Company Name:	Happy Valley Telephone Cor	any	U#:	1021	Report Year:				
eporting Unit Type:	✓ Total Company	iter	Reporting Unit Name:		Total Company				

1	Measurement (Compile monthly, file quarterly)		Date filed (05/10/2017)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (03/06/2017))	
i	measurement (compile ii	ioniny, me quarterry,		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	
		I=	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interva	ıl	Total # of business days	67	67	79	55	80	63	49	60	27			
Min. standard = 5 bu	us. days	Total # of service orders	13	14	14	16	24	15	10	21	11			
		Avg. # of business days	5.15	4.79	5.64	3.44	3.33	4.20	4.90	2.86	2.45			
		Total # of installation commitments	13	14	14	16	24	15	10	21	11			
Installation Commi		Total # of installation commitment met	13	14	14	16	24	15	10	21	11			
Min. standard = 95%	% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Customers		Acct # for voice or bundle, res+bus	2,018	2,008	1,998	1986	1984	1972	1,964	1,953	1,945			
Customer Trouble	Report													
	6% (6 per 100 working lines for	Total # of working lines												
	units w/ 3,000 lines)	Total # of trouble reports												
Standard	uriits W/ 3,000 liries)	% of trouble reports												
ğ	8% (8 per 100 working lines for	Total # of working lines	2331	2322	2309	2290	2288	2288	2278	2271	2257			
. ga	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	37	30	33	23	42	34	30	11	6			
	units w/ 1,001 - 2,999 iiiles)	% of trouble reports	1.59%	1.29%	1.43%	1.00%	1.84%	1.49%	1.32%	0.48%	0.27%			
Min	10% (10 per 100 working lines	Total # of working lines												
	for units w/ 1,000 lines)	Total # of trouble reports												
for units w/ 1,000 lines)		% of trouble reports												
		Total # of outage report tickets	15	10	14	8	26	24	18	5	5			
i		Total # of repair tickets restored in < 24hrs	15	10	14	8	25	23	18	5	5			
Adjusted		% of repair tickets restored 24 Hours	100.00%	100.00%	100.00%	100.00%	96.15%	95.83%	100.00%	100.00%	100.00%			
Out of Service Rep	port	Sum of the duration of all outages (hh:mm)	84.42	29.87	73.02	26.25	203.72	191.25	98.48	25.2	15.87			
Min. standard = 90%	% within 24 hrs	Avg. outage duration (hh:mm)	5.63	2.99	5.22	3.28	7.84	7.97	5.47	5.04	3.17			
1		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	15	10	14	8	26	24	18	5	5			
Out of Service Rep	oort	Total # of repair tickets restored in < 24hrs	12	6	8	4	21	17	11	3	5			
		% of repair tickets restored 24 Hours	80%	60%	57%	50.00%	80.77%	70.83%	61%	60%	100%			
		Sum of the duration of all outages (hh:mm)	490.95	235.60	467.76	274.33	511.68	735.2	577.03	143.23	48.28			
		Avg. outage duration (hh:mm)	32.73	23.56	33.41	34.29	19.68	30.63	32.06	28.65	9.66			
Refunds		Number of customers who received refunds	0	1	5	1	3	1	0	2	0			
		Monthly amount of refunds	\$ -	\$ 25.85	\$ 121.13	\$ 30.34	\$ 115.39	\$ 4.13	\$ -	\$ 76.39	\$ -			
Answer Time (Troub	ole Reports, Billing & Non-Billing)													
Min. standard = 80%	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
	u option to reach live agent).	Total # of call seconds to reach live agent												
		%< 60 seconds												
				1										

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 Com	pany	-		ı	1010	1010 Report Year:				2017	_	
Reporting Unit Ty	ype:	☐ Tôtăl Company ☐ HExchange ☐ Wine Cer	nter			ı		Igo				-		
	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
		Total # of business days	0	6	21	6	7	1	2	1	1			
stallation Interval		Total # of service orders	0	1	3	2	3	1	1	1	1	l		
lin. standard = 5 bu	us. days	Avg. # of business days	#DIV/0!	6.00	7.00	3.00	2.33	1.00	2.00	1.00	1.00	l		
		Total # of installation commitments	0	1	3	2	3	1	1	1	1	i		
stallation Commi	tment	Total # of installation commitment met	0	1	3	2	3	1	1	1	1	i		
lin. standard = 95%	6 commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	i		
		% of commitment met	#DIV/0!	100%	100%	100%	100%	100%	100%	100%	100%	i		
ustomers		Acct # for voice or bundle, res+bus	334	332	330	329	328	329	329	324	323			
ustomer Trouble	Report											i		
	6% (6 per 100 working lines for	Total # of working lines Total # of trouble reports												
P	units w/ 3,000 lines)	% of trouble reports												
ğ	00/ /0 400	Total # of working lines										l		
8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports										i		t -	
	uriits w/ 1,001 - 2,999 lines)	% of trouble reports										I		
Ε		Total # of working lines	383	378	376	373	372	373	373	373	367	i		
_	10% (10 per 100 working lines	Total # of trouble reports	9	5	10	2	8	5	6	3	2		 	-
	for units w/ 1,000 lines)	% of trouble reports	2.35%	1.32%	2.66%	0.54%	2.15%	1.34%	1.61%	0.80%	0.54%		-	-
		Total # of outage report tickets	5	1.0270	6	1	5	3	3	1	2			-
		Total # of repair tickets restored in < 24hrs	5	1	6	1	5	3	3	1	2		+	-
djusted		% of repair tickets restored 24 Hours	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	i		
ut of Service Rep	ort	Sum of the duration of all outages (hh:mm)	29.47	4.12	39.52	7.08	21.28	15.2	13.3	5.1	5.13	i		
lin. standard = 90%		Avg. outage duration (hh:mm)	5.89	4.12	6.59	7.08	4.26	5.07	4.43	5.10	2.57	i		t -
iii. Standard = 507	0 Within 24 1113	Indicate if catastrophonc event is in a month						5.0.		0.10				
		Total # of outage report tickets	5	1	6	1	5	3	3	1	2	l		
nadjusted		Total # of repair tickets restored in < 24hrs	4	1	4	0	5	1	2	0	2	l		
ut of Service Rep	ort	% of repair tickets restored 24 Hours	80%	100%	67%	0%	100%	33%	67%	0%	100%	i		
		Sum of the duration of all outages (hh:mm)	80.06	4.10	116.66	72.50	38.18	86.97	70.06	26.25	24.33	i		
		Avg. outage duration (hh:mm)	16.01	4.10	19.44	72.50	7.64	28.99	23.35	26.25	12.17	ı		
efunds		Number of customers who received refunds	0	0	3	0	0	0	0	0	0	1		
		Monthly amount of refunds	\$ -	\$ -	\$ 60.79	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	l		
nswer Time (Troub	ole Reports, Billing & Non-Billing)													
	6 of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
	u option to reach live agent).	Total # of call seconds to reach live agent						1			<u> </u>			†
vo agent (w/a mem	a option to readil live agent).	%< 60 seconds						 	 	<u> </u>				
		70 <u>~</u> 00 Securius							-	-				-

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	any	U#: 1010	Report Year:	2017
Reporting Unit Type:	☐ Total Company ☐ Hexchange ☐ Wine Cente	er .	Reporting Unit Name:	Minersville	
		Date filed	Date filed	Date filed	Date filed

	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)	
		oning, me quarterly,		1st Quarter	,		2nd Quarter	,		3rd Quarter			4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interv	val	Total # of business days	0	0	5	3	10	1	0	0	0			
Min. standard = 5		Total # of service orders	0	0	1	3	5	1	0	0	0			
IVIIII. Staridard = 5	bus. uays	Avg. # of business days	#DIV/0!	#DIV/0!	5.00	1.00	2.00	1.00	#DIV/0!	#DIV/0!	#DIV/0!			
		Total # of installation commitments	0	0	1	3	5	1	0	0	0			
Installation Com	mitment	Total # of installation commitment met	0	0	1	3	5	1	0	0	0			
Min. standard = 9	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	#DIV/0!	#DIV/0!	100%	100%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!			
Customers		Acct # for voice or bundle, res+bus	70	69	70	70	72	70	70	70	67			
Customer Troub	le Report												+	
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
andard	units w/ 3,000 lines)	% of trouble reports												
ğ	8% (8 per 100 working lines for	Total # of working lines												
Sta	units w/ 1.001 - 2.999 lines)	Total # of trouble reports											1	
	units w/ 1,001 - 2,999 lines)	% of trouble reports											+	
Min.		Total # of working lines	107	107	105	106	109	110	110	110	110		+	
	10% (10 per 100 working lines	Total # of trouble reports	5	0	3	4	8	3	2	1	0		+	
	for units w/ 1,000 lines)	% of trouble reports	4.67%	0.00%	2.86%	3.77%	7.34%	2.73%	1.82%	0.91%	0.00%		+	
		Total # of outage report tickets	5	0.00%	3	3	6	2.7370	0	1	0.0070		+	
		Total # of repair tickets restored in < 24hrs	5	0	3	3	6	2	0	1	0		+	-
Adjusted		% of repair tickets restored 24 Hours	100.00%	#DIV/0!	100.00%	100.00%	100.00%	100.00%	#DIV/0!	100.00%	#DIV/0!		+	
Out of Service Re	enort	Sum of the duration of all outages (hh:mm)	32.48	0	14.83	10.43	50.32	6.78	0	4.38	0		+	
Min. standard = 9		Avg. outage duration (hh:mm)	6.50	#DIV/0!	4.94	3.48	8.39	3.39	#DIV/0!	4.38	#DIV/0!		+	-
inini otandara = o	0,0 MM 2 · · · · · 0	Indicate if catastrophonc event is in a month	0.00	#51470.	4.04	0.40	0.00	0.00	#21470:	4.00	#51476:			
Unadjusted		Total # of outage report tickets	5	0	3	3	6	2	0	1	0			
Out of Service Re	eport	Total # of repair tickets restored in ≤ 24hrs	4	0	0	2	4	1	0	0	0			
		% of repair tickets restored 24 Hours	80%	#DIV/0!	0%	67%	67%	50%	#DIV/0!	0%	#DIV/0!			
		Sum of the duration of all outages (hh:mm)	298.75	0.00	297.46	67.45	123.41	102.77	0.00	68.58	0.00			
		Avg. outage duration (hh:mm)	59.75	#DIV/0!	99.15	22.48	20.57	51.39	#DIV/0!	68.58	#DIV/0!			
Refunds		Number of customers who received refunds	0	0	1	0	1	1	0	0	0			
		Monthly amount of refunds	\$ -	\$ -	\$ 31.99	\$ -	\$ 37.99	\$ 4.13	\$ -	\$ -	\$ -			
Answer Time (Tro	puble Reports, Billing & Non-Billing)													
	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
	enu option to reach live agent).	Total # of call seconds to reach live agent											1	
		%< 60 seconds												
													1	

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 Company U#: 1010					Report Year:		2017					
Reporting Unit Typ	pe:	☐ total Company ☐ Œxchange ☐ Wire Ce	nter				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
nstallation Interval		Total # of business days	58	59	48	27	51	17	46	56	24			
Min. standard = 5 bus	s days	Total # of service orders	11	11	9	4	13	5	8	18	8			
Timi: Ottanidard — O Duc		Avg. # of business days	5.27	5.36	5.33	6.75	3.92	3.40	5.75	3.11	3.00			
		Total # of installation commitments	11	11	9	4	13	5	8	18	8			
nstallation Commit		Total # of installation commitment met	11	11	9	4	13	5	8	18	8			
Min. standard = 95%	commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%		 	
Customers		Acct # for voice or bundle, res+bus	1292	1287	1279	1267	1260	1247	1238	1234	1231			
Customer Trouble R	Report													
bustonici iroubic ii	1	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
P.	units w/ 3,000 lines)	% of trouble reports												
ğ	8% (8 per 100 working lines for	Total # of working lines												
វីវី un	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	units w/ 1,001 - 2,393 iiies)	% of trouble reports												
Ē	10% (10 per 100 working lines for units w/ 1,000 lines)	Total # of working lines	1436	1434	1428	1414	1405	1398	1387	1379	1373			
		Total # of trouble reports	20	21	14	13	13	14	18	5	3			
	1,000 11100)	% of trouble reports	1.39%	1.46%	0.98%	0.92%	0.93%	1.00%	1.30%	0.36%	0.22%			
		Total # of outage report tickets	4	7	5	2	4	9	12	2	2			
		Total # of repair tickets restored in ≤ 24hrs	4	7	5	2	4	8	12	2	2			
Adjusted		% of repair tickets restored 24 Hours	100.00%	100.00%	100.00%	100.00%	100.00%	88.89%	100.00%	100.00%	100.00%			
Out of Service Repo	ort	Sum of the duration of all outages (hh:mm)	19.37	19.43	18.67	3.53	15.12	135.93	66.42	10.07	9.2			
Min. standard = 90%	within 24 hrs	Avg. outage duration (hh:mm)	4.84	2.78	3.73	1.77	3.78	15.10	5.54	5.04	4.60			
		Indicate if catastrophonc event is in a month												
Jnadjusted		Total # of outage report tickets	4	7	5	2	4	9	12	2	2			
Out of Service Repo	ort	Total # of repair tickets restored in ≤ 24hrs	3	4	4	2	3	7	7	2	2			
		% of repair tickets restored 24 Hours	75%	57%	80%	100%	75%	78%	58%	100%	100%			
		Sum of the duration of all outages (hh:mm)	89.40	154.00	53.63	8.90	154.05	289.30	448.15	25.58	22.43			
		Avg. outage duration (hh:mm)	22.35	22.00	10.73	4.45	38.51	32.14	37.35	12.79	11.22			
Refunds		Number of customers who received refunds	0	1	1	0	0	0	0	1	0			
		Monthly amount of refunds	\$ -	\$ 25.85	\$ 28.35	\$ -	\$ -	\$ -	\$ -	\$ 46.55	\$ -		\longrightarrow	
Answer Time (Trouble	swer Time (Trouble 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												
3		%< 60 seconds												
		1	1	1	1	1	1	1						

Primary Utility Contact Information

Name:	Phone:	Email:
11411101		

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 Com	pany	-			U#:	101	0		Report Year:		2017	
Reporting Unit T	ype:	☐ Total Company ☐ Hexchange ☐ Worre Ce	nr a r				Reporting Unit Nar	ne:		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	0	3	0	Aug 1	0 0	OCI	NOV	Dec
Installation Interva		Total # of service orders	1	1	0	1	0	1	0	1	0			
Min. standard = 5 bi	us. days	Avg. # of business days	6.00	1.00	#DIV/0!	3.00	#DIV/0!	3.00	#DIV/0!	1.00	#DIV/0!			
		Total # of installation commitments	1	1	0	1	0	1	0	1	0			
Installation Commi	tment	Total # of installation commitment met	1	1	0	1	0	1	0	1	0			
Min. standard = 95%		Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	100%	100%	#DIV/0!	100%	#DIV/0!	100%	#DIV/0!	100%	#DIV/0!			
Customers		Acct # for voice or bundle, res+bus	65	65	65	64	64	65	65	64	63			
Customer Trouble	Report													
	Topol (Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports											 	
7	units w/ 3,000 lines)	· · · · · · · · · · · · · · · · · · ·												
<u> </u>		% of trouble reports												
Min. Standard	8% (8 per 100 working lines for	Total # of working lines												
ž,	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
<u>:</u>	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	% of trouble reports												
Σ	10% (10 per 100 working lines	Total # of working lines	103	101	102	101	101	100	101	101	99			
	for units w/ 1,000 lines)	Total # of trouble reports	0	1	1	1	2	0	0	1	1			
	1,000 11103)	% of trouble reports	0.00%	0.99%	0.98%	0.99%	1.98%	0.00%	0.00%	0.99%	1.01%			
		Total # of outage report tickets	0	1	0	1	2	0	0	0	1			
		Total # of repair tickets restored in ≤ 24hrs	0	1	0	1	1	0	0	0	1			
Adjusted		% of repair tickets restored 24 Hours	#DIV/0!	100.00%	#DIV/0!	100.00%	50.00%	#DIV/0!	#DIV/0!	#DIV/0!	100.00%			
Out of Service Rep	ort	Sum of the duration of all outages (hh:mm)	0	1.37	0	2.37	66.92	0			1.53			
Min. standard = 90%	6 within 24 hrs	Avg. outage duration (hh:mm)	#DIV/0!	1.37	#DIV/0!	2.37	33.46	#DIV/0!	#DIV/0!	#DIV/0!	1.53			
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	0	1	0	1	2	0	0	0	1			
Out of Service Rep	ort	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	1	0	0	0	1			
		% of repair tickets restored 24 Hours	#DIV/0!	0%	#DIV/0!	0%	50%	#DIV/0!	#DIV/0!	#DIV/0!	100%			
		Sum of the duration of all outages (hh:mm)	0.00	72.56	0.00	24.55	90.90	0.00			1.53			
		Avg. outage duration (hh:mm)	#DIV/0!	72.56	#DIV/0!	24.55	45.45	#DIV/0!	#DIV/0!	#DIV/0!	1.53			
Refunds		Number of customers who received refunds	0	0	0	0	1	0	0	0	0			
		Monthly amount of refunds	\$ -	\$ -	\$ -	\$ -	\$ 35.35	\$ -	\$ -	\$ -	\$ -			
	ole 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												
• ,		%< 60 seconds												
				1		1								-
-		1	1	1	I	1						-		
					Primary Utility (Contact Information	ı							

