| Company Name: | Happy Valley Telephone Company | U#: 1021 | Report Year: 2018 |
|----------------------|--|----------------------|-------------------|
| Reporting Unit Type: | ✓ Total Company ☐ Exchange ☐ Wire Center | Reporting Unit Name: | Total Company |

| | Measurement (Compile monthly, file quarterly) | | | | | | Date filed | | | Date filed | | Date filed | | | |
|---|---|--|--------|------------|---------|----------|-------------|----------|------|-------------|------|------------|-------------|-----|--|
| | Measurement (Compile n | nonthly, file quarterly) | | 1st Quarte | r | | 2nd Quarter | | | 3rd Quarter | | | 4th Quarter | | |
| | | | Jan | Feb | Mar | Apr | May | Jun | July | Aug | Sept | Oct | Nov | Dec | |
| Installation Interva | al . | Total # of business days | 70 | 51 | 36 | 70 | 56 | 35 | | | | | | | |
| | | Total # of service orders | 14 | 11 | 9 | 14 | 14 | 9 | | | | | | | |
| Min. standard = 5 b | ous. days | Avg. # of business days | 5.00 | 4.64 | 4.00 | 5.00 | 4.00 | 3.89 | | | | | | | |
| | | Total # of installation commitments | 14 | 11 | 9 | 14 | 14 | 9 | | | | | | | |
| Installation Comm | nitment | Total # of installation commitment met | 14 | 11 | 9 | 14 | 14 | 8 | | | | | | | |
| Min. standard = 95° | % commitment met | Total # of installation commitment missed | 0 | 0 | 0 | 0 | 0 | 1 | | | | | | | |
| | | % of commitment met | 100% | 100% | 100% | 100% | 100% | 89% | | | | | | | |
| Customers | | Acct # for voice or bundle, res+bus | 1,901 | 1,888 | 1,876 | 1878 | 1872 | 1862 | | | | | | | |
| Customer Trouble | Report | | | | | | | | | | | | | | |
| | | Total # of working lines | | | | | | | | | | | | | |
| 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) | | Total # of trouble reports | | | | | | | | | | | | | |
| ard | urills w/ 2 3,000 iirles) | % of trouble reports | | | | | | | | | | | | | |
| tanda | 8% (8 per 100 working lines for | Total # of working lines | 2205 | 2196 | 2182 | 2175 | 2178 | 2168 | | | | | | | |
|)ta | units w/ 1,001 - 2,999 lines) | Total # of trouble reports | 16 | 15 | 12 | 11 | 10 | 30 | | | | | | | |
| Æ G | units w/ 1,001 - 2,999 lines) | % of trouble reports | 0.73% | 0.68% | 0.55% | 0.51% | 0.46% | 1.38% | | | | | | | |
| | 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) | Total # of working lines | | | | | | | | | | | | | |
| | | Total # of trouble reports | | | | | | | | | | | | | |
| | | % of trouble reports | | | | | | | | | | | | | |
| | ! | Total # of outage report tickets | 8 | 6 | 4 | 4 | 4 | 23 | | | | | | | |
| | | Total # of repair tickets restored in ≤ 24hrs | 7 | 6 | 4 | 3 | 4 | 16 | | | | | | | |
| Adjusted | | % of repair tickets restored ≤ 24 Hours | 87.50% | 100.00% | 100.00% | 75.00% | 100.00% | 69.57% | | | | | | | |
| Out of Service Re | port | Sum of the duration of all outages (hh:mm) | 101.28 | 35.53 | 23.88 | 60.57 | 36.25 | 408.18 | | | | | | | |
| Min. standard = 90° | - | Avg. outage duration (hh:mm) | 12.66 | 5.92 | 5.97 | 15.14 | 9.06 | 17.75 | | | | | | | |
| | | Indicate if catastrophonc event is in a month | | | | | | | | | | | | | |
| Unadjusted | | Total # of outage report tickets | 8 | 6 | 4 | 4 | 4 | 23 | | | | | | | |
| Out of Service Re | port | Total # of repair tickets restored in ≤ 24hrs | 4 | 4 | 2 | 2 | 4 | 15 | | | | | | | |
| · | • | % of repair tickets restored ≤ 24 Hours | 50.00% | 66.67% | 50.00% | 50.00% | 100.00% | 65.22% | | | | | | | |
| | | Sum of the duration of all outages (hh:mm) | 250.83 | 106.57 | 280.35 | 151.06 | 35.5 | 646.4 | | | | | | | |
| | | Avg. outage duration (hh:mm) | 31.35 | 17.76 | 70.09 | 37.77 | 8.88 | 28.10 | | | | | | | |
| Refunds | | Number of customers who received refunds | 0 | 0 | 0 | 1 | 0 | 1 | | | | | | | |
| | | Monthly amount of refunds | \$ - | \$ - | \$ - | \$ 41.35 | \$ - | \$ 40.30 | | | | | | | |
| Answer Time (Trou | uble Reports, Billing & Non-Billing) | | | | | | | | | | | I | | 1 | |
| • | % of calls < 60 seconds to reach | Total # of calls for TR, Billing & Non-Billing | | | | | | | | | | | | | |
| ive agent (w/a mer | nu option to reach live agent). | Total # of call seconds to reach live agent | | | | | | | | | | | | | |
| | | %<_60 seconds | | | | | | | | | | | | | |
| | | | 1 1 | | | | | | | | | I . | | 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 Company | | U#: | 1010 | | | • | 2018 | | | | | |
|---------------------------|-------------------------------------|---|----------|--------------------|----------------|--------------------|------------------|-----------|------|-------------|--|-------------|-------------|-----|
| Reporting Unit T | ype: | ☐ Total Company ☑ Exchange ☐ Wire Cer | | Reporting Unit Nar | me: | | Igo | | | | | | | |
| | | | | Date filed | | | Date filed | | | Date filed | | | Date filed | |
| | Measurement (Compile m | onthly, file quarterly) | | 1st Quarter | | | 2nd Quarter | | | 3rd Quarter | | | 4th Quarter | |
| | | Total # of business days | Jan | Feb | Mar | Apr 1 | May 11 | Jun | July | Aug | Sept | Oct | Nov | Dec |
| Installation Interva | | Total # of business days Total # of service orders | 0 | 3 | 2 | 1 | 11 | 2 | | | | | | |
| Min. standard = 5 b | ous. days | Avg. # of business days | #DIV/0! | 2.67 | 3.00 | 1.00 | 5.50 | 2.00 | | | | - | | |
| | | Total # of installation commitments | #DIV/0: | 2.07 | 2.00 | 1.00 | 2.30 | 2.00 | | | | | | |
| Installation Comm | itment | Total # of installation commitment met | 0 | 3 | 2 | 1 | 2 | 2 | | 1 | | | | |
| | % commitment met | Total # of installation commitment met Total # of installation commitment missed | 0 | 3 | 2 | 1 | 2 | 2 | | + | | | | |
| IVIIII. Stariuaru – 95 | 78 COMMINICINE IN THE | % of commitment met | #DIV/0! | 100% | 100% | 100% | 100% | 100% | | | | | | |
| | | % or communent met | #DIV/U! | 100% | 100% | 100% | 100% | 100% | | + | | | | |
| Customers | | Acct # for voice or bundle, res+bus | 314 | 310 | 310 | 308 | 305 | 306 | | | | | | |
| Customer Trouble Report | | | | | | | | | | | | | | |
| | 00/ /0 | Total # of working lines | | | | | | | | | | | | |
| | 6% (6 per 100 working lines for | Total # of trouble reports | | | | | | | | | | | | |
| Win. Standard (10%) (10%) | units w/ ≥ 3,000 lines) | % of trouble reports | | | | | | | | | | | | |
| | 00/ (0 400 | Total # of working lines | | | | | | | | | | | | |
| | 8% (8 per 100 working lines for | Total # of trouble reports | | | | | | | | | | | | |
| | units w/ 1,001 - 2,999 lines) | % of trouble reports | | | | | | | | | | | | |
| | | · | 200 | 257 | 254 | 254 | 250 | 240 | | | | | | |
| | 10% (10 per 100 working lines | Total # of working lines | 363 | 357 | 354 | 354 | 350 | 349 17 | | | | | | |
| | for units w/ ≤ 1,000 lines) | Total # of trouble reports % of trouble reports | 1.38% | 1.40% | 0.85% | 1.13% | 1.71% | 4.87% | | | | | | |
| | | Total # of outage report tickets | 1.30% | 1.40% | 0.00% | 1.13% | 1.7 1 70 | 13 | | | | | | |
| | | Total # of outage report tickets Total # of repair tickets restored in < 24hrs | 3 | 3 | 1 | 1 | 1 | 13 | | | | | | |
| Adjusted | | % of repair tickets restored ≤ 24 Hours | 100.00% | 100.00% | 100.00% | 50.00% | 100.00% | 61.54% | | | | - | | |
| Out of Service Rep | nort | Sum of the duration of all outages (hh:mm) | 33.03 | 8.13 | 1.4 | 51.75 | 5.57 | 288.73 | | | | | | |
| Min. standard = 90° | | Avg. outage duration (hh:mm) | 11.01 | 2.71 | 1.40 | | 5.57 | 22.21 | | | | | | |
| IVIIII. Standard – 90 | 70 WILLIII 24 1113 | Indicate if catastrophonc event is in a month | 11.01 | 2.11 | 11.10 | 20.00 | 0.01 | | | | | | | |
| | | Total # of outage report tickets | 2 | 2 | 1 | 2 | 1 | 13 | | + | | | | |
| Unadjusted | | Total # of repair tickets restored in < 24hrs | 1 | 2 | 1 | 1 | 1 | 8 | | | | | | |
| Out of Service Re | nort | % of repair tickets restored ≤ 24 Hours | 33% | 67% | 100% | 50.00% | 100.00% | 61.54% | | | | | | |
| out of octation ite | port | Sum of the duration of all outages (hh:mm) | 92.22 | 41.07 | 2.98 | | 4.22 | | | _ | | | | |
| | | Avg. outage duration (hh:mm) | 30.74 | | 2.98 | | 4.22 | | | | | | | |
| Refunds | | Number of customers who received refunds | 0 | 0 | 0 | 1 | 0 | 1 | | | | | | |
| | | Monthly amount of refunds | \$ - | \$ - | \$ - | \$ 41.35 | \$ - | \$ 40.30 | | | | | | |
| Answer Time (Trou | ble Reports, Billing & Non-Billing) | Internally difficult of forunds | Ψ | Ψ | Ψ | Ψ 1.00 | Ψ | Ψ 40.00 | | | | | | |
| , | | Total # of colle for TD, Dilling 9 Non Dilling | <u> </u> | | | | | | | | | | | |
| | % of calls < 60 seconds to reach | Total # of calls for TR, Billing & Non-Billing | 1 | | | | | | | | | | | |
| live agent (w/a mer | nu option to reach live agent). | Total # of call seconds to reach live agent | ļ | | | | | | | | | | | |
| | | %<_60 seconds | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| | | | | | Primary Utilit | y Contact Informat | ion | | | | | | | |

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 Company | | | | U | #: | 1010 | 1010 Report Y | | | 'ear: 2018 | | | |
|------------------------------------|---|---|---------|------------|----------------------|-------------------|--------|-------------|---------------|-------------|-------------|------------|-----|---------------|--|
| Reporting Unit T | уре: | ☐ Total Company | | | Reporting Unit Name: | | | me: | | Minersville | | | | | |
| | | | | Date filed | | | | Date filed | | | Date filed | | | Date filed | |
| | Measurement (Compile me | onthly, file quarterly) | | 1st Quarte | er | | | 2nd Quarter | | | 3rd Quarter | | | 4th Quarter | |
