1	0	0	0	0	0	1	0	0			
Min. standard = 5 bu	us. days	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!	#DIV
		Total # of installation commitments	1	0	0	0	0	0	1	0	0			
Installation Commi	tment	Total # of installation commitment met	1	0	0	0	0	0	0	0	0			
Min. standard = 95%		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
Customers		Acct # for voice or bundle, res+bus	52	51	51	51	51				52	1151170.	#51770.	,,,,,,,
Customer Trouble	Report												 	+
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
7	units w/ ≥ 3,000 lines)	% of trouble reports											1	
Min. Standard														+
ä	8% (8 per 100 working lines for	Total # of working lines												<u> </u>
ş	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												<u> </u>
≟		% of trouble reports												<u> </u>
Σ	10% (10 per 100 working lines	Total # of working lines	85	84	84	84	87	87	87	88	88		<u> </u>	
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	3	8	2	1	2	J	7	5	2			
	= 1,000,	% of trouble reports	3.53%	9.52%	2.38%	1.19%	2.30%	3.45%	8.05%	5.68%	2.27%		<u> </u>	
		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			
Adjusted		% of repair tickets restored ≤ 24 Hours	100.00%	75.00%	100.00%	100.00%	100.00%	100.00%	#DIV/0!	100.00%	100.00%			
Out of Service Rep		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			
Min. standard = 90%	6 within 24 hrs	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 catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	3	8	2	1	1	3	0	5	2			
Out of Service Rep	ort	Total # of repair tickets restored in < 24hrs	0	0	0	0	0	1	0	5	1			
out of octation rep		% 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			
Refunds		Number of customers who received refunds	0	5	0	0	0	0	0	0	0			
		Monthly amount of refunds	\$ -	\$ 168.59	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
Answer Time (Troub	ole Reports, Billing & Non-Billing)													
	6 of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												1
	u option to reach live agent).	Total # of call seconds to reach live agent												1
5 (. 3	%< 60 seconds												1

Primary Utility Contact Information

Phone:

Company Name:

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)

Happy Valley Telephone Company

				•	onoral Grav		_							
Company Name:		Happy Valley Telephone Compan	у				U#:	1010			Report Year:		2021	
Reporting Unit Ty	pe:	☐ Total Company ☐ Exchange ☐ Wire Center	г				Reporting U	nit Name:	-	Olinda				
	M	and the file was to the		Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile mo	ontniy, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
stallation Interval		Total # of business days	115	89		59		11	5	22	46			
lin. standard = 5 bus	s davs	Total # of service orders	12	9	8	11	3	7	1	4	6	L	ļ!	
otaniaara o par	uu, o	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!	#DIV/0!
		Total # of installation commitments	12	9	8	11	3	7	1	4	6			
stallation Commit		Total # of installation commitment met	10	6	6	10	3	7	1	4	3			
lin. standard = 95%	commitment met	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!	#DIV/0!
ustomers		Acct # for voice or bundle, res+bus	1068	1070	1062	1070	1061	1061	1055	1051	1052			
ustomer Trouble F	Report											1		
	00/ /0 400 1: 1: 5	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports										1		
ard	units w/ ≥ 3,000 lines)	% of trouble reports												
Ē	8% (8 per 100 working lines for	Total # of working lines	1155	1160	1158	1153	1157	1155	1147	1144	1139	1 '		
Sta		Total # of trouble reports	4	10	6	11	10	9	59	12	8			
Ë	anto w, 1,001 - 2,000 mies)	% of trouble reports	0.35%	0.86%	0.52%	0.95%	0.86%	0.78%	5.14%	1.05%	0.70%	1		
Ē	10% (10 per 100 working lines	Total # of working lines						_						

Total # of outage report tickets 10 55 Total # of repair tickets restored in < 24hrs 55 10 4 #DIV/0! 100.00% % of repair tickets restored ≤ 24 Hours 77.78% 100.00% 100.00% 100.00% 100.00% 62.50% 75.00% Adjusted Sum of the duration of all outages (hh:mm) 1564.22 16.04 12.35 12.82 50.02 371.43 144.55 299.02 Out of Service Report Avg. outage duration (hh:mm) #DIV/0! 173.80 4.01 1.24 3.21 7.15 6.75 18.07 74.76 Min. standard = 90% within 24 hrs Indicate if catastrophonc event is in a month

Total # of repair tickets restored in < 24hrs 50 Out of Service Report % of repair tickets restored ≤ 24 Hours #DIV/0! 11% 50% 20.00% 75.00% 85.71% 50% 50% 748.13 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 Avg. outage duration (hh:mm) 299.38 19.35 14.99 12.39 23.64 187.03 Number of customers who received refunds Refunds 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 Total # of calls for TR, Billing & Non-Billing live agent (w/a menu option to reach live agent). Total # of call seconds to reach live agent %<60 seconds

Primary Utility Contact Information

Phone:

Email: ____

Date Adopted: 7/28/09

Unadjusted

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)

Name:

Total # of trouble reports

Total # of outage report tickets

% of trouble reports

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

for units w/ ≤ 1,000 lines)

Company Name:		Happy Valley Telephone Com	pany				U#:	1010			Report Year:		2021	
Reporting Unit Ty	rpe:	☐ Total Company ☑ E xchange ☐ W ire Cente	r				Reporting Unit Na	me:		Platina				
				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile mo	onthly, file quarterly)	Jan	1st Quarter Feb	Mar	Apr	2nd Quarter May	Jun	July	3rd Quarter	Sept	Oct	4th Quarter	Dec
		Total # of business days	0	0	0	0	0	0	0	7.09	0			
nstallation Interval		Total # of service orders	0	0	0	0	0	0	0	0	0			
Min. standard = 5 bu	is. days	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!	#DIV/0!
		Total # of installation commitments	0	0	0	0	0	0	0	0	0			
nstallation Commit	tment	Total # of installation commitment met	0	0	0	0	0	0	0	0	0			
Min. standard = 95%	commitment met	Total # of installation commitment missed	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!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	57	56	56	56	56	56	55		54			
Customer Trouble F	Report													
- uotomor riousio i	1	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
9	units w/ ≥ 3,000 lines)	% of trouble reports												
ā														
ĕ	8% (8 per 100 working lines for	Total # of working lines												
ž	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
Ε		% of trouble reports												
Σ	10% (10 per 100 working lines	Total # of working lines	92	91	91	91	91	91	91	90	89			
	for units w/ ≤ 1,000 lines)	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%			
		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			
Adjusted		% of repair tickets restored ≤ 24 Hours	#DIV/0!	100.00%	100.00%	100.00%	#DIV/0!	100.00%	#DIV/0!	100.00%	50.00%			
Out of Service Repo	ort	Sum of the duration of all outages (hh:mm)	0	3.55	5.78	4.5	0	0	0	22.95	26.05			
Min. standard = 90%	within 24 hrs	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 catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	0	1	1	2	0	1	0	3	2			
Out of Service Repo	ort	Total # of repair tickets restored in ≤ 24hrs	0	0	0	1	0	0		_	0			
		% of repair tickets restored ≤ 24 Hours	#DIV/0!	0%	0%	50.00%	#DIV/0!	0.00%	#DIV/0!		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			
Refunds		Number of customers who received refunds	0	0	1	0	0	0	0	0	0			
		Monthly amount of refunds	\$ -	\$ -	\$ 35.35	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
	le Reports, Billing & Non-Billing)													
	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												
		% <u><</u> 60 seconds												
			'		Primary Utility Co	entact 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)

Company Name:		Happy Valley Telephone Comp	any				U#:	1010	1010 Report Year:			2021	-	
Reporting Unit Ty	ype:	☐ Total Company ☑ Exchange ☐ Wire Center					Reporting Unit Na	me:		Trinity Cente	r			-
				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile mo	onthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarte	
		Total # of business days	Jan 38	Feb 11	Mar	Apr	May 16	Jun	July 18	Aug 0	Sept	Oct	Nov	Dec
Installation Interval		Total # of business days Total # of service orders	2	11	1	0	10	0	3		0			
Min. standard = 5 bu	us. days	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!
		Total # of installation commitments	19.00	11.00	1.00	#DIV/0!	3.33	#DIV/0!	3	#DIV/0:	#DIV/0!	#DIV/0:	#DIV/0!	#DIV/0:
Installation Commit	tt	Total # of installation commitment met		1	<u></u>	0	3	0	2	0	0	-		
Min. standard = 95%			2	1	1	0	3	0	2	0	0			
iviin. standard = 95%	6 commitment met	Total # of installation commitment missed		1000/	1000/	(IDI) ((O)	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0	1	((D)) ((0)	((5)) ((6)	#PD #401	//D II //OI	//DIV //OI
		% of commitment met	0%	100%	100%	#DIV/0!	100%	#DIV/0!	67%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	237	237	236	234	236	236	236	235	220			
Customer Trouble	Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
ē	units w/ ≥ 3,000 lines)	% of trouble reports												
룡														
ä	8% (8 per 100 working lines for	Total # of working lines												
St	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
Min. Standard		% of trouble reports												
Σ	10% (10 per 100 working lines	Total # of working lines	281	281	281	277	278	279	279	277	276			
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	4	2	2	2	6	2	42					
	= 1,000,	% of trouble reports	1.42%	0.71%	0.71%	0.72%	2.16%	0.72%	15.05%	8.66%	4.71%			
		Total # of outage report tickets	4	1	1	2	5	2	8	21				
		Total # of repair tickets restored in ≤ 24hrs	3	1	1	2	5	2	8	20				
Adjusted		% of repair tickets restored ≤ 24 Hours	75.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	95.24%				
Out of Service Rep	ort	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				
Min. standard = 90%	6 within 24 hrs	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 catastrophonc event is in a month												
l loca dissata d		Total # of outage report tickets	4	1	1	2		2		21				
Unadjusted		Total # of repair tickets restored in < 24hrs	2	0	<u> </u>	2	5		3					
Out of Service Rep	ооп	% 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			
Refunds		Number of customers who received refunds	104.50	430.42	195.00	147.03	112.21	147.03	70.93	12.21	20.47			
Retuilus		Monthly amount of refunds	\$ 113.80	\$ 98.74	\$ 44.55	\$ -	\$ -	\$ 30.84	\$ 115.24	\$ -	\$ -			
Anguar Timo (Troub	ole Reports, Billing & Non-Billing)	Worlding amount or returns	ψ 115.00	ψ 30.7 4	Ψ 44.55	Ψ -	Ψ -	ψ 30.0 4	Ψ 115.24	Ψ -	Ψ -			
	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing									<u> </u>	 		
	u option to reach live agent).	Total # of call seconds to reach live agent									†	1		
iive agerii (w/a meni	u option to reach live agent).	%< 60 seconds				-			-		1	1		-
		/0=00 seconds									 	 		
		l .				l l			l		I.	l	l	
					Primary Utility Co	ontact Information								

Phone:

Email:

Manager.	

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