

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

Company Name: Happy Valley Telephone Company

U#: 1010C

Report Year: 2026

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Total Company

| Measurement (Compile monthly, file quarterly)                                                                                                                           |                                                               | 5/14/2026                  |          |          |             |         |         |             |         |         |             |         |         |         |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|----------------------------|----------|----------|-------------|---------|---------|-------------|---------|---------|-------------|---------|---------|---------|
|                                                                                                                                                                         |                                                               | 1st Quarter                |          |          | 2nd Quarter |         |         | 3rd Quarter |         |         | 4th Quarter |         |         |         |
|                                                                                                                                                                         |                                                               | Jan                        | Feb      | Mar      | Apr         | May     | Jun     | July        | Aug     | Sept    | Oct         | Nov     | Dec     |         |
| <b>Installation Interval</b><br>Min. standard = 5 bus. days                                                                                                             | Total # of business days                                      | 1                          | 0        | 2        |             |         |         |             |         |         |             |         |         |         |
|                                                                                                                                                                         | Total # of service orders                                     | 1                          | 0        | 1        |             |         |         |             |         |         |             |         |         |         |
|                                                                                                                                                                         | Avg. # of business days                                       | 1.00                       | #DIV/0!  | 2.00     | #DIV/0!     | #DIV/0! | #DIV/0! | #DIV/0!     | #DIV/0! | #DIV/0! | #DIV/0!     | #DIV/0! | #DIV/0! |         |
| <b>Installation Commitment</b><br>Min. standard = 95% commitment met                                                                                                    | Total # of installation commitments                           | 1                          | 0        | 1        |             |         |         |             |         |         |             |         |         |         |
|                                                                                                                                                                         | Total # of installation commitment met                        | 1                          | 0        | 1        |             |         |         |             |         |         |             |         |         |         |
|                                                                                                                                                                         | Total # of installation commitment missed                     | 0                          | 0        | 0        |             |         |         |             |         |         |             |         |         |         |
|                                                                                                                                                                         | % of commitment met                                           | 100%                       | #DIV/0!  | 100%     | #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                           | 998                        | 987      | 979      |             |         |         |             |         |         |             |         |         |         |
| <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   | 1174     | 1164     | 1071        |         |         |             |         |         |             |         |         |         |
|                                                                                                                                                                         |                                                               | Total # of trouble reports | 10       | 5        | 5           |         |         |             |         |         |             |         |         |         |
|                                                                                                                                                                         |                                                               | % of trouble reports       | 0.85%    | 0.43%    | 0.47%       | #DIV/0! | #DIV/0! | #DIV/0!     | #DIV/0! | #DIV/0! | #DIV/0!     | #DIV/0! | #DIV/0! | #DIV/0! |
|                                                                                                                                                                         | 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><br>Min. standard = 90% within 24 hrs                                                                                              | Total # of outage report tickets                              | 7                          | 4        | 4        |             |         |         |             |         |         |             |         |         |         |
|                                                                                                                                                                         | Total # of repair tickets restored in ≤ 24hrs                 | 5                          | 3        | 4        |             |         |         |             |         |         |             |         |         |         |
|                                                                                                                                                                         | % of repair tickets restored ≤ 24 Hours                       | 71.43%                     | 75.00%   | 100.00%  | #DIV/0!     | #DIV/0! | #DIV/0! | #DIV/0!     | #DIV/0! | #DIV/0! | #DIV/0!     | #DIV/0! | #DIV/0! |         |
|                                                                                                                                                                         | Sum of the duration of all outages (hh:mm)                    | 212.8                      | 52.48    | 17.58    |             |         |         |             |         |         |             |         |         |         |
|                                                                                                                                                                         | Avg. outage duration (hh:mm)                                  | 30.40                      | 13.12    | 4.40     | #DIV/0!     | #DIV/0! | #DIV/0! | #DIV/0!     | #DIV/0! | #DIV/0! | #DIV/0!     | #DIV/0! | #DIV/0! |         |
| Indicate if catastrophic event is in a month                                                                                                                            |                                                               |                            |          |          |             |         |         |             |         |         |             |         |         |         |
| <b>Unadjusted Out of Service Report</b>                                                                                                                                 | Total # of outage report tickets                              | 7                          | 4        | 4        |             |         |         |             |         |         |             |         |         |         |
|                                                                                                                                                                         | Total # of repair tickets restored in ≤ 24hrs                 | 0                          | 3        | 3        |             |         |         |             |         |         |             |         |         |         |
|                                                                                                                                                                         | % of repair tickets restored ≤ 24 Hours                       | 0.00%                      | 75.00%   | 75.00%   | #DIV/0!     | #DIV/0! | #DIV/0! | #DIV/0!     | #DIV/0! | #DIV/0! | #DIV/0!     | #DIV/0! | #DIV/0! |         |
|                                                                                                                                                                         | Sum of the duration of all outages (hh:mm)                    | 738.74                     | 68.18    | 39.89    |             |         |         |             |         |         |             |         |         |         |
|                                                                                                                                                                         | Avg. outage duration (hh:mm)                                  | 105.53                     | 17.05    | 9.97     | #DIV/0!     | #DIV/0! | #DIV/0! | #DIV/0!     | #DIV/0! | #DIV/0! | #DIV/0!     | #DIV/0! | #DIV/0! |         |
| <b>Refunds</b>                                                                                                                                                          | Number of customers who received refunds                      | 8                          | 3        | 1        |             |         |         |             |         |         |             |         |         |         |
|                                                                                                                                                                         | Monthly amount of refunds                                     | \$ 282.31                  | \$ 66.16 | \$ 62.25 |             |         |         |             |         |         |             |         |         |         |
| <b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b><br>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: 608-664-2923

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)

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