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 Com	pany	_		U#: 1010			<u>)</u>	Report Year:				
Reporting Unit Ty	rpe:	☐ Total Company ☐ Hexchange ☐ Woire Cel	nrar				Reporting Unit Na	me:		Trinity Cente	r			•
	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
		Total # of business days	3	1	5	16	12	41	1	2	2			
Installation Interval		Total # of service orders	1	1	1	6	3	7	1	1	2			
Min. standard = 5 bu	is. days	Avg. # of business days	3.00	1.00	5.00	2.67	4.00	5.86	1.00	2.00	1.00			
		Total # of installation commitments	1	1	1	6	3	7	1	1	2	1	1	
Installation Commit	ment	Total # of installation commitment met	1	1	1	6	3	7	1	1	2	1	1	
Min. standard = 95%	commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%		·	
Customers		Acct # for voice or bundle, res+bus	257	255	254	256	260	261	262	261	261			
Customer Trouble I	Report													
	The state of the s	Total # of working lines											<u> </u>	
	6% (6 per 100 working lines for	Total # of trouble reports												
70	units w/ 3,000 lines)	'											ļ	
<u> </u>		% of trouble reports												
ŭ,	8% (8 per 100 working lines for	Total # of working lines										í		
	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
ċ	£ 2,000 mics)	% of trouble reports										1	1	
Ξ	400/ /40 400	Total # of working lines	302	302	298	296	301	307	307	308	308	1		
	10% (10 per 100 working lines	Total # of trouble reports	3	3	5	3	11	12	4	1	0		-	
	for units w/ 1,000 lines)	% of trouble reports	0.99%	0.99%	1.68%	1.01%	3.65%	3.91%	1.30%	0.32%	0.00%		·	
		Total # of outage report tickets	1	1	0	1	9	10	3	1	0		·	
		Total # of repair tickets restored in < 24hrs	1	1	0	1	9	10	3	1	0		1	
Adjusted		% of repair tickets restored 24 Hours	100.00%	100.00%	#DIV/0!	100.00%	100.00%	100.00%	100.00%	100.00%	#DIV/0!		1	
Out of Service Rep	ort	Sum of the duration of all outages (hh:mm)	3.1	4.95	0	2.83	50.08	33.33	18.77	5.65	0		<u> </u>	
Min. standard = 90%		Avg. outage duration (hh:mm)	3.10	4.95	#DIV/0!	2.83	5.56	3.33	6.26	5.65	#DIV/0!		1	
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	1	1	0	1	9	10	3	1	0			
Out of Service Repo	ort	Total # of repair tickets restored in ≤ 24hrs	1	1	0	0	8	8	2	1	0	1		
		% of repair tickets restored 24 Hours	100%	100%	#DIV/0!	0%	89%	80%	67%	100%	#DIV/0!			
		Sum of the duration of all outages (hh:mm)	22.73	4.94	0.00	100.92	105.15	256.18	58.83	22.83				
		Avg. outage duration (hh:mm)	22.73	4.94	#DIV/0!	100.92	11.68	25.62	19.61	22.83	#DIV/0!			
Refunds		Number of customers who received refunds	0	0	0	1	1	0	0	1	0			
		Monthly amount of refunds	\$ -	\$ -	\$ -	\$ 30.34	\$ 42.05	\$ -	\$ -	\$ 29.84	\$ -			
Answer Time (Troub	le Reports, Billing & Non-Billing)													
Min. standard = 80%	of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing	I -		1				1					
	option to reach live agent).	Total # of call seconds to reach live agent												
3- (%< 60 seconds												
		70 <u>< 00</u> 00001100	1	+	1	1		1	+	1			1	
			l		1	1		1	1	1			<u> </u>	l

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)