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

	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)			
	weasurement (Compile n	nonthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	,	
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	
Installation Interv		Total # of business days	67		79									1	
Min. standard = 5 l		Total # of service orders	13		14									1	
viiri. Stariuaru = 5 i	ous. days	Avg. # of business days	5.15	4.79	5.64									1	
		Total # of installation commitments	13	14	14									1	
Installation Comn	nitment	Total # of installation commitment met	13	14	14									1	
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0									1	
		% of commitment met	100%	100%	100%										
Customers		Acct # for voice or bundle, res+bus	2,018	2,008	1,998									1	
Customer Trouble	e Report	,	,	,	,		1							1	
		Total # of working lines												1	
	6% (6 per 100 working lines for	Total # of trouble reports													
_	units w/ ≥ 3,000 lines)	·										_		1	
ard		% of trouble reports													
ğ	8% (8 per 100 working lines for	Total # of working lines	2331	2322	2309									1	
Sta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	37	30	33									1	
ċ,	units w/ 1,001 2,000 inics/	% of trouble reports	1.59%	1.29%	1.43%									1	
		Total # of working lines												1	
	10% (10 per 100 working lines	Total # of trouble reports												<u> </u>	
	for units w/ ≤ 1,000 lines)	% of trouble reports												1	
		Total # of outage report tickets	15	10	14										
							+								
		Total # of repair tickets restored in ≤ 24hrs	15		14									<u> </u>	
Adjusted		% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%									1	
Out of Service Re		Sum of the duration of all outages (hh:mm)	84.42	29.87	73.02										
Min. standard = 90	% within 24 hrs	Avg. outage duration (hh:mm)	5.63	2.99	5.22										
		Indicate if catastrophonc event is in a month	no	no	no										
Unadjusted		Total # of outage report tickets	15	10	14										
Out of Service Re	eport	Total # of repair tickets restored in ≤ 24hrs	12	6	8									1	
	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	% of repair tickets restored ≤ 24 Hours	80%	60%	57%									1	
		Sum of the duration of all outages (hh:mm)	490.95	235.60	467.76									1	
		Avg. outage duration (hh:mm)	32.73	23.56	33.41									1	
Refunds		Number of customers who received refunds	0	1	5									4	
		Monthly amount of refunds	\$ -	\$ 25.85	\$ 121.13		1							<u> </u>	
Answer Time (Trou	uble Reports, Billing & Non-Billing)						1								
•	0% of calls ≤ 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												1	
				+			+							1	
iive agerit (w/a mei	nu option to reach live agent).	Total # of call seconds to reach live agent					+								
		% <u><</u> 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)

Email:

2017

Company Name:		Happy Valley Telephone Comp	any	•			U#:	1010			Report Year:	201	<u>7</u>
Reporting Unit Ty	/pe:	☐ Total Company ☑ Exchange ☐ Wire Ce	nter				Reporting Unit	Name:		lgo			_
	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/xxx) 4th Quarte	x)
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct Nov	Dec
		Total # of business days	0	6	21	7 40.			- Cu.y	7.0.9	Сор.	1.01	
Installation Interval		Total # of service orders	0	1	3								
Min. standard = 5 bu	us. days	Avg. # of business days	#DIV/0!	6.00	7.00								
		Total # of installation commitments	0	1	3								
Installation Commit	tment	Total # of installation commitment met	0	1	3								
Min. standard = 95%	6 commitment met	Total # of installation commitment missed	0	0	0								
		% of commitment met	#DIV/0!	100%	100%								
Customers		Acct # for voice or bundle, res+bus	334	332									
Customer Trouble	Report												
6% (6 per 100 working lines for	Total # of working lines Total # of trouble reports												
ard	units w/ ≥ 3,000 lines)	% of trouble reports											
ρ̈́u	8% (8 per 100 working lines for	Total # of working lines						- 1					
Sta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports											
Min	arite w/ 1,001 2,000 iii100)	% of trouble reports											
	100/ (10 per 100 working lines	Total # of working lines	383	378	376								
	10% (10 per 100 working lines for units w/ \leq 1,000 lines)	Total # of trouble reports	9	5	10								
	ior units w/ \(\frac{1}{2}\) 1,000 lines)	% of trouble reports	2.35%	1.32%									
	•	Total # of outage report tickets	5	1	6								
		Total # of repair tickets restored in ≤ 24hrs	5	1	6								
Adjusted		% of repair tickets restored ≤ 24 Hours	100.00%	100.00%									
Out of Service Rep	ort	Sum of the duration of all outages (hh:mm)	29.47	4.12									
Min. standard = 90%	% within 24 hrs	Avg. outage duration (hh:mm)	5.89	4.12	6.59								
		Indicate if catastrophonc event is in a month	no	no	no								
		Total # of outage report tickets	5	1	6								
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	4	1	4								
Out of Service Rep	ort	% of repair tickets restored ≤ 24 Hours	80%	100%	67%								
		Sum of the duration of all outages (hh:mm)	80.06	4.10	116.66								
		Avg. outage duration (hh:mm)	16.01	4.10	19.44								
Refunds		Number of customers who received refunds	10.01	1.10	3								
iterarius		Monthly amount of refunds	\$ -	\$ -	\$ 60.79								
A Ti /T	Ja Danasta Dillian O Man Dillian	Widniting amount of fertilities	Ψ -	- Ψ	Ψ 00.79								
,	ole Reports, Billing & Non-Billing)	T											
	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											
		%<_60 seconds			 							 	
				Pr	imary Utility Contac	t Information	1					<u> </u>	

