Company Name:	Happy Valley Telephone Company	U#:	1021	Report Year:	2017
Reporting Unit Type:	✓ Total Company ☐ Exchange ☐ Wire Center	Reporting U	Init Name:	Total Company	

Measurement (Compile monthly, file quarterly)			Date filed (03/06/2017)		
Second Part			4th Quarte	/	
Min. standard = 5 bus. days Total # of service orders 13 14 14 16 24 15 Avg. # of business days 5.15 4.79 5.64 3.44 3.33 4.20 Installation Commitment Total # of installation commitments 13 14 14 16 24 15 Installation Commitment Total # of installation commitment met 13 14 14 16 24 15 Total # of installation commitment met 13 14 14 16 24 15 Total # of installation commitment missed 0 0 0 0 0 0 No of commitment met 100% 100% 100% 100% 100% 100% Customers Acct # for voice or bundle, res+bus 2,018 2,008 1,998 1986 1984 1972 Customer Trouble Report Total # of trouble reports Total # of working lines for units w/ 1,001 - 2,999 lines Total # of working lines for units w/ 1,001 - 2,999 lines Total # of working lines for units w/ 1,001 - 2,999 lines Total # of working lines Total # of outage report lickets Total # of outage report lickets Total # of open lickets restored in ≤ 24h Hours Total # of pen lickets restored ≤ 24 Hours Total # of pen lickets restored ≤ 24 Hours Total # of pen lickets restored ≤ 24 Hours Total # of box Total # of box Total # of pen	Sept	Oct	Nov	Dec	
Min. standard = 5 bus. days Total # of service orders 13 14 14 16 24 15 Avg. # of business days 5.15 4.79 5.64 3.44 3.33 3.20 Installation Commitment Total # of installation commitments 13 14 14 16 24 15 Installation Commitment Total # of installation commitment met 13 14 14 16 24 15 Total # of installation commitment met 13 14 14 16 24 15 Total # of installation commitment met 13 14 14 16 24 15 Total # of installation commitment met 100 0 0 0 0 0 % of commitment met 100 % 100 % 100 % 100 % 100 % 100 % Customers Act # for voice or bundle, res+bus 2,018 2,008 1,998 1986 1984 1972					
Arg # of Dusiness days 5.15 4.79 5.64 3.44 3.33 4.20					
Total # of installation commitment Total # of installation commitment met 13					
Min. standard = 95% commitment met Total # of installation commitment missed 0 0 0 0 0 0 0 0 0					
Customers					
Customers Acct # for voice or bundle, res+bus 2,018 2,008 1,998 1986 1984 1972					
Customer Trouble Report Total # of working lines for units w/ ≥ 3,000 lines) Total # of working lines for units w/ ≥ 3,000 lines) Total # of working lines for units w/ 1,001 - 2,999 lines) Total # of working lines for units w/ 1,001 - 2,999 lines) Total # of working lines for units w/ 1,000 - 2,999 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 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 total # of working lines for units w/ ≤ 1,000 lines) Total # of working lines for total # of working li					
Formulate For					
Total # of trouble reports Total # of trouble reports Working lines for units w/ ≥ 3,000 lines Total # of trouble reports Working lines for units w/ 1,001 - 2,999 lines Total # of trouble reports Total # of outage report tickets Total # of trouble reports Total # of outage report tickets Total # of outage report tickets Total # of repair tickets restored in ≤ 24hrs Total # of repair tickets restored ≤ 24 Hours Total #					
Variable					
Second					
Total # of trouble reports 1.59% 1.29% 1.43% 1.00% 1.84% 1.49% 1					
Total # of trouble reports 1.59% 1.29% 1.43% 1.00% 1.84% 1.49% 1					
Now the property 1.59% 1.29% 1.43% 1.00% 1.84% 1.49%					
10% (10 per 100 working lines for units w/ ≤ 1,000 lines) Total # of trouble reports					
for units w/ ≤ 1,000 lines) Total # of trouble reports % of trouble reports % of trouble reports % of trouble reports % of trouble reports 15 10 14 8 26 24					
We of trouble reports					
Total # of repair tickets restored in ≤ 24hrs 15 10 14 8 25 23 Adjusted % of repair tickets restored ≤ 24 Hours 100.00% 100.00% 100.00% 96.15% 95.83%					
Adjusted % of repair tickets restored ≤ 24 Hours 100.00% 100.00% 100.00% 96.15% 95.83%					
Out of Service Report Sum of the duration of all outages (hh:mm) 84.42 29.87 73.02 26.25 203.72 191.25					
Min. standard = 90% within 24 hrs Avg. outage duration (hh:mm) 5.63 2.99 5.22 3.28 7.84 7.97					
Indicate if catastrophonc event is in a month					
Total # of outage report tickets 15 10 14 8 26 24 Unadjusted					
Out of Service Report Total # of repair tickets restored in ≤ 24hrs 12 6 8 4 21 17					
% of repair tickets restored ≤ 24 Hours 80% 60% 57% 50.00% 80.77% 70.83%					
Sum of the duration of all outages (hh:mm) 490.95 235.60 467.76 274.33 511.68 735.2					
Avg. outage duration (hh:mm) 32.73 23.56 33.41 34.29 19.68 30.63					
Refunds Number of customers who received refunds 0 1 5 1 3 1					
Monthly amount of refunds \$ - \\$ 25.85 \\$ 121.13 \\$ 30.34 \\$ 115.39 \\$ 4.13					
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

Name: Gail Long	Phone: 541-516-8210	Email: Cail lang@tdstalagem.com
Name: Gail Long	Filolie: 541-510-6210	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 Compa				U#: 1010			Report Year:					
Reporting Unit Ty	уре:	☐ Total Company ☑ Exchange ☐ Wire Cer				Reporting Unit Name:			Igo				,	
	Measurement (Compile me	onthly, file quarterly)	Date filed (05/10/2017) 1st Quarter				Date filed (08/15/2016 2nd Quarte			Date filed (11/15/2016) 3rd Quarter			Date filed (xx/xx/xxxx) 4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
		Total # of business days	0	6	21	6	7	1		9	Зорг			
Installation Interval Min. standard = 5 bu		Total # of service orders	0	1	3	2	3	1						
iviin. Standard = 5 bt	us. days	Avg. # of business days	#DIV/0!	6.00	7.00	3.00	2.33	1.00						
		Total # of installation commitments	0	1	3	2	3	1						
nstallation Commitment		Total # of installation commitment met	0	1	3	2	3	1						
Min. standard = 95%	% commitment met	Total # of installation commitment missed	0	0	0	0	0	0						
		% of commitment met	#DIV/0!	100%	100%	100%	100%	100%						
Customers		Acct # for voice or bundle, res+bus	334	332	330	329	328	329						
Customer Trouble	Report													
	COV (C non 100 months of lines for	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
ndard	units w/ ≥ 3,000 lines)	% of trouble reports												
and		Total # of working lines												
	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	,	% of trouble reports												
	10% (10 per 100 working lines	Total # of working lines	383	378	376	373	372	373						
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	9	5	10	2	8	5						
	101 drine W = 1,000 m100)	% of trouble reports	2.35%	1.32%	2.66%	0.54%	2.15%	1.34%						
		Total # of outage report tickets	5	1	6	1	5	3						
		Total # of repair tickets restored in ≤ 24hrs	5	1	6	1	5	3						
Adjusted		% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%						
Out of Service Rep		Sum of the duration of all outages (hh:mm)	29.47	4.12	39.52	7.08	21.28	15.2						
Min. standard = 90%	% within 24 hrs	Avg. outage duration (hh:mm)	5.89	4.12	6.59	7.08	4.26	5.07						
		Indicate if catastrophonc event is in a month												
		Total # of outage report tickets	5	1	6	1	5	3						
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	4	1	4	0	5	1						
Out of Service Rep	oort	% of repair tickets restored ≤ 24 Hours	80%	100%	67%	0%	100%	33%						
		Sum of the duration of all outages (hh:mm)	80.06	4.10	116.66	72.50	38.18	86.97						
		Avg. outage duration (hh:mm)	16.01	4.10	19.44	72.50	7.64	28.99						
Refunds		Number of customers who received refunds	0	0	3	0	0	0						
		Monthly amount of refunds	\$ -	\$ - :	\$ 60.79	\$ -	\$ -	\$ -						
Answer Time (Troub	ole Reports, Billing & Non-Billing)													
•		Total # of calls for TR, Billing & Non-Billing												
	u option to reach live agent).	Total # of call seconds to reach live agent												
iive agein (w/a mem	a option to reach live agent).	%<_60 seconds		+										
		/o <u>< oo seconas</u>												

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)

