

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

Company Name: Happy Valley Telephone Company

U#: 1010C

Report Year: 2025

Reporting Unit Type: ☒ Total Company ☐ Exchange ☐ Wire Center

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		5/5/2025			8/13/2025								
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	18	12	16	18	9	0						
	Total # of service orders	6	6	5	6	4	0						
	Avg. # of business days	3.00	2.00	3.20	3.00	2.25	#DIV/0!						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	6	6	5	6	4	0						
	Total # of installation commitment met	5	6	5	6	4	0						
	Total # of installation commitment missed	1	0	0	0	0	0						
	% of commitment met	83%	100%	100%	100%	100%	#DIV/0!						
Customers	Acct # for voice or bundle, res+bus	1,148	1,138	1,126	1,111	1,097	1,080						
Customer Trouble Report													
Min. Standard	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	1350	1341	1326	1311	1301	1274					
		Total # of trouble reports	22	15	24	25	20	41					
		% of trouble reports	1.63%	1.12%	1.81%	1.91%	1.54%	3.22%					
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	17	10	11	11	12	12						
	Total # of repair tickets restored in ≤ 24hrs	17	9	11	9	12	9						
	% of repair tickets restored ≤ 24 Hours	100.00%	90.00%	100.00%	81.82%	100.00%	75.00%						
	Sum of the duration of all outages (hh:mm)	87.4	65.82	52.22	2601.32	20.22	287.48						
	Avg. outage duration (hh:mm)	5.14	6.58	4.75	236.48	1.69	23.96						
	Indicate if catastrophonic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	17	10	11	11	12	12						
	Total # of repair tickets restored in ≤ 24hrs	5	6	4	4	2	3						
	% of repair tickets restored ≤ 24 Hours	29.41%	60.00%	36.36%	36.36%	16.67%	25.00%						
	Sum of the duration of all outages (hh:mm)	1121.06	245.46	496.41	3664.38	1636.70	973.75						
	Avg. outage duration (hh:mm)	65.94	24.55	45.13	333.13	136.39	81.15						
Refunds	Number of customers who received refunds	7	3	3	8	7	6						
	Monthly amount of refunds	\$ 173.95	\$ 85.04	\$ 80.04	\$ 263.92	\$ 199.92	\$ 208.66						
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

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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)

*The new raw data format can be found in the last 3 tabs of this excel file - beginning Q2 2023..