

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

Company Name: Happy Valley Telephone Company

U#: 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)		
		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	67	67	79									
	Total # of service orders	13	14	14									
	Avg. # of business days	5.15	4.79	5.64									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	13	14	14									
	Total # of installation commitment met	13	14	14									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	2,018	2,008	1,998									
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	2331	2322	2309								
		Total # of trouble reports	37	30	33								
		% of trouble reports	1.59%	1.29%	1.43%								
	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	15	10	14									
	Total # of repair tickets restored in ≤ 24hrs	15	10	14									
	% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%									
	Sum of the duration of all outages (hh:mm)	84.42	29.87	73.02									
	Avg. outage duration (hh:mm)	5.63	2.99	5.22									
	Indicate if catastrophic event is in a month	no	no	no									
Unadjusted Out of Service Report	Total # of outage report tickets	15	10	14									
	Total # of repair tickets restored in ≤ 24hrs	12	6	8									
	% of repair tickets restored ≤ 24 Hours	80%	60%	57%									
	Sum of the duration of all outages (hh:mm)	490.95	235.60	467.76									
	Avg. outage duration (hh:mm)	32.73	23.56	33.41									
Refunds	Number of customers who received refunds	0	1	5									
	Monthly amount of refunds	\$ -	\$ 25.85	\$ 121.13									
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

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)

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

Company Name: Happy Valley Telephone Company
 Reporting Unit Type: Total Company Exchange Wire Center

U#: 1010 Report Year: 2017
 Reporting Unit Name: Igo

Measurement (Compile monthly, file quarterly)		Date filed (05/10/2017)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (xx/xx/xxxx)		
		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	0	6	21									
	Total # of service orders	0	1	3									
	Avg. # of business days	#DIV/0!	6.00	7.00									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	1	3									
	Total # of installation commitment met	0	1	3									
	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	330									
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											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	383	378	376								
		Total # of trouble reports	9	5	10								
		% of trouble reports	2.35%	1.32%	2.66%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	5	1	6									
	Total # of repair tickets restored in ≤ 24hrs	5	1	6									
	% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%									
	Sum of the duration of all outages (hh:mm)	29.47	4.12	39.52									
	Avg. outage duration (hh:mm)	5.89	4.12	6.59									
	Indicate if catastrophic event is in a month	no	no	no									
Unadjusted Out of Service Report	Total # of outage report tickets	5	1	6									
	Total # of repair tickets restored in ≤ 24hrs	4	1	4									
	% 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	0	0	3									
	Monthly amount of refunds	\$ -	\$ -	\$ 60.79									
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

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)

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

Company Name: Happy Valley Telephone Company

U#: 1010

Report Year: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Minersville

Measurement (Compile monthly, file quarterly)		Date filed (05/10/2017)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (xx/xx/xxxx)		
		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	0	0	5									
	Total # of service orders	0	0	1									
	Avg. # of business days	#DIV/0!	#DIV/0!	5.00									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	0	1									
	Total # of installation commitment met	0	0	1									
	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													
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											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	107	107	105								
		Total # of trouble reports	5	0	3								
		% of trouble reports	4.67%	0.00%	2.86%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	5	0	3									
	Total # of repair tickets restored in ≤ 24hrs	5	0	3									
	% of repair tickets restored ≤ 24 Hours	100.00%	#DIV/0!	100.00%									
	Sum of the duration of all outages (hh:mm)	32.48	0	14.83									
	Avg. outage duration (hh:mm)	6.50	#DIV/0!	4.94									
	Indicate if catastrophic event is in a month	no	no	no									
Unadjusted Out of Service Report	Total # of outage report tickets	5	0	3									
	Total # of repair tickets restored in ≤ 24hrs	4	0	0									
	% 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	0	0	1									
	Monthly amount of refunds	\$ -	\$ -	\$ 31.99									
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 Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

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

Company Name: Happy Valley Telephone Company

U#: 1010

Report Year: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Olinda

Measurement (Compile monthly, file quarterly)		Date filed (05/10/2017)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (xx/xx/xxxx)		
		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	58	59	48									
	Total # of service orders	11	11	9									
	Avg. # of business days	5.27	5.36	5.33									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	11	11	9									
	Total # of installation commitment met	11	11	9									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	1292	1287	1279									
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											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	1436	1434	1428								
		Total # of trouble reports	20	21	14								
		% of trouble reports	1.39%	1.46%	0.98%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	4	7	5									
	Total # of repair tickets restored in ≤ 24hrs	4	7	5									
	% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%									
	Sum of the duration of all outages (hh:mm)	19.37	19.43	18.67									
	Avg. outage duration (hh:mm)	4.84	2.78	3.73									
	Indicate if catastrophic event is in a month	no	no	no									
Unadjusted Out of Service Report	Total # of outage report tickets	4	7	5									
	Total # of repair tickets restored in ≤ 24hrs	3	4	4									
	% 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 (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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**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: Happy Valley Telephone Company

U#: 1010

Report Year: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Platina

Measurement (Compile monthly, file quarterly)		Date filed (05/10/2017)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (xx/xx/xxxx)		
		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	6	1	0									
	Total # of service orders	1	1	0									
	Avg. # of business days	6.00	1.00	#DIV/0!									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	1	0									
	Total # of installation commitment met	1	1	0									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	#DIV/0!									
Customers	Acct # for voice or bundle, res+bus	65	65	65									
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											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	103	101	102								
		Total # of trouble reports	0	1	1								
		% of trouble reports	0.00%	0.99%	0.98%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	1	0									
	Total # of repair tickets restored in ≤ 24hrs	0	1	0									
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	100.00%	#DIV/0!									
	Sum of the duration of all outages (hh:mm)	0	1.37	0									
	Avg. outage duration (hh:mm)	#DIV/0!	1.37	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!						
	Indicate if catastrophic event is in a month	no	no	no									
Unadjusted Out of Service Report	Total # of outage report tickets	0	1	0									
	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 (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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**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: Happy Valley Telephone Company

U#: 1010

Report Year: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Trinity Center

Measurement (Compile monthly, file quarterly)		Date filed (05/10/2017)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (xx/xx/xxxx)		
		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	3	1	5									
	Total # of service orders	1	1	1									
	Avg. # of business days	3.00	1.00	5.00									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	1	1									
	Total # of installation commitment met	1	1	1									
	Total # of installation commitment missed	0	0	0									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	257	255	254									
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											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	302	302	298								
		Total # of trouble reports	3	3	5								
		% of trouble reports	0.99%	0.99%	1.68%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	1	0									
	Total # of repair tickets restored in ≤ 24hrs	1	1	0									
	% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	#DIV/0!									
	Sum of the duration of all outages (hh:mm)	3.1	4.95	0									
	Avg. outage duration (hh:mm)	3.10	4.95	#DIV/0!									
	Indicate if catastrophic event is in a month	no	no	no									
Unadjusted Out of Service Report	Total # of outage report tickets	1	1	0									
	Total # of repair tickets restored in ≤ 24hrs	1	1	0									
	% of repair tickets restored ≤ 24 Hours	100%	100%	#DIV/0!									
	Sum of the duration of all outages (hh:mm)	22.73	4.94	0.00									
	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 (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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Phone: _____

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Date Adopted: 7/28/09
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