Company Name:		Happy Valley Telephone Compa	ny				U#:	1010			Report Year:		2017	
Reporting Unit Ty	ype:	☐ Total Company ☐ Exchange ☐ Wire Cer	nter				Reporting Un	it Name:		Minersville				
	Measurement (Compile me	onthly, file quarterly)		Date filed (05/10/2017) 1st Quarter			Date filed (08/15/2016) 2nd Quarter			Date filed (11/15/2016) 3rd Quarter			Date filed (xx/xx/xxxx) 4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Measurement (Compile monostallation Interval Min. standard = 5 bus. days Installation Commitment Min. standard = 95% commitment met Customers Customer Trouble Report 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) Adjusted Out of Service Report Min. standard = 90% within 24 hrs Unadjusted Out of Service Report	Total # of business days	0	0	5	3	10	1							
		Total # of service orders	0	0	1	3	5	1					\longrightarrow	
		Avg. # of business days	#DIV/0!	#DIV/0!	5.00	1.00	2.00	1.00			-		 	
		Total # of installation commitments	0	0	1	3	5	1			-		\vdash	
		Total # of installation commitment met	0	0	1	3	5	1					 	
Min. standard = 95%	commitment met	Total # of installation commitment missed	0	0	0	0	0	0						
		% of commitment met	#DIV/0!	#DIV/0!	100%	100%	100%	100%				4	\longmapsto	
Customers		Acct # for voice or bundle, res+bus	70	69	70	70	72	70						
Customer Trouble	Report													
	60/ (6 per 100 working lines for	Total # of working lines												
		Total # of trouble reports												
ard	units w/ ≥ 3,000 lines)	% of trouble reports												
with with the second se	8% (8 per 100 working lines for	Total # of working lines												
		Total # of trouble reports												
	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	% of trouble reports												
	10% (10 per 100 working lines	Total # of working lines	107	107	105	106	109	110				A		
		Total # of trouble reports	5	0	3	4	8	3						
	of drifts $W_i = 1.000$ in lest	% of trouble reports	4.67%	0.00%	2.86%	3.77%	7.34%	2.73%						
	•	Total # of outage report tickets	5	0	3	3	6	2						
		Total # of repair tickets restored in ≤ 24hrs	5	0	3	3	6	2						
Adjusted		% of repair tickets restored ≤ 24 Hours	100.00%	#DIV/0!	100.00%	100.00%	100.00%	100.00%						
-		Sum of the duration of all outages (hh:mm)	32.48	0	14.83	10.43								
Min. standard = 90%	6 within 24 hrs	Avg. outage duration (hh:mm)	6.50	#DIV/0!	4.94	3.48	8.39	3.39						
		Indicate if catastrophonc event is in a month												
Unadiusted		Total # of outage report tickets	5	0	3	3	6	2						
	ort	Total # of repair tickets restored in ≤ 24hrs	4	0	0	2	4	1						
out of our vice hop		% of repair tickets restored ≤ 24 Hours	80%	#DIV/0!	0%	67%	67%	50%						
		Sum of the duration of all outages (hh:mm)	298.75	0.00	297.46	67.45	123.41	102.77						
		Avg. outage duration (hh:mm)	59.75	#DIV/0!	99.15	22.48	20.57	51.39						
Refunds		Number of customers who received refunds	0	0	1	0	1	1						
		Monthly amount of refunds	\$ -	\$ -	\$ 31.99	\$ -	\$ 37.99	\$ 4.13						
Δnswer Time (Troub	ole Reports, Billing & Non-Billing)	monthly amount of forundo	*		9 01.00	· ·	\$ 07.00	¥ -1.10					 	
•	6 of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing			 							\vdash	++	
	u option to reach live agent).	Total # of call seconds to reach live agent										+	+	
iivo agent (w/a ment	a option to reach live agenty.	%<60 seconds											 	
		70 <u>x</u> 00 00001100											 	
		1	<u>I</u>	1	1	<u> </u>	<u> </u>	ı						

Primary Utility Contact Information

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)

Name:

Company Name:		Happy Valley Telephone Compa	Ī			U#:	1010	Report Year:			2017			
Reporting Unit T	ype:	☐ Total Company ☐ Æxchange ☐ Wire Ce	enter				Reporting U	Init Name:		Olinda				
	Measurement (Compile m	onthly, file quarterly)	Date filed (05/10/2017) 1st Quarter			Date filed (08/15/2016) 2nd Quarter			Date filed (11/15/2016) 3rd Quarter			Date filed (xx/xx/xxxx) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interva	al	Total # of business days	58		48									
Min. standard = 5 b		Total # of service orders	11				13						++	
		Avg. # of business days	5.27				-						++	
	•	Total # of installation commitments	11				13						++	
Installation Comm		Total # of installation commitment met	11	11	9		13	· •					_	
Min. standard = 95%	% commitment met	Total # of installation commitment missed	0	0	0	•	J	v					\bot	
		% of commitment met	100%	100%	100%	100%	100%	100%					_	
Customers		Acct # for voice or bundle, res+bus	1292	1287	1279	1267	1260	1247						
Customer Trouble	Report													
	60/ /6 per 100 working lines for	Total # of working lines												
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports											\bot	
5	units w/ 2 3,000 lines)	% of trouble reports												
andard		· ·												
	8% (8 per 100 working lines for	Total # of working lines Total # of trouble reports											+	
<u>ν</u>	units w/ 1,001 - 2,999 lines)	% of trouble reports											+	
<u>≅</u> ⊒.		· ·											+	
~	10% (10 per 100 working lines	Total # of working lines	1436		1428		1405						+	
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	20										+	
		% of trouble reports	1.39%	1.46%	0.98%	0.92%	0.93%	1.00%					++	
		Total # of outage report tickets	4	7	5	2	4	9					+	
		Total # of repair tickets restored in ≤ 24hrs	400,000/	100.000/	,			8					+	
Adjusted		% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%								+	
Out of Service Rep		Sum of the duration of all outages (hh:mm) Avg. outage duration (hh:mm)	19.37 4.84										+	
Min. standard = 90%	% within 24 hrs	, , ,	4.04	2.10	3.73	1.77	3.76	15.10						
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	4	7	5	2	4	9						
Out of Service Rep	port	Total # of repair tickets restored in ≤ 24hrs	3	4	4	2	3	7						
		% of repair tickets restored ≤ 24 Hours	75%	57%	80%	100%	75%	78%						
		Sum of the duration of all outages (hh:mm)	89.40	154.00	53.63	8.90	154.05	289.30						
		Avg. outage duration (hh:mm)	22.35	22.00	10.73	4.45	38.51	32.14						
Refunds		Number of customers who received refunds	0	1	1	0	0	_					 	
		Monthly amount of refunds	\$ -	\$ 25.85	\$ 28.35	\$ -	\$ -	\$ -						
Answer Time (Trouk	ble Reports, Billing & Non-Billing)	Internally amount of retained	Ψ	Ψ 20.00	Ψ 20.00	<u> </u>	*	*					+ +	
•	% of calls < 60 seconds to reach	Total # of calls for TD Dilling & Non Dilling											+	
		Total # of calls for TR, Billing & Non-Billing											+	
live agent (w/a men	u option to reach live agent).	Total # of call seconds to reach live agent												
		%<_60 seconds												
		1				<u> </u>								
				Prima	ary Utility Co	entact Inform	nation							
	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 Compa	ny	•			U#:	1010				2017		
Reporting Unit Ty	pe:	☐ Total Company ☑ Œxchange ☐ Wire Cer	nter				Reporting Un	it Name:	Platina					
	Measurement (Compile m	onthly, file quarterly)		Date filed (05/10/2017)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (xx/xx/xxxx)	
	` .		Jan	1st Quarter Feb	Mar	Apr	2nd Quarter May	Jun	July	3rd Quarter Aug	Sept	Oct	4th Quarter Nov	Dec
		Total # of business days	6	1	0	3	B 0	3	- Cary	Aug	Сорт		1101	
Installation Interval	a dava	Total # of service orders	1	1	0	1	0	1						
Min. standard = 5 bus	s. days	Avg. # of business days	6.00	1.00	#DIV/0!	3.00	#DIV/0!	3.00						
		Total # of installation commitments	1	1	0	1	0	1						
Installation Commit	ment	Total # of installation commitment met	1	1	0	1	0	1						
Min. standard = 95%	commitment met	Total # of installation commitment missed	0	0	0	C	0	0						
		% of commitment met	100%	100%	#DIV/0!	100%	#DIV/0!	100%						
Customers		Acct # for voice or bundle, res+bus	65	65	65	64	64	65						
Customer Trouble R	Report													
		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						-		+			 	
an	8% (8 per 100 working lines for	Total # of working lines												
3	units w/ 1,001 - 2,999 lines)	Total # of trouble reports											<u> </u>	
Min		% of trouble reports										_	 	
1	10% (10 per 100 working lines	Total # of working lines	103	101	102	101	101	100						
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	0	1	1	1	2	0						
	,	% of trouble reports	0.00%	0.99%	0.98%	0.99%	1.98%	0.00%						
		Total # of outage report tickets	0	1	0	1	2	. 0						
		Total # of repair tickets restored in ≤ 24hrs	0	1	0	1	1 50 000/	0				_	 	
Adjusted		% of repair tickets restored ≤ 24 Hours	#DIV/0!	100.00%	#DIV/0!	100.00%							 	
Out of Service Repo		Sum of the duration of all outages (hh:mm)	#DIV/0!	1.37 1.37	#DIV/0!	2.37 2.37				+		_	 	
Min. standard = 90%	within 24 hrs	Avg. outage duration (hh:mm)	#DIV/0!	1.37	#DIV/0!	2.37	33.40	#DIV/0!					 	
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	0	1	0	1	2	0						
Out of Service Repo	ort	Total # of repair tickets restored in ≤ 24hrs	0	0	0	C	1	0						
		% of repair tickets restored ≤ 24 Hours	#DIV/0!	0%	#DIV/0!	0%	50%	#DIV/0!						
		Sum of the duration of all outages (hh:mm)	0.00	72.56	0.00	24.55	90.90	0.00						
		Avg. outage duration (hh:mm)	#DIV/0!	72.56	#DIV/0!	24.55	45.45	#DIV/0!						
Refunds		Number of customers who received refunds	0	0	0	C	1	0						
		Monthly amount of refunds	\$ -	\$ -	\$ -	\$ -	\$ 35.35	\$ -						
Answer Time (Trouble	e Reports, Billing & Non-Billing)													
Min. standard = 80%	of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
	option to reach live agent).	Total # of call seconds to reach live agent												
o ago (aoa	cpuon to reason in o agonny.	%<_60 seconds												
			1	Pri	imary Utility Co	ntact Informatio	on					1		

Phone: __

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 Compa				U#:	1010				2017			
Reporting Unit Ty	/pe:	☐ Total Company ☑ Exchange ☐ Wire Cer	nter				Reporting Unit	Name:		Trinity Cente	r			
	Measurement (Compile m	onthly, file quarterly)		Date filed (05/10/2017)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (xx/xx/xxxx)	
	` .	3,	Jan	1st Quarter Feb	Mar	Anr	2nd Quarter May	Jun	luly	3rd Quarter	Cont	Oct	4th Quarter Nov	Dec
		Total # of business days	Jan 3	reb 1	iviai 5	Apr 16		41	July	Aug	Sept	OCI	NOV	Dec
Installation Interval		Total # of service orders	1	1	1	6	3	7						
Min. standard = 5 bu	s. days	Avg. # of business days	3.00	1.00	5.00	2.67	4.00	5.86						
		Total # of installation commitments	1	1	1	6	3	7						
Installation Commit	tment	Total # of installation commitment met	1	1	1	6	3	7						
Min. standard = 95%		Total # of installation commitment missed	0	0	0	0	0	0						
		% of commitment met	100%	100%	100%	100%	100%	100%						
Customers		Acct # for voice or bundle, res+bus	257	255				261						
Customer Trouble I	Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports											 	
-	units w/ ≥ 3,000 lines)	·					1						++	
ard		% of trouble reports												
pug	8% (8 per 100 working lines for	Total # of working lines											1 1	
St	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
Mi Mi		% of trouble reports												
	10% (10 per 100 working lines	Total # of working lines	302	302	298	296	301	307					1 1	
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	3	3	5	3	11	12						
	101 driks w/ 2 1,000 lines)	% of trouble reports	0.99%	0.99%	1.68%	1.01%	3.65%	3.91%						
		Total # of outage report tickets	1	1	0	1	9	10						
		Total # of repair tickets restored in ≤ 24hrs	1	1	0	1	9	10						
Adjusted		% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	#DIV/0!	100.00%		100.00%						
Out of Service Repo		Sum of the duration of all outages (hh:mm)	3.1	4.95		2.83		33.33						
Min. standard = 90%	within 24 hrs	Avg. outage duration (hh:mm)	3.10	4.95	#DIV/0!	2.83	5.56	3.33					\longrightarrow	
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	1	1	0	1	9	10						
Out of Service Repo	ort	Total # of repair tickets restored in ≤ 24hrs	1	1	0	0	8	8						
out or corrido resp.		% of repair tickets restored ≤ 24 Hours	100%	100%	#DIV/0!	0%	89%	80%						
		Sum of the duration of all outages (hh:mm)	22.73	4.94	0.00	100.92	105.15	256.18						
		Avg. outage duration (hh:mm)	22.73	4.94	#DIV/0!	100.92	11.68	25.62						
Refunds		Number of customers who received refunds	0	0	0	1	1	0						
		Monthly amount of refunds	\$ -	\$ -	\$ -	\$ 30.34	\$ 42.05	\$ -						
Answer Time (Troub	le Reports, Billing & Non-Billing)													
	of calls \leq 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
													 	-
iive agent (w/a menu	option to reach live agent).	Total # of call seconds to reach live agent					 						 	
		% <u><</u> 60 seconds											 	
				Pri	mary Utility Cor	ntact Informatio	on							

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)

Name: