## **ADJUSTED**

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

Company Name:	Happy Valley Telephone Company			U#:	1021	Report Year:	2021
Reporting Unit Type:	☑ Total	Е	w	Reporting	Unit Name:	Total Company	

				05	5/05/21			08/1	1/21			11/09/21			02/07/22	
	Measurement (Compile n	nonthly, file quarterly)		1et	t Quarter			2nd Q	luartor				4th Quarter			
			Jan	131	Feb	Mar	Apr	Ma Ma		Jun	July	3rd Quarter Aug	Sept	Oct	Nov	Dec
Installation Interva	-1	Total # of business days	1	166	107	28	5	9	45	11	49	22	46	26	57	44
		Total # of service orders		18	12	9	1	1	7	7	6	4	6	2	8	8
Min. standard = 5 b	ous. days	Avg. # of business days	9	.22	8.92	3.11	5.3	3	6.43	1.57	8.17	5.50	7.67	13.00	7.13	5.50
		Total # of installation commitments		18	12	9	1	1	7	7	6	4	6	2	8	8
Installation Comm	nitment	Total # of installation commitment met		14	8	7	1	)	6	7	4	4	3	1	7	8
Min. standard = 95	% commitment met	Total # of installation commitment missed		4	4	2		1	1	0	2	0	3	1	1	
mini standard 55% seminanent met		% of commitment met	7	8%	67%	78%	919	6	86%	100%	67%	100%	50%	50%	88%	100%
Customers		Acct # for voice or bundle, res+bus	1.6		1.628	1,615	1.61		1.613	1,610	1605	1.600		1569	1.563	1.560
Customer Trouble	Report	/ took // for voice of Burials, roombus	1,0	,,,,	1,020	1,010	.,01	1	1,010	1,010	1000	1,000	1,000	1000	1,000	1,000
Justomor Housie		Total # of working lines						1							1	
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports														
Standard	units w/ 2 3,000 lines)	% of trouble reports														
힏	8% (8 per 100 working lines for	Total # of working lines	18	370	1875	1869	185	3	1865	1863	1853	1849	1842	1,822	1,810	1,800
jta .	units w/ 1,001 - 2,999 lines)	Total # of trouble reports		21	29	14	1	3	21	18	117	53	42	25	19	24
9	units w/ 1,001 - 2,999 lines)	% of trouble reports	1.1	2%	1.55%	0.75%	0.979	6	1.13%	0.97%	6.31%	2.87%	2.28%	1.37%	1.05%	1.33%
Mi n.	10% (10 per 100 working lines	Total # of working lines														
	for units w/ ≤ 1,000 lines)	Total # of trouble reports														
IC	ioi units w/ ± 1,000 lines)	% of trouble reports														
		Total # of outage report tickets		15	26	9	1	7	13	14	70	44	32	19	15	16
		Total # of repair tickets restored in < 24hrs		13	21	9	1	3	13	14	70	35	28	19	12	11
Adjusted		% of repair tickets restored ≤ 24 Hours	86.6	7%	80.77%	100.00%	94.129	6 1C	00.00%	100.00%	100.00%	79.55%	87.50%	100.00%	80.00%	68.75%
Out of Service Re	port	Sum of the duration of all outages (hh:mm)	840	.60	2252.57	39.72	128.1	7	57.05	61.33	434.02	557.43	622.67	82.23	503.92	682.63
Min. standard = 90		Avg. outage duration (hh:mm)	56	.04	86.64	4.41	7.5	4	4.39	4.38	6.20	12.67	19.46	4.33	33.59	42.66
		Indicate if catastrophonc event is in a month														
Unadiusted		Total # of outage report tickets		15	26	9	1	7	13	14	70	44	32	19	15	16
Out of Service Re	port	Total # of repair tickets restored in < 24hrs		3	1	3		4	5	8	58	29	20	9	0	6
		% of repair tickets restored ≤ 24 Hours	20.0	0%	3.85%	33.33%	23.539	6 3	38.46%	57.14%	82.86%	65.91%	62.50%	47.37%	0.00%	37.50%
		Sum of the duration of all outages (hh:mm)	5188	.75 9:	252.40	749.65	1133.	4	884.85	767.61	1613.83	901.52	2174.25	2506.93	4459.88	1952.75
		Avg. outage duration (hh:mm)	345	.92	355.86	83.29	66.6	7	68.07	54.83	23.05	20.49	67.95	131.94	297.33	122.05
Refunds		Number of customers who received refunds		14	32	3		2	2	1	6	0	3	2	9	7
		Monthly amount of refunds	\$ 503.	17 \$	1,118.60	\$ 122.34	\$ 68.68	\$	11.72	\$ 30.84	\$ 212.84	\$ -	\$ 98.15	\$ 66.20	\$ 313.80	\$ 254.60
Answer Time (Trou	ible Reports, Billing & Non-Billing)															
Min. standard = 80	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing														
	nu option to reach live agent).	Total # of call seconds to reach live agent													İ	
3 (	. 5/-	%< 60 seconds														
		=													i e	

**Primary Utility Contact Information** 

Name: Gail Long	Phone: 541-516-8210	Email: Gail.long@tdstelecom.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Company Name:		Happy Valley Telephone Company U#: 1010				Report Year:		2020						
Reporting Unit T	ype:	☐ <b>Total</b> Company ☑ <b>E</b> xchange ☐ <b>Wire</b> Center	Pr				Reporting Unit Nan	me:		lgo				
				05/05/21			08/11/21			11/09/21			Date filed	
	Measurement (Compile m	onthly, file quarterly)		1st Quarter		2nd Quarter			3rd Quarter			4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
nstallation Interva		Total # of business days	3	7	0	0	8	0	1	0	0	0	1	23
Min. standard = 5 b		Total # of service orders	3	3	0	0	1	0	1	0	0	0	1	2
viiii. Stanuaru – 5 b	us. uays	Avg. # of business days	2.67	3.50	#DIV/0!	#DIV/0!	8.00	#DIV/0!	1.00	#DIV/0!	#DIV/0!	#DIV/0!	1.00	11.50
		Total # of installation commitments	3	3	0	0	1	0	1	0	0	0	1	2
nstallation Comm	itment	Total # of installation commitment met	3	1	0	0	0	0	1	0	0	0	1	2
Min. standard = 95°	% commitment met	Total # of installation commitment missed	(	1	0	0	1	0	0	0	0	0	0	0
		% of commitment met	100%	50%	#DIV/0!	#DIV/0!	0%	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!	100%	100%
Customers		Acct # for voice or bundle, res+bus	216	214	210	208	209	206	207	207	207	205	204	206
Customer Trouble	Report													
	00/ (0 400 1: 1: 6	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
Ð	units w/ ≥ 3,000 lines)	% of trouble reports												
nda		Total # of working lines												
Ë	8% (8 per 100 working lines for	Total # of trouble reports										<b>├</b>	<del></del>	
i Wiji	units w/ 1,001 - 2,999 lines)	% of trouble reports					+						<del> </del>	
	10% (10 per 100 working lines	Total # of working lines	257		255	251	252	251	249	250	250		249	247
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	16		2	2	4	4	9	9	17		1 1	1
		% of trouble reports	6.23%		0.78%	0.80%	1.59%	1.59%	3.61%	3.60%	6.80%	0.81%	0.40%	0.40%
		Total # of outage report tickets	14	/	1	2	4	2	/	7	15		<del>- 1</del>	
		Total # of repair tickets restored in ≤ 24hrs	50.000	6	100.000/	50,000/	3 75 000/	50.000/	100.000/	2	13		100.000	100.000/
Adjusted		% of repair tickets restored ≤ 24 Hours	50.00%	85.71%	100.00%	50.00%	75.00%	50.00%	100.00%	28.57%	86.67%	100.00%	100.00%	100.00%
Out of Service Rep		Sum of the duration of all outages (hh:mm)	3735.53 266.82		2.32	94.95 47.48	443.02 110.76	118.02 59.01	23.55 3.36	207.15 29.59	226.53	10.95 5.48	4.87 4.87	2.88 2.88
Min. standard = 909	% Within 24 hrs	Avg. outage duration (hh:mm)  Indicate if catastrophonc event is in a month	200.82	2 67.77	2.32	47.48	110.76	59.01	3.30	29.59	15.10	5.48	4.87	2.88
		*	4.	-		_			_	_	45	<u> </u>	<del></del>	
Jnadjusted		Total # of outage report tickets Total # of repair tickets restored in < 24hrs	14	/	1	2	4	2		7	15	0	0	0
Dut of Service Rep	oort	% of repair tickets restored in ≤ 24 hours	7%	0%	100%	50.00%	50.00%	0.00%	71%	0%	60%	0.00%	0.00%	0.00%
Jul of Service Rep	Joil	Sum of the duration of all outages (hh:mm)	8921.15		19.55	94.97	551.57	503.70	300.97	301.37	768.40		238.88	312.03
		Avg. outage duration (hh:mm)	637.23		19.55	47.49	137.89	251.85	43.00	43.05	51.23		238.88	312.03
Refunds		Number of customers who received refunds	037.20	5 15	19.55	47.49	137.09	231.03	43.00	43.03	31.23	293.47	230.00	312.03
veiulius		Monthly amount of refunds	\$ 176.77	4	e U	\$ -	\$ 11.72	\$ -	\$ 29.85	œ U	\$ 21.85	\$ 34.35	\$ 38.80	\$ 38.40
Anamar Tima /Trau	ble Reports, Billing & Non-Billing)	Monthly amount of ferunus	φ 170.77	φ 313.33	φ -	φ -	φ 11.72	φ -	φ 29.00	φ -	φ 21.00	\$ 34.33	\$ 30.00	φ 30.40
	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing		<del> </del>		<del> </del>	1					<del>                                     </del>	<del></del>	
	u option to reach live agent).	Total # of call seconds to reach live agent										<del>                                     </del>		
ive ageni (w/a men	iu option to reach live agent).	· ·	-	+		-				-		₩		
		%<_60 seconds	-	+		-				-		₩		
		I	1	<u>.                                      </u>	Primary Utility Co	ontact Information	<u> </u>							

Email:

Date Adopted: 7/28/09
Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Name:

1010

Reporting Unit Name:

Report Year:

Minersville

2021

Happy Valley Telephone Company

■ Wire Center

				Date filed		<u> </u>	Date filed			Date filed			Date filed	
	Measurement (Compile me	onthly, file guarterly)												
		<b>,</b> , <b>,</b>	Jan	1st Quarter Feb	Mar	Apr	2nd Quarter Mav	Jun	July	3rd Quarter Aug	Sept	Oct	4th Quarte	r Dec
		Total # of business days	Jan	neb 0	IVIAI	Api	iviay	Juli	25 25		О	000	0	
nstallation Interval		Total # of service orders	1	0	0	0	0	0	1	0	0	0	0	
Min. standard = 5 bւ	us. days	Avg. # of business days	5.00		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	25.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0
		Total # of installation commitments	3.00	#DIV/0:	#DIV/0:	#DIV/0:	#DIV/0:	#DIV/0:	25.00	#DIV/0:	#DIV/0:	#DIV/0:	#DIV/0:	#DIV/C
nstallation Commit	tmont	Total # of installation commitment met	1	0	0	0	0	0		0	0	0	0	
Min. standard = 95%		Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	
viiii. Stariuaru – 55 /	o Communent met	% 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
		% or commitment met	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0%	#DIV/U!	#DIV/U!	#DIV/0!	#DIV/U!	#DIV/C
Customers		Acct # for voice or bundle, res+bus	52	51	51	51	51	51	52	52	52	52	51	
Customer Trouble	Report													
	C0/ /C 400	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
pard	units w/ ≥ 3,000 lines)	% of trouble reports												
ğ	8% (8 per 100 working lines for	Total # of working lines												
Ē	units w/ 1.001 - 2.999 lines)	Total # of trouble reports												
	units w/ 1,001 - 2,999 lines)	% of trouble reports												
	10% (10 per 100 working lines	Total # of working lines	85	84	84	84	87	87	87	88	88	88	85	
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	3	8	2	1	2	3	7	5	2	1	4	
	ior units w/ ≤ 1,000 lines)	% of trouble reports	3.53%	9.52%	2.38%	1.19%	2.30%	3.45%	8.05%	5.68%	2.27%	1.14%	4.71%	4.76
		Total # of outage report tickets	3	8	2.00%	1	1	3	0.0070	5	2.2.7	1	3	
		Total # of repair tickets restored in < 24hrs	3	6	2	1	1	3	0	5	2	1	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%	100.00%	66.67%	100.00
Out of Service Rep	ort	Sum of the duration of all outages (hh:mm)	33.93	205.54	12.85	6.02	2.77	3.17	0	47.8		7.08	44.2	
Min. standard = 90%		Avg. outage duration (hh:mm)	11.31	25.69	6.43	6.02	2.77	1.06	#DIV/0!	9.56		7.08	14.73	5.
		Indicate if catastrophonc event is in a month	11101	20.00	0.10	0.02	2	1.00	#21170.	0.00	0.01	7.00	70	0.
Jnadjusted		Total # of outage report tickets	3	8	2	1	1	3	0	) 5	2	1	3	
Out of Service Rep	ort	Total # of repair tickets restored in < 24hrs	0	0	0	0	0	1	0	5	1	0	0	
		% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0.00%	0.00%	33.33%	#DIV/0!	100%	50%	0.00%	0.00%	100.00
		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	100.78	375.1	17.
		Avg. outage duration (hh:mm)	281.13	373.62	17.19	77.42	199.65	78.04	#DIV/0!	11.09	20.49	100.78	125.03	8.
Refunds		Number of customers who received refunds	0	5	0	0	0	0	0	0	0	0	1	
		Monthly amount of refunds	\$ -	\$ 168.59	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 39.50	\$ -
Answer Time (Troub	ole Reports, Billing & Non-Billing)													
	6 of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing											ĺ	
ive agent (w/a meni	u option to reach live agent).	Total # of call seconds to reach live agent											İ	
• ( )		%< 60 seconds												

**Primary Utility Contact Information** 

Name:	Phone:	Email:

Date Adopted: 7/28/09

Company Name:

Reporting Unit Type:

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 Compa	ny	_			U#:	1010	ı		Report Year:		2021	i
Reporting Unit Ty	ype:	☐ Total Company ☑ Exchange ☐ Wire Cent	er				Reporting U	Jnit Name:		Olinda				ı
				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			July	Aug Sept		Oct	Nov	Dec
l4-11-41 1-4		Total # of business days	115		27	59			5	22		26	43	2
Installation Interval Min. standard = 5 bu		Total # of service orders	12		8	11	3	7	1	4	6	2	5	
IVIIII. Standard = 5 bt	us. days	Avg. # of business days	9.58		3.38	5.36	7.00	1.57	5.00	5.50	7.67	13.00	8.60	3.5
Total # of install		Total # of installation commitments	12		8	11	3	7	1	4	6	2	5	
Installation Commitment		Total # of installation commitment met	10	6	6	10	3	7	1	4	3	1	4	
Min. standard = 95%	6 commitment met	Total # of installation commitment missed	2	3	2	1	0	0	0	0		1	1	
		% of commitment met	83%	67%	75%	91%	100%	100%	100%	100%	50%	50%	80%	100
Customers		Acct # for voice or bundle, res+bus	1068	1070	1062	1070	1061	1061	1055	1051	1052	1041	1037	103
<b>Customer Trouble</b>	Report													
	20/ /2 402 1: 1: 5	Total # of working lines												
6% (6 per 100 working lines for		Total # of trouble reports												
5	units w/ ≥ 3,000 lines)	% of trouble reports												
<u> </u>	20/ /2 402 1: 1: 5	Total # of working lines	1155	1160	1158	1153	1157	1155	1147	1144	1139	1139	1131	112
. Standard	8% (8 per 100 working lines for	Total # of trouble reports	1100	100	6	11	10		59			10	8	112
	units w/ 1,001 - 2,999 lines)	% of trouble reports	0.35%	0.86%	0.52%	0.95%	0.86%	0.78%	5.14%	1.05%	0.70%	0.88%	0.71%	0.89
Min	10% (10 per 100 working lines	Total # of working lines	0.0070	0.0070	0.0270	0.0070	0.0070	0.1070	0.1170	1.00%	0.7070	0.0070	0.1 170	0.00
		Total # of trouble reports												
	for units w/ ≤ 1,000 lines)	% of trouble reports												
	<u> </u>	Total # of outage report tickets	0	0	4	10	4	7	55	8	4	6	6	
		Total # of repair tickets restored in < 24hrs	0	7	4	10		7	55			6	5	
Adjusted		% of repair tickets restored ≤ 24 Hours	#DIV/0!	77.78%	100.00%	100.00%	100.00%	100.00%	100.00%	62.50%	75.00%	100.00%	83.33%	42.86
Out of Service Rep	ort	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	12.52	269.13	541
Min. standard = 90%		Avg. outage duration (hh:mm)	#DIV/0!	173.80	4.01	1.24		7.15	6.75		74.76	2.09	44.86	77.3
Will. Standard – 30 /	0 WILLIII 24 1113	Indicate if catastrophonc event is in a month					,,,,,							
Unadjusted		Total # of outage report tickets	0	9	4	10	4	7	55	8	4	6	6	
Out of Service Rep	ort	Total # of repair tickets restored in ≤ 24hrs	0	1	2	2	3	6	50		2	2	0	
		% of repair tickets restored ≤ 24 Hours	#DIV/0!	11%	50%	20.00%	75.00%	85.71%	91%	50%	50%	33.33%	0.00%	0.00
		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	965.47	2002.12	1185.3
		Avg. outage duration (hh:mm)	0.00	299.38	41.11	64.19	19.35	14.99	12.39	23.64	187.03	160.91	333.69	169.3
Refunds		Number of customers who received refunds	6	9	1	2	0	0	2	0	2	1	3	
		Monthly amount of refunds	\$ 212.60	\$ 331.28	\$ 42.44	\$ 68.68	\$ -	\$ -	\$ 67.75	\$ -	\$ 76.30	\$ 31.85	\$ 109.90	\$ 181.3
Answer Time (Troub	ole Reports, Billing & Non-Billing)					_								
Min. standard = 80%	6 of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a menu	u option to reach live agent).	Total # of call seconds to reach live agent				_								