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)

Name:

Company Name:		Happy Valley Telephone Comp	_			U#:	1010	<u>)</u>			2017			
Reporting Unit T	ype:	☐ Total Company ☑ Exchange ☐ Wire Co	enter				Reporting U	nit Name:		Minersville				
	Measurement (Compile m	nonthly, 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	0	0	5	Дрі	Iviay	Juli	July	Aug	Зерг	- 001	 100	Dec
Installation Interva		Total # of service orders	0	0	1								+	
Min. standard = 5 bu	us. days	Avg. # of business days	#DIV/0!	#DIV/0!	5.00									
		Total # of installation commitments	0	0	1									
Installation Commi	itment	Total # of installation commitment met	0	0	1									
Min. standard = 95%		Total # of installation commitment missed	0	0	0								+	
		% of commitment met	#DIV/0!	#DIV/0!	100%								+ +	
Customers		Acct # for voice or bundle, res+bus	70	69	70									
Customer Trouble	Report												 	
		Total # of working lines											+ +	
	6% (6 per 100 working lines for	Total # of trouble reports												
ъ	units w/ ≥ 3,000 lines)	% of trouble reports												
dar		·											+	
anc	8% (8 per 100 working lines for	Total # of working lines											++	
St	units w/ 1,001 - 2,999 lines)	Total # of trouble reports											++	
<u>i</u> .		% of trouble reports											++	
2	10% (10 per 100 working lines	Total # of working lines	107	107	105									
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	5	0	3									
	, , ,	% of trouble reports	4.67%	0.00%	2.86%								\longrightarrow	
		Total # of outage report tickets	5	0	3							4	++	
A.P (l		Total # of repair tickets restored in ≤ 24hrs	5	0	3									
Adjusted		% of repair tickets restored ≤ 24 Hours	100.00%		100.00%								++	
Out of Service Rep		Sum of the duration of all outages (hh:mm)	32.48		14.83								++	
Min. standard = 90%	% Witnin 24 nrs	Avg. outage duration (hh:mm)	6.50	#DIV/0!	4.94								++	
		Indicate if catastrophonc event is in a month	no	no	no									
Unadjusted		Total # of outage report tickets	5	0	3									
Out of Service Rep	port	Total # of repair tickets restored in ≤ 24hrs	4	. 0	0									
Out of Oct vice Rep	5011	% of repair tickets restored ≤ 24 Hours	80%	#DIV/0!	0%									
		Sum of the duration of all outages (hh:mm)	298.75	0.00	297.46									
		Avg. outage duration (hh:mm)	59.75	#DIV/0!	99.15								†	
Refunds		Number of customers who received refunds	00.1.0	0	1								+ +	
rterarius		Monthly amount of refunds	\$ -	\$ -	\$ 31.99								++	
Anavor Times (Travil	ala Danarta Dilling 9 Non Dilling)	Monthly amount of ferdilus	Φ -	-	φ 31.99							-	+	
	ble Reports, Billing & Non-Billing)	Total # of calls for TD Dillion 9 Non Dillion											++	
	% of calls < 60 seconds to reach	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										\vdash	+	
		1		<u>I</u>	<u>l</u>			1				<u> </u>	<u> </u>	
				Prin	nary Utility Contac	t Information	1							