| | | | Jan | Feb | Mar | Apr | | May | Jun | July | Aug | Sept | Oct | Nov | Dec |
| Installation Interva | al | Total # of business days | 2 | 0 | (| 0 | 0 | 0 | 0 | | | | | | |
| Min. standard = 5 b | | Total # of service orders | 1 | 0 | (| 0 | 0 | 0 | 0 | | | | | | 1 |
| | | Avg. # of business days | 2.00 | #DIV/0! | #DIV/0! | #DIV/0! | | #DIV/0! | #DIV/0! | | | | | | 1 |
| | | Total # of installation commitments | 1 | 0 | (| 0 | 0 | 0 | 0 | | | | | | 1 |
| Installation Comm | | Total # of installation commitment met | 1 | 0 | (| 0 | 0 | 0 | 0 | | | | | | 1 |
| Min. standard = 95% commitment met | | Total # of installation commitment missed | 0 | 0 | (| 0 | 0 | 0 | 0 | | | | | | <u>I</u> |
| | | % of commitment met | 100% | #DIV/0! | #DIV/0! | #DIV/0! | | #DIV/0! | #DIV/0! | | | | | | 1 |
| Customers | | Acct # for voice or bundle, res+bus | 61 | 61 | 59 | 9 | 60 | 60 | 60 | | | | | | 1 |
| 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 | | | | | | | | | | | | | |
| Stand | 8% (8 per 100 working lines for | Total # of working lines | | | | | | | | | | | | | İ |
| | units w/ 1,001 - 2,999 lines) | Total # of trouble reports | | | | | | | | | | | | | İ |
| Ę. | 2,000 mies, | % of trouble reports | | | | | | | | | | | | | l |
| | 100/ (10 per 100 working lines | Total # of working lines | 96 | 95 | 95 | 5 | 94 | 97 | 97 | | | | | J | i |
| | 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) | Total # of trouble reports | 0 | 1 | (| 0 | 2 | 0 | 1 | | | | | $\overline{}$ | |
| | ior units w/ \(\frac{1}{2}\) 1,000 lines) | % of trouble reports | 0.00% | 1.05% | 0.00% | 6 2.1 | 3% | 0.00% | 1.03% | | | | | | |
| | • | Total # of outage report tickets | 0 | 1 | (| 0 | 0 | 0 | 1 | | | | | | · |
| | | Total # of repair tickets restored in ≤ 24hrs | 0 | 1 | (| 0 | 0 | 0 | 0 | | | | | | 1 |
| Adjusted | | % of repair tickets restored ≤ 24 Hours | #DIV/0! | 100.00% | #DIV/0! | #DIV/0! | | #DIV/0! | 0.00% | | | | | | 1 |
| Out of Service Rep | port | Sum of the duration of all outages (hh:mm) | 0 | 2.23 | (| 0 | 0 | 0 | 28.45 | | | | | | 1 |
| Min. standard = 90% | % within 24 hrs | Avg. outage duration (hh:mm) | #DIV/0! | 2.23 | #DIV/0! | #DIV/0! | | #DIV/0! | 28.45 | | | | | | 1 |
| | | Indicate if catastrophonc event is in a month | | | | | | | | | | | | | |
| Unadjusted | | Total # of outage report tickets | 0 | 1 | (| O | 0 | 0 | 1 | | | | | | |
| Out of Service Rep | oort | Total # of repair tickets restored in ≤ 24hrs | 0 | 1 | (| 0 | 0 | 0 | 0 | | | | | | 1 |
| | | % of repair tickets restored ≤ 24 Hours | #DIV/0! | 100% | #DIV/0 |)! #DIV/0! | | #DIV/0! | 0.00% | | | | | | 1 |
| | | Sum of the duration of all outages (hh:mm) | 0.00 | 5.48 | 0.00 | | 0 | 0 | 28.43 | | | | | | 1 |
| | | Avg. outage duration (hh:mm) | #DIV/0! | 5.48 | #DIV/0! | #DIV/0! | | #DIV/0! | 28.43 | | | | | | · |
| Refunds | | Number of customers who received refunds | 0 | 0 | (| 0 | 0 | 0 | 0 | | | | | | İ |
| | | Monthly amount of refunds | \$ - | \$ - | \$ - | \$ - | . 9 | - | \$ - | | | | | | i |
| Answer Time (Trouk | ble Reports, Billing & Non-Billing) | | | | | | | | | | | | | | ·————————————————————————————————————— |
| • | % 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 | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |
| | | | | | Primary Util | ity Contact Infor | rmatio | n | | | | | | | |

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 Company | | | | U#: | 1010 | | Report Year: | | | | | |
|-------------------------|---|---|-----------------|---------------|---------------|---|--|---------------|--------------|-------------|------|-----|--|-----|
| Reporting Unit Ty | rpe: | ☐ Total Company ☐ Exchange ☐ Wire Cen | nter | | | | Reporting U | nit Name: | | Olinda | | | | |
| | | | | Date filed | I | | Date filed | | | Date filed | | | Date filed | |
| | Measurement (Compile m | onthly, file quarterly) | | 1st Quarter | | | 2nd Quarter | | | 3rd Quarter | | | 4th Quarter | |
| | | Total # of business days | Jan 28 | Feb 43 | Mar 21 | Apr 63 | May 23 | Jun 31 | July | Aug | Sept | Oct | Nov | Dec |
| Installation Interval | | Total # of service orders | 9 | 43 | 5 | 10 | | 7 | | | | | | |
| Min. standard = 5 bus | s. days | Avg. # of business days | 3.11 | 5.38 | 4.20 | 6.30 | | 4.43 | | | | | | |
| | | Total # of installation commitments | 9 | 8 | 5 | 10 | † | 7 | | | | | 1 | |
| Installation Commit | tment | Total # of installation commitment met | 9 | 8 | 5 | 10 | 7 | 6 | | | | | | |
| Min. standard = 95% | | Total # of installation commitment missed | 0 | 0 | 0 | 0 | 0 | 1 | | | | | 1 | |
| | | % of commitment met | 100% | 100% | 100% | 100% | 100% | 86% | | | | | 1 | |
| Customers | | Acct # for voice or bundle, res+bus | 1208 | 1200 | 1192 | 1193 | 1188 | 1179 | | | | | | |
| Customer Trouble Report | | | | | | | | | | | | | 1 | |
| i | | Total # of working lines | | | | | | | | | | | | |
| | 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) | Total # of trouble reports | | | | | | | | | | | | |
| 7 | | • | | | | | | | | | | | | |
| dar | | % of trouble reports | | | | | | | | | | | | |
| Min. 94 | 8% (8 per 100 working lines for | Total # of working lines | 1357 | 1347 | 1337 | 1333 | 1332 | 1324 | | | | | | |
| | units w/ 1,001 - 2,999 lines) | Total # of trouble reports | 9 | 5 | 7 | 1 | 1 | 8 | | | | | / | |
| | | % of trouble reports | 0.66% | 0.37% | 0.52% | 0.08% | 0.08% | 0.60% | | | | | | |
| | 10% (10 per 100 working lines | Total # of working lines | | | | | | | | | | | | |
| | for units w/ ≤ 1,000 lines) | Total # of trouble reports | | | | | | | | | | | | |
| | , | % of trouble reports | _ | | | | | | | | | | / | |
| | | Total # of outage report tickets | 5 | 0 | 2 | 0 | 1 | 6 | | | | | | |
| | | Total # of repair tickets restored in ≤ 24hrs | 4 | #DIV/0! | 100.00% | #DIV/OI | 100.00% | 100.00% | | | | | | |
| Adjusted | | % of repair tickets restored ≤ 24 Hours Sum of the duration of all outages (hh:mm) | 80.00% 68.25 | יייייייי | 100.00% | #DIV/0! | 3.18 | 33.88 | | | | | | |
| Out of Service Repo | | Avg. outage duration (hh:mm) | 13.65 | #DIV/0! | 51.40 | #DIV/0! | 3.18 | 5.65 | | | | | | |
| Min. standard = 90% | S WITHIN 24 NIS | Indicate if catastrophonc event is in a month | 10.00 | #B1476. | 01.10 | <i>11</i> 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | 0.10 | 0.00 | | | | | | |
| Unadjusted | | Total # of outage report tickets | 5 | 0 | 2 | 0 | 1 | 6 | | | | | | |
| Out of Service Repo | ort | Total # of repair tickets restored in ≤ 24hrs | 3 | 0 | 1 | 0 | 1 | 6 | | | | | | |
| | | % of repair tickets restored ≤ 24 Hours | 60% | #DIV/0! | | #DIV/0! | 100.00% | 100.00% | | | | | | |
| | | Sum of the duration of all outages (hh:mm) | 158.62 | 0.00 | 58.37 | 0 | 3.78 | 33.83 | | | | | | |
| | | Avg. outage duration (hh:mm) | 31.72 | #DIV/0! | 29.19 | #DIV/0! | 3.78 | 5.64 | | | | | | |
| Refunds | | Number of customers who received refunds | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | |
| | | Monthly amount of refunds | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | | | | | | |
| • | le 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 | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| | | • | • | | | | <u>. </u> | | | | | | | |

Primary Utility Contact Information

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 Compan | у | • | | | U#: | 1010 | | | Report Year: | | 2018 | |
|----------------------|-------------------------------------|--|---------|-------------|---------------|--------------------|--------------------|---------|------|-------------|--------------|--|--|-----|
| Reporting Unit T | ype: | ☐ Total Company ☐ Exchange ☐ Wire Ce | enter | | | | Reporting Unit Nar | me: | | Platina | | | | |
| | | | | Date filed | | | Date filed | | | Date filed | | | Date filed | |
| | Measurement (Compile m | onthly, file quarterly) | | 1st Quarter | | | 2nd Quarter | | | 3rd Quarter | | 4th Quarter | | |
| | | I | Jan | Feb | Mar | Apr | May | Jun | July | Aug | Sept | Oct | Nov | Dec |
| Installation Interva | al | Total # of business days | 7 | 0 | 0 | 1 | 0 | 0 | | | | <u></u> ' | | |
| Min. standard = 5 b | | Total # of service orders | 2 | 0 | 0 | 1 | 0 | 0 | | | | <u>, </u> | | |
| | | Avg. # of business days | 3.50 | #DIV/0! | #DIV/0! | 1.00 | #DIV/0! | #DIV/0! | | | | ·' | | |
| | | Total # of installation commitments | 2 | 0 | 0 | 1 | 0 | 0 | | | | | | |
| Installation Comm | | Total # of installation commitment met | 2 | 0 | 0 | 1 | 0 | 0 | | | | <u>'</u> | | |
| Min. standard = 95% | % commitment met | Total # of installation commitment missed | 0 | 0 | 0 | 0 | 0 | 0 | | | | ļ! | | |
| | | % of commitment met | 100% | #DIV/0! | #DIV/0! | 100% | #DIV/0! | #DIV/0! | | | | <u>'</u> | | |
| Customers | | Acct # for voice or bundle, res+bus | 63 | 63 | 61 | 60 | 58 | 58 | | | | | | |
| Customer Trouble | Report | | | | | | | | | | | | | |
| | | Total # of working lines | | | | | | | | | | | | |
| | 6% (6 per 100 working lines for | Total # of trouble reports | | | | | | | | | | 1 | | |
| p | units w/ ≥ 3,000 lines) | % of trouble reports | | | | | | | | | | 1 | | |
| ndard | | | | | | | | | | | | | | |
| | 8% (8 per 100 working lines for | Total # of working lines | | | | | | | | | | | | |
| Sta | units w/ 1,001 - 2,999 lines) | Total # of trouble reports | | | | | | | | | | | | |
| | | % of trouble reports | | | | | | | | | | | | |
| | 10% (10 per 100 working lines | Total # of working lines | 98 | 99 | 99 | 97 | 96 | 94 | | | | ļ | | |
| | or units w/ ≤ 1 000 lines) | Total # of trouble reports | 0 | 4 | 0 | 2 | 1 | 0 | | | | · | $oxed{oxed}$ | |
| | , | % of trouble reports | 0.00% | 4.04% | 0.00% | 2.06% | 1.04% | 0.00% | | | | <u></u> ' | | |
| | | Total # of outage report tickets | 0 | 2 | 0 | 2 | 1 | 0 | | | | <u></u> ' | | |
| | | Total # of repair tickets restored in ≤ 24hrs | 0 | 2 | 0 | 2 | 1 | 0 | | | | ·' | | |
| Adjusted | | % of repair tickets restored ≤ 24 Hours | #DIV/0! | 100.00% | #DIV/0! | 100.00% | 100.00% | #DIV/0! | | | | ·' | | |
| Out of Service Rep | | Sum of the duration of all outages (hh:mm) | 0 | 25.17 | 0 | 8.82 | 6.13 | 0 | | | | | \vdash | |
| Min. standard = 90% | % within 24 hrs | Avg. outage duration (hh:mm) | #DIV/0! | 12.59 | #DIV/0! | 4.41 | 6.13 | #DIV/0! | | | | | | |
| | | Indicate if catastrophonc event is in a month | | | | | | | | | | | | |
| Unadjusted | | Total # of outage report tickets | 0 | 2 | 0 | 2 | 1 | 0 | | | | | | |
| Out of Service Rep | port | Total # of repair tickets restored in ≤ 24hrs | 0 | 1 | 0 | 1 | 1 | 0 | | | | 1 | | |
| | | % of repair tickets restored ≤ 24 Hours | #DIV/0! | 50% | #DIV/0! | 50.00% | 100.00% | #DIV/0! | | | | - | | |
| | | Sum of the duration of all outages (hh:mm) | 0.00 | 60.02 | 0.00 | 75.48 | 6.12 | 0 | | | | | | |
| | | Avg. outage duration (hh:mm) | #DIV/0! | 30.01 | #DIV/0! | 37.74 | 6.12 | #DIV/0! | | | | | | |
| Refunds | | Number of customers who received refunds | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | |
| | | Monthly amount of refunds | \$ - | \$ - \$ | - | \$ - | \$ - | \$ - | | | | , |] | |
| Answer Time (Trouk | ole Reports, Billing & Non-Billing) | | | | | | | | | | | | | |
| • | % 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 | | | | | | | | | | | | |
| iivo agoni (w/a men | a option to rough live agonty. | %≤60 seconds | | | | | | | | | | | | |
| | | 70 <u>~</u> 00 36001103 | - | | | | | | | | | | | |
| | | | | | | | | | | | | | $oxed{oxed}$ | |
| | | | | | Primary Utili | ty Contact Informa | 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:

| Company Name: | | Happy Valley Telephone Company | | | | | | U#: | 1010 | | Report Year: | | | | • |
|------------------------------|------------------------------------|--|---------------|---------|------------|----------------|-------------------|---|---------|------|---------------|------|------------|--|--|
| Reporting Unit Ty | /pe: | ☐ Total Company ☑ Exchange | e Wire Ce | enter | | | | Reporting Unit Nam | e: | | Trinity Cente | | | | |
| | | | | | Date filed | | | Date filed | | | Date filed | | Date filed | | |
| | Measurement (Compile m | onthly, file quarterly) | | | 1st Quarte | er | | 2nd Quarter | | | 3rd Quarter | | | r | |
| | | | | Jan | Feb | Mar | Apr | May | Jun | July | Aug | Sept | Oct | Nov | Dec |
| Installation Interval | | Total # of business days | | 33 | 0 | 9 | 5 | 22 | 0 | | | | | | |
| Min. standard = 5 bu | | Total # of service orders | | 2 | 0 | 2 | 2 | 5 | 0 | | | | | | |
| Timin otanidara – o ba | | Avg. # of business days | | 16.50 | #DIV/0! | 4.50 | 2.50 | 4.40 | #DIV/0! | | | | | <u> </u> | |
| | | Total # of installation commitme | | 2 | 0 | 2 | 0 | 0 | 0 | | | | | | |
| Installation Commit | | Total # of installation commitme | | 2 | 0 | 2 | 2 | 5 | 0 | | | | | | |
| Min. standard = 95% | commitment met | Total # of installation commitme | ent missed | 0 | 0 | 0 | 2 | 5 | 0 | | | | | | |
| | | % of commitment met | | 100% | #DIV/0! | 100% | #DIV/0! | #DIV/0! | #DIV/0! | | | | | | |
| Customers | | Acct # for voice or bundle, res- | +bus | 255 | 254 | 254 | 257 | 261 | 259 | | | | | | |
| Customer Trouble | Report | | | | | | | | | | | | | | |
| 6% (6 per 100 wo | 6% (6 per 100 working lines for | Total # of working lines Total # of trouble reports | | | | | | | | | | | | | |
| 5 | units w/ ≥ 3,000 lines) | % of trouble reports | | | | | | | | | | | | | |
| da | | ' | | | | | | | | | | | | | |
| tan | 8% (8 per 100 working lines for | Total # of working lines Total # of trouble reports | | | | | | | | | _ | | | | |
| <u>ن</u> | units w/ 1,001 - 2,999 lines) | % of trouble reports | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |
| | 10% (10 per 100 working lines | Total # of working lines | | 297 | 298 | 297 | 297 | 303 | 304 | | | | | <u> </u> | |
| | for units w/ ≤ 1,000 lines) | Total # of trouble reports | | 2 | 0 2 222/ | 2 2 270/ | 2 | 2 | 4 2004 | | | | | <u> </u> | <u> </u> |
| | | % of trouble reports | | 0.67% | 0.00% | 0.67% | 0.67% | 0.66% | 1.32% | | | | | | |
| | | Total # of outage report tickets | | 0 | 0 | 1 | 0 | 1 | 3 | | | | | | |
| Adjusted | | Total # of repair tickets restore % of repair tickets restored ≤ 2 | | #DIV/0! | #DIV/0! | 100.00% | #DIV/0! | 100.00% | 66.67% | | | | | | |
| Adjusted Out of Service Repo | ort | Sum of the duration of all outage | | #DIV/0! | ان//۱۵# | 5.35 | الا//١٥ # | 21.37 | 57.12 | | | | | | |
| Min. standard = 90% | | Avg. outage duration (hh:mm) | | #DIV/0! | #DIV/0! | 5.35 | #DIV/0! | 21.37 | 19.04 | | | | | | |
| IVIIII. Standard = 90 /6 |) WILLIII 24 1115 | Indicate if catastrophone event | | #61770: | #51770: | 0.00 | #51770: | 21.07 | 19.04 | | | | | | |
| Unadjusted | | Total # of outage report tickets | | 0 | 0 | 1 | 0 | 1 | 3 | | | | | | |
| Out of Service Repo | ort | Total # of repair tickets restore | d in < 24hrs | 0 | 0 | 0 | 0 | 1 | 1 | | | | | | |
| out of convict hope | | % of repair tickets restored ≤ 2 | | #DIV/0! | #DIV/0! | 0% | #DIV/0! | 100.00% | 33.33% | | | | | | |
| | | Sum of the duration of all outage | | 0.00 | 0.00 | 219.00 | 0 | 21.37 | 105.17 | | | | | | |
| | | Avg. outage duration (hh:mm) | | #DIV/0! | #DIV/0! | 219.00 | #DIV/0! | 21.37 | 35.06 | | | | | | |
| Refunds | | Number of customers who rece | eived refunds | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | |
| | | Monthly amount of refunds | | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | | | | | | |
| Answer Time (Troub | le Reports, Billing & Non-Billing) | | | | | | | | | | | | | | |
| , | 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 | | | | | | + | | | + | | | | |
| inve agent (w/a menu | option to reactifive agenty. | | Tilve agent | | | | | + | | | | | | | |
| | | %<_60 seconds | | | | | | | | | | | | | |
| | | | | | | Primary Utilit | y Contact Informa | tion | | | | | | | |

Email:

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