**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)

%<60 seconds

Company Name:		Happy Valley Telephone Comp	_			U#:	1010	•	Report Year:					
Reporting Unit Ty	/pe:	☐ Total Company ☑ Exchange ☐ Wire Center	г				Reporting Unit Na	ne:		Platina				
				Date filed			Date filed			Date filed		Date filed		
	Measurement (Compile m	onthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	-
		Total # of business days	Jan 0	Feb 0	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interval		Total # of service orders	0		0	0	0	0	0	0	0	1 0	<del>- 0</del>	-
Min. standard = 5 bu	ıs. 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	#DIV/0:		#DIV/0:	#DIV/0:	#DIV/0:	#DIV/0:	#DIV/0:	#DIV/0:	#DIV/0:	#DIV/0:	#DIV/0:	#DIV/0:
Installation Commit	tment	Total # of installation commitment met	0	0	0	0	0	0	0	0	0	0	0	,
Min. standard = 95%		Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	
min. standard = 95 % communert met		% 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					54	#DIV/0:
Customer Trouble I	Report													
	1	Total # of working lines											· ·	
	6% (6 per 100 working lines for	Total # of trouble reports											· ·	
<del>o</del>	units w/ ≥ 3,000 lines)	% of trouble reports												
Standard													$\vdash$	
ă	8% (8 per 100 working lines for	Total # of working lines											<b></b> '	
Š	units w/ 1,001 - 2,999 lines)	Total # of trouble reports											<b></b> '	
Min		% of trouble reports											<b></b> '	
Σ	10% (10 per 100 working lines	Total # of working lines	92	91	91	91	91	91	91	90	89	89	89	89
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	0	1	2	2	0	1	0	3	2	0	1	,
	101 drills W/ = 1,000 lines/	% of trouble reports	0.00%	1.10%	2.20%	2.20%	0.00%	1.10%	0.00%	3.33%	2.25%	0.00%	1.12%	1.12%
		Total # of outage report tickets	0	1	1	2	0	1	0	3	2	0	1	(
		Total # of repair tickets restored in ≤ 24hrs	0	1	1	2	0	1	0	3	1	0	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%	#DIV/0!	100.00%	#DIV/0!
Out of Service Rep	ort	Sum of the duration of all outages (hh:mm)	0	0.00	5.78	4.5	0	0	0	22.95	26.05	0	22.8	(
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	#DIV/0!	22.80	#DIV/0!
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	0	1	1	2	0	1	0	3	2	0	1	(
Out of Service Rep	ort	Total # of repair tickets restored in ≤ 24hrs	0	·	0	1	0	0	0	2	0	0	0	(
		% of repair tickets restored ≤ 24 Hours	#DIV/0!			50.00%	#DIV/0!	0.00%	#DIV/0!		0%	#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	0.00	99.27	360.52	0	725.7	(
		Avg. outage duration (hh:mm)	#DIV/0!	544.40	28.13	12.46	#DIV/0!	99.40	#DIV/0!	33.09	180.26	#DIV/0!	0.00	#DIV/0!
Refunds		Number of customers who received refunds	0	0	1	0	0	. 0	0	0	0	0	1	. (
		Monthly amount of refunds	\$ -	\$ -	\$ 35.35	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 35.35	\$ -
	le Reports, Billing & Non-Billing)													
	of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing											<b></b>	
live agent (w/a menu	u option to reach live agent).	Total # of call seconds to reach live agent											<b>└──</b>	
		%<_60 seconds											$\vdash$	
					Primary Utility Co	entact Information								

Name:	Phone:	Email:

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

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

Company Name:		Happy Valley Telephone Comp		U#:	-	Report Year: 2021								
Reporting Unit T	ype:	☐ Total Company ☑ Exchange ☐ Wire Center	r				Reporting Unit Na	me:		Trinity Cente	er			
				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile m	onthly, file quarterly)	Jan	1st Quarter Feb	Mar	A	2nd Quarter	l	l.d.	3rd Quarter	T 0	Oct	4th Quarter	D
		Total # of business days	38 38			Apr 0	<b>May</b> 16	Jun 0	July 18	Aug 0	Sept	Oct	13	Dec
nstallation Interva		Total # of service orders	2	1	1	0	3	0	3		0	0	2	
Min. standard = 5 b	us. days	Avg. # of business days	19.00	11.00	1.00	#DIV/0!	5.33	#DIV/0!	6.00		#DIV/0!	#DIV/0!	6.50	#DIV/0!
		Total # of installation commitments	2	1	1	0	3	0	3		0	0	2	
nstallation Commi	itment	Total # of installation commitment met	0	1	1	0	3	0	2	0	0	0	2	
	% commitment met	Total # of installation commitment missed	2		0		1	0	1			0	0	
		% of commitment met	0%		100%	#DIV/0!	100%	#DIV/0!	67%		#DIV/0!	#DIV/0!	100%	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	237	237	236	234	236	236						21
Customer Trouble	Report												<del>                                     </del>	
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
7	units w/ ≥ 3,000 lines)													
Standard		% of trouble reports									-			
Ĕ	8% (8 per 100 working lines for	Total # of working lines												
Š	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	·	% of trouble reports									4			
	10% (10 per 100 working lines	Total # of working lines	281	281	281	277	278	279	279	277	276	258	256	25
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	4	2	2	2	6	2	42	24	13	12	5	
	101 d11110 W/ 2 1,000 111100)	% of trouble reports	1.42%	0.71%	0.71%	0.72%	2.16%	0.72%	15.05%	8.66%	4.71%	4.65%	1.95%	3.149
	•	Total # of outage report tickets	4	1	1	2	5	2	8	21		10	4	
		Total # of repair tickets restored in ≤ 24hrs	3	1	1	2	5	2	8	20	9	10	3	
Adjusted		% of repair tickets restored ≤ 24 Hours	75.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	95.24%	100.00%	100.00%	75.00%	83.33
Out of Service Rep	port	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	51.67	162.92	126.4
Min. standard = 909	% 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	5.17	40.73	21.0
		Indicate if catastrophonc event is in a month												
Jnadjusted		Total # of outage report tickets	4	1	1	2	5	2	8	21	9	10	4	
Out of Service Rep	port	Total # of repair tickets restored in ≤ 24hrs	2	0	0	0	0	1	3	18	8	7	0	
		% of repair tickets restored ≤ 24 Hours	50%	0%	0%	0.00%	0.00%	50.00%	38%	86%	89%	70.00%	0.00%	66.67
		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	853.72	1118.08	438.1
		Avg. outage duration (hh:mm)	184.30	438.42	193.80	147.09	112.21	147.89	78.95	12.21	28.47	85.37	279.52	73.0
Refunds		Number of customers who received refunds	3	3	1	0	0	1	3	0	0	0	3	
		Monthly amount of refunds	\$ 113.80	\$ 98.74	\$ 44.55	\$ -	\$ -	\$ 30.84	\$ 115.24	\$ -	\$ -	\$ -	\$ 90.25	\$ 34.85
	ble Reports, Billing & Non-Billing)													-
Min. standard = 80°	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
ive agent (w/a men	u option to reach live agent).	Total # of call seconds to reach live agent												
		% <u>&lt;</u> 60 seconds					_							
		ı		1	Primary Utility Co	entact Information			I					

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