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	ny	•			U#:	1010	_			2017		
Reporting Unit T	уре:	☐ Total Company ☑ Exchange ☐ WWire Ce				Reporting l	Jnit Name:		Olinda				_	
	Measurement (Compile me	onthly, file quarterly)		Date filed (05/10/2017)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (xx/xx/xxxx	
	modearement (compile in	onting, me quarterly,	lon	1st Quarter Feb	Mar	Ann	2nd Quarter		luke	3rd Quarter	Cont	Oot	4th Quarte	
	-	Total # of business days	Jan 58			Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interva		Total # of service orders	11											1
Min. standard = 5 bu	us. days	Avg. # of business days	5.27											
		Total # of installation commitments	11											
Installation Comm	itment	Total # of installation commitment met	11	11	9									
Min. standard = 95%		Total # of installation commitment missed	0	0	0									
		% of commitment met	100%	100%	100%									
Customers		Acct # for voice or bundle, res+bus	1292											
Customer Trouble	Report													1
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
5	units w/ ≥ 3,000 lines)	% of trouble reports												
da		Total # of working lines												
tan	8% (8 per 100 working lines for	Total # of trouble reports								_				1
Min	units w/ 1,001 - 2,999 lines)	% of trouble reports												
		Total # of working lines	1436	1434	1428									
	10% (10 per 100 working lines	Total # of trouble reports	20											
	for units w/ ≤ 1,000 lines)	% of trouble reports	1.39%	1.46%						_				
		Total # of outage report tickets	4	7.4070	5.5076									
		Total # of repair tickets restored in ≤ 24hrs	4	7	5									
Adjusted		% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%									
Out of Service Rep	port	Sum of the duration of all outages (hh:mm)	19.37	19.43										
Min. standard = 90%		Avg. outage duration (hh:mm)	4.84	2.78	3.73									
		Indicate if catastrophonc event is in a month	no	no	no									
Handler I.		Total # of outage report tickets	4	7	5									
Unadjusted Out of Service Rep	port	Total # of repair tickets restored in ≤ 24hrs	3	4	4									1
Out of Service Rep	oort	% of repair tickets restored ≤ 24 Hours	75%	57%	80%									
		Sum of the duration of all outages (hh:mm)	89.40	154.00	53.63									
		Avg. outage duration (hh:mm)	22.35	22.00	10.73									
Refunds		Number of customers who received refunds	0	1	1									
		Monthly amount of refunds	\$ -	\$ 25.85	\$ 28.35									
Answer Time (Trouk	ole Reports, Billing & Non-Billing)	Monthly amount of forundo	Ψ	Ψ 20.00	Ψ 20.00									
,	% of calls < 60 seconds to reach	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		Prima	ary Utility Cor	ntact Inform	mation						1	1

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#:	1010		Report Year:					
Reporting Unit T	-уре:	☐ Total Company ☑ Exchange ☐ WWire C				Reporting U	Jnit Name:		Platina			•		
	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
I	-1	Total # of business days	6	1	0	- 1					23/23			
Installation Interva		Total # of service orders	1	1	0									
Min. standard = 5 b	ous. days	Avg. # of business days	6.00	1.00	#DIV/0!									
		Total # of installation commitments	1	1	0									
Installation Comm	itment	Total # of installation commitment met	1	1	0									
Min. standard = 959	% commitment met	Total # of installation commitment missed	0	0	0		1							
		% of commitment met	100%	100%	#DIV/0!		1							
Customers		Acct # for voice or bundle, res+bus	65	65	65									
Customer Trouble	Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports											<u> </u>	
7	units w/ ≥ 3,000 lines)	'					†						 	
dard		% of trouble reports										_	<u> </u>	
anc	8% (8 per 100 working lines for	Total # of working lines												
Š	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									
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	0	1	1									
	10 and 11 = 1,000 miles)	% of trouble reports	0.00%	0.99%	0.98%									
•		Total # of outage report tickets	0	1	0									
		Total # of repair tickets restored in ≤ 24hrs	0	1	0									
Adjusted		% of repair tickets restored ≤ 24 Hours	#DIV/0!	100.00%	#DIV/0!									
Out of Service Rep		Sum of the duration of all outages (hh:mm)	0	1.37	0									
Min. standard = 90°	% within 24 hrs	Avg. outage duration (hh:mm)	#DIV/0!	1.37	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!						
		Indicate if catastrophonc event is in a month	no	no	no									
Unadjusted		Total # of outage report tickets	0	1	0									
Out of Service Rep	port	Total # of repair tickets restored in ≤ 24hrs	0	0	0									
	•	% of repair tickets restored ≤ 24 Hours	#DIV/0!	0%	#DIV/0!									
		Sum of the duration of all outages (hh:mm)	0.00	72.56	0.00									
		Avg. outage duration (hh:mm)	#DIV/0!	72.56	#DIV/0!									
Refunds		Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	\$ -	\$ -	\$ -									
Answer Time (Trou	ble Reports, Billing & Non-Billing)													
· ·	% 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	+	+			†						 	
invo agont (w/a men	ia option to readil live agenty.	%< 60 seconds	+ -	+			+						 	+
		70 <u>~</u> 00 30001103	 				1						 	1
				Primary	Utility Contact Ir	formation								

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			Report Year:		2017		
Reporting Unit Ty	ype:	☐ Total Company ☑ Æxchange ☐ WWire 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)	
	(3.1.4)	, , , , , , , , , , , , , , , , , , ,	Jan	1st Quarter Feb	Mar	Apr	2nd Quarter May	Jun	July	3rd Quarter	Sept	Oct	4th Quarter Nov	Dec
		Total # of business days	Jaii	1	iviai 5	Арі	iviay	Juli	July	Aug	Зері	OCI	NOV	Dec
Installation Interval		Total # of service orders	1	1	1									
Min. standard = 5 bu	ıs. days	Avg. # of business days	3.00	1.00	5.00									
		Total # of installation commitments	1	1	1							í		
Installation Commi	itment	Total # of installation commitment met	1	1	1							ĺ		
Min. standard = 95%		Total # of installation commitment missed	0	0	0									
		% of commitment met	100%	100%	100%									
Customers		Acct # for voice or bundle, res+bus	257											
Customer Trouble	Report											ĺ		
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
-	units w/ ≥ 3,000 lines)	'												
<u>a</u>		% of trouble reports										 '	<u> </u>	
Standard	8% (8 per 100 working lines for	Total # of working lines										<u> </u>		
ž	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
M in.		% of trouble reports												
Σ	10% (10 per 100 working lines	Total # of working lines	302	302	298							<i>i</i> '		
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	3	3	5							ĺ		
for uni	ior drifts w/ = 1,000 lines)	% of trouble reports	0.99%	0.99%	1.68%							ĺ		
	•	Total # of outage report tickets	1	1	0							ĺ		
		Total # of repair tickets restored in ≤ 24hrs	1	1	0									
Adjusted		% of repair tickets restored ≤ 24 Hours	100.00%		#DIV/0!									
Out of Service Rep		Sum of the duration of all outages (hh:mm)	3.1									<u> </u>		
Min. standard = 90%	6 within 24 hrs	Avg. outage duration (hh:mm)	3.10	4.95	#DIV/0!							 '	<u> </u>	
		Indicate if catastrophonc event is in a month	no	no	no									
Unadjusted		Total # of outage report tickets	1	1	0									
Out of Service Rep	ort	Total # of repair tickets restored in ≤ 24hrs	1	1	0							í		
out of oct vice hep		% of repair tickets restored ≤ 24 Hours	100%	100%	#DIV/0!							ĺ		
		Sum of the duration of all outages (hh:mm)	22.73	4.94	0.00							í		
		Avg. outage duration (hh:mm)	22.73	4.94	#DIV/0!									
Refunds		Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	\$ -	\$ -	\$ -							[
Answer Time (Troub	ole Reports, Billing & Non-Billing)	Working amount or rotation	Ψ	Ψ	Ψ									
	% of calls \leq 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
										_		<u>'</u>		
iive agent (w/a menu	u option to reach live agent).	Total # of call seconds to reach live agent												
		% <u><</u> 60 seconds										<u> </u>	<u> </u>	
												'	<u> </u>	
				Pr	rimary Utility Co	ntact Informat	tion							

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: