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

| | | | | Date filed | | | Date filed | | | Date filed | | | Date filed | |
|---------------------|---|--|--------|-------------|---------|----------|--------------|--------------|----------|-------------|----------|-----|--------------|----------|
| | Measurement (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 | 70 | 51 | 36 | 70 | 56 | 35 | 38 | 146 | 58 | | 1 | |
| | | Total # of service orders | 14 | 11 | 9 | 14 | 14 | 9 | 10 | 21 | 12 | | | |
| Min. standard = 5 | bus. days | Avg. # of business days | 5.00 | 4.64 | 4.00 | 5.00 | 4.00 | 3.89 | 3.80 | 6.95 | 4.83 | | | |
| | | Total # of installation commitments | 14 | 11 | 9 | 14 | 14 | 9 | 10 | 21 | 12 | | | |
| Installation Comm | nitment | Total # of installation commitment met | 14 | 11 | 9 | 14 | 14 | 8 | 10 | 21 | 11 | | 1 | |
| Min. standard = 95 | 5% commitment met | Total # of installation commitment missed | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | | | |
| | | % of commitment met | 100% | 100% | 100% | 100% | 100% | 89% | 100% | 100% | 92% | | | |
| Customers | | Acct # for voice or bundle, res+bus | 1,901 | 1,888 | 1.876 | 1878 | 1872 | 1862 | 1.850 | 1.842 | 1.827 | | | |
| Customer Trouble | e Report | , | , | , | , | | | | , | ,- | , | | | |
| | | Total # of working lines | | | | | † | | | | | | † | |
| | 6% (6 per 100 working lines for | Total # of trouble reports | | | | | | | | | | | \vdash | \vdash |
| | units w/ ≥ 3,000 lines) | - | | | | | † | 1 | | | | | | |
| Min. Standard | | % of trouble reports | | | | | | | | | | | | |
| ם פ | 8% (8 per 100 working lines for | Total # of working lines | 2205 | 2196 | 2182 | 2175 | 2178 | 2168 | 2155 | 2148 | 2134 | | | |
| Sta | units w/ 1,001 - 2,999 lines) | Total # of trouble reports | 16 | 15 | 12 | 11 | 10 | 30 | 31 | 22 | 17 | | | |
| ÷ | ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,, | % of trouble reports | 0.73% | 0.68% | 0.55% | 0.51% | 0.46% | 1.38% | 1.44% | 1.02% | 0.80% | | | |
| Ē | 10% (10 per 100 working lines | Total # of working lines | | | | | | | | | | | | |
| | for units w/ ≤ 1,000 lines) | Total # of trouble reports | | | | | | | | | | | | |
| | ioi dinta w/ 2 1,000 iiilea) | % of trouble reports | | | | | | | | | | | | |
| | • | Total # of outage report tickets | 8 | 6 | 4 | 4 | 4 | 23 | 14 | 17 | 9 | | | |
| | | Total # of repair tickets restored in ≤ 24hrs | 7 | 6 | 4 | 3 | 4 | 16 | 12 | 12 | 7 | | 1 | |
| Adjusted | | % of repair tickets restored ≤ 24 Hours | 87.50% | 100.00% | 100.00% | 75.00% | 100.00% | 69.57% | 85.71% | 70.59% | 77.78% | | | |
| Out of Service Re | eport | Sum of the duration of all outages (hh:mm) | 101.28 | 35.53 | 23.88 | 60.57 | 36.25 | 408.18 | 180.6 | 712.37 | 208.85 | | | |
| Min. standard = 90 | | Avg. outage duration (hh:mm) | 12.66 | 5.92 | 5.97 | 15.14 | 9.06 | 17.75 | 12.90 | 41.90 | 23.21 | | | |
| | | Indicate if catastrophonc event is in a month | | | | | | | | | | | | |
| Unadjusted | | Total # of outage report tickets | 8 | 6 | 4 | 4 | 4 | 23 | 14 | 17 | 9 | | | |
| Out of Service Re | eport | Total # of repair tickets restored in < 24hrs | 4 | 4 | 2 | 2 | 4 | 15 | 8 | 5 | 2 | | | |
| | | % of repair tickets restored ≤ 24 Hours | 50.00% | 66.67% | 50.00% | 50.00% | 100.00% | 65.22% | 57.14% | 29.41% | 22.22% | | | |
| | | Sum of the duration of all outages (hh:mm) | 250.83 | 106.57 | 280.35 | 151.06 | 35.5 | 646.4 | 370.10 | 1364.45 | 433.02 | | | |
| | | Avg. outage duration (hh:mm) | 31.35 | 17.76 | 70.09 | 37.77 | 8.88 | 28.10 | 26.44 | 80.26 | 48.11 | | 1 | |
| Refunds | | Number of customers who received refunds | 0 | 0 | 0 | 1 | 0 | 1 | 1 | 0 | 1 | | 1 | |
| | | Monthly amount of refunds | \$ - | \$ - | \$ - | \$ 41.35 | \$ - | \$ 40.30 | \$ 18.97 | \$ - | \$ 24.35 | | | |
| Answer Time (Trou | uble Reports, Billing & Non-Billing) | | | | | | | | | | | | | |
| Min. standard = 80 | 0% of calls < 60 seconds to reach | Total # of calls for TR, Billing & Non-Billing | | | | | | | | | | | | |
| live agent (w/a me | nu option to reach live agent). | Total # of call seconds to reach live agent | | | | | | | | | | | | |
| 3 (| | %< 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)

| Company Name: | Нар | py Valley Telep | hone Company | U#: | 1010 | Report Year: | 2018 |
|----------------------|--------------|------------------|--------------------|-------------|------------|--------------|------|
| Reporting Unit Type: | otal Company | ≰xchange | Vire Center | Reporting L | Init Name: | Igo | |
| | | | | | | | |

| | | | | | Date filed | | | Date filed | | | Date filed | | Date filed | |
|--|-----------------------------|---------------------------------|--|---------|-------------|---------|----------|-------------|----------|---------|------------|-------------|------------|---------------|
| Control Final All Profession Control Final Profession Control | Me | easurement (Compile mo | onthly, file quarterly) | | 1st Quarter | | | 2nd Quarter | | | | 4th Quarter | | |
| Total a of business days | | | | Jan | | Mar | Apr | | Jun | July | | Sept | Nov | Dec |
| Min. standard = 5 bus. days Total of a service corders | | | Total # of business days | | 8 | 6 | 1 | | | 0 | 10 | 1 | | |
| Any of the planes days Section | | | | 0 | 3 | 2 | 1 | | 2 | 0 | | 1 | | |
| Total # of installation Commitments Total # of installation commitment met D S S 2 1 2 2 2 0 2 1 | dard = 5 bus. d | lays | Avg. # of business days | #DIV/0! | 2.67 | 3.00 | 1.00 | 5.50 | 2.00 | #DIV/0! | 5.00 | 1.00 | | |
| Min. standard = 95% commitment met Total # of installation commitment missed 0 | | | Total # of installation commitments | 0 | 3 | 2 | 1 | 2 | 2 | 0 | 2 | 1 | | |
| Total # of installation commitment missed 0 | on Commitmer | nt | Total # of installation commitment met | 0 | 3 | 2 | 1 | 2 | 2 | 0 | 2 | 1 | | |
| Customer Trouble Report | dard = 95% cor | mmitment met | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| Customer Trouble Report | | | | | | | | | | | | | | |
| Customer Trouble Report College | | | | | | | | | | | | | | |
| Figure | rs | | Acct # for voice or bundle, res+bus | 314 | 310 | 310 | 308 | 305 | 306 | 304 | 296 | 291 | | <u> </u> |
| Fig. | r Trouble Rep | ort | | | | | | | | | | | | |
| Value Valu | 00 | 0/ /6 per 100 working lists for | | | | | | | | | | | | |
| Second | | | Total # of trouble reports | | | | | | | | | | | |
| No 10 10 10 10 10 10 10 1 | <u>un</u> | nits w/ ≥ 3,000 lines) | % of trouble reports | | | | | | | | | | | |
| Note Figure Section | ž g | 0/ /0 100 | Total # of working lines | | | | | | | | | | | |
| Note Figure Section | ig ig | | | | | | | | | | | | | |
| Total # of working lines for units w/ \$1,000 lines Total # of trouble reports 5 5 3 4 6 17 3 6 1 1 1 1 1 1 1 1 1 | | its w/ 1,001 - 2,999 lines) | | | | | | | | | | | | |
| Total # of trouble reports For units w \$ \frac{1}{2}\$ (not) lines For un | <u> </u> | 00/ /10 100 1: 1: | | 363 | 357 | 354 | 354 | 350 | 349 | 350 | 346 | 339 | | |
| Not firouble reports 1.38% 1.40% 0.85% 1.13% 1.71% 4.87% 0.86% 1.73% 0.29% 1.73% 1.71 | for units w/ ≤ 1,000 lines) | | | 5 | 5 | 3 | 4 | 6 | 17 | 3 | 6 | 1 | | $\overline{}$ |
| Total # of outage report tickets | | | 1 38% | 1 40% | 0.85% | 1 13% | | | | 1 73% | 0.29% | | | |
| Total # of repair tickets restored in ≤ 24hors 3 3 1 1 1 8 2 3 0 | | | | | | 1 | | | | | | | | |
| Adjusted Out of Service Report Sum of the duration of all outages (hh:mm) Ady, outage duration (hi:mm) | | | | 3 | 3 | 1 | 1 | 1 | | 2 | 3 | 0 | | |
| Out of Service Report Sum of the duration of all outages (hh:mm) 33.03 8.13 1.4 51.75 5.57 288.73 37.76 585.95 0 Image: Control of the duration of all outages (hh:mm) 33.03 8.13 1.4 51.75 5.57 288.73 37.76 585.95 0 Image: Control of the duration of all outages (hi:mm) 2.71 1.40 25.88 5.57 288.73 37.76 585.95 0 Image: Control of all outages (hi:mm) 2.21 1.40 25.88 5.57 288.73 37.76 585.95 0 Image: Control of all outages (hi:mm) 2.22 1.40 25.88 5.57 288.73 37.76 585.95 0 Image: Control of all outages (hi:mm) 2.22 1.40 25.88 5.57 288.73 37.76 585.95 0 Image: Control of all outages (hi:mm) 2.22 1.11 1.40 2.28 1.40 2.28 3.11 2.2 1.11 1.11 1.11 1.11 3.12 3.12 4.22 478.97 60.12 911.93 0.00 1.00 <th< td=""><td></td><td></td><td></td><td>100.00%</td><td>100.00%</td><td>100.00%</td><td>50.00%</td><td>100.00%</td><td>61.54%</td><td>66.67%</td><td>50.00%</td><td>#DIV/0!</td><td></td><td></td></th<> | | | | 100.00% | 100.00% | 100.00% | 50.00% | 100.00% | 61.54% | 66.67% | 50.00% | #DIV/0! | | |
| Min. standard = 90% within 24 hrs Avg. outage duration (hh:mm) Indicate if catastrophonc event is in a month Indicate if catastrophonc is an amonth Indicate if catastrophonc event is in a month Indicate if catastrophonc is an amonth Indicate if catastrophonc event is a month Indicate if catastrophonc is an amonth Indicate if catastrophonc | | | | 33.03 | 8.13 | 1.4 | 51.75 | 5.57 | 288.73 | 37.76 | 585.95 | 0 | | |
| Indicate if catastrophonc event is in a month Indicate if catastrophonc Indicate if | | hin 24 hrs | | 11.01 | 2.71 | 1.40 | 25.88 | 5.57 | 22.21 | 12.59 | 97.66 | #DIV/0! | | |
| Unadjusted Out of Service Report Total # of repair tickets restored in < 24hrs 1 2 1 1 1 8 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | | | Indicate if catastrophonc event is in a month | | | | | | | Yes | Yes | | | |
| Out of Service Report % of repair tickets restored ≤ 24 Hours 33% 67% 100% 50.00% 100.00% 61.54% 33% 17% #DIV/0! Sum of the duration of all outages (hh:mm) 92.22 41.07 2.98 75.58 4.22 478.97 60.12 911.93 0.00 Avg. outage duration (h:mm) 30.74 13.69 2.98 37.79 4.22 36.84 20.04 151.99 #DIV/0! Refunds Number of customers who received refunds 0 0 0 1 0 1 0 0 0 Answer Time (Trouble Reports, Billing & Non-Billing) Monthly amount of refunds \$ - \$ - \$ 41.35 \$ - \$ 40.30 \$ - \$ - \$ - 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 Interpretation of the calls for TR, Billing & Non-Billing Interpretation of the calls for TR, Billing & Non-Billing Interpretation of the calls for TR, Billing & Non-Billing Interpretation of the calls for TR, Billing & Non-Billing Interpretation of the calls for TR, Billing & Non-Billing Interpretation of the calls for TR, Billing & Non-Billing Interpretation of the calls for TR, Billing & | | | | 3 | 3 | 1 | 2 | 1 | 13 | 3 | 6 | 0 | | |
| Sum of the duration of all outages (hh:mm) Avg. outage duration (h:mm) Avg. outage dur | | | | 1 | | 1 | 1 | | | 1 | 1 | | | |
| Avg. outage duration (hh:mm) Avg. outage duration (hh:mm) Number of customers who received 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). | ervice Report | | | | 67% | | | | | | | | | |
| Refunds Number of customers who received refunds 0 0 1 0 1 0 0 0 0 Answer Time (Trouble Reports, Billing & Non-Billing) Monthly amount of refunds \$ - \$ - \$ - \$ 41.35 \$ - \$ 40.30 \$ - \$ - \$ - \$ - \$ \$ - \$ - \$ - \$ - \$ - \$ - \$ - \$ - \$ - \$ - | | | | | | | | | | | | | | |
| Monthly amount of refunds \$ - \$ - \$ - \$ 41.35 \$ - \$ 40.30 \$ - \$ - \$ - \$ - \$ - \$ - \$ - \$ - \$ - \$ | | | | 30.74 | 13.69 | | 37.79 | | 36.84 | | | #DIV/0! | | |
| 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 calls for TR, Billing & Non-Billing Total # of calls for TR, Billing & Non-Billing Total # of calls for TR, Billing & Non-Billing Total # of calls for TR, Billing & Non-Billing Total # of calls for TR, Billing & Non-Billing Total # of calls for TR, Billing & Non-Billing | | · | Number of customers who received refunds | 0 | 0 | 0 | 1 | | 1 | _ | 0 | 0 | | |
| 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 | | | Monthly amount of refunds | \$ - | \$ - | \$ - | \$ 41.35 | \$ - | \$ 40.30 | \$ - | \$ - | \$ - | | 1 |
| live agent (w/a menu option to reach live agent). Total # of call seconds to reach live agent | ime (Trouble R | Reports, Billing & Non-Billing) | | | | | | | | | | | | |
| live agent (w/a menu option to reach live agent). Total # of call seconds to reach live agent | dard = 80% of 0 | calls < 60 seconds to reach | Total # of calls for TR, Billing & Non-Billing | | | | | | | | | İ | | |
| | (w/a menu opt | tion to reach live agent). | , , , | | | | | | | | | | | |
| | | | | | | | | | | | | 1 | | |
| | | | | | | | | | | | | | | |

Primary Utility Contact Information Email: Phone:

Date Adopted: 7/28/09

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: 2018 |
|----------------------|--------------------------------------|----------------------|-------------------|
| Reporting Unit Type: | ☐otal Company ☐fxchange ☐Wire Center | Reporting Unit Name: | Minersville |

| | | | | Date filed | | | Date filed | | | Date filed | | | Date filed | |
|-------------------------|--------------------------------------|--|---------|-------------|---------|---------|-------------|---------|---------|-------------|---------|-----|------------|-------------|
| | Measurement (Compile me | onthly, file quarterly) | | 1st Quarter | | | 2nd Quarter | | | 3rd Quarter | | | 4th Quarte | |
| | | | Jan | Feb | Mar | Apr | May | Jun | July | Aug | Sept | Oct | Nov | Dec |
| | | Total # of business days | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | 1101 | |
| Installation Interv | | Total # of service orders | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | † |
| Min. standard = 5 | bus. days | Avg. # of business days | 2.00 | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | | | † |
| | | Total # of installation commitments | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| Installation Comn | mitment | Total # of installation commitment met | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| | 5% commitment met | Total # of installation commitment missed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| | | % of commitment met | 100% | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | | 1 | + |
| Customers | | Acct # for voice or bundle, res+bus | 61 | 61 | 59 | 60 | 60 | 60 | 60 | 60 | 60 | | | |
| | a Danast | | | | ** | | | | | - | | | | |
| Customer Trouble Report | | Total # of working lines | | | | | | - | | | | | | + |
| | 6% (6 per 100 working lines for | Total # of trouble reports | | | | | | - | | | | | 1 | + |
| _ | units w/ ≥ 3,000 lines) | | | | | | | | | | | | 1 | + |
| dard | | % of trouble reports | | | | | | | | | | | | ↓ |
| Ĕ | 8% (8 per 100 working lines for | Total # of working lines | | | | | | | | | | | | |
| Sta | units w/ 1.001 - 2.999 lines) | Total # of trouble reports | | | | | | | | | | | | |
| <u>~</u> | units w/ 1,001 - 2,999 lines/ | % of trouble reports | | | | | | | | | | | | Ī |
| Ē | 100/ /10 100 1: 1: | Total # of working lines | 96 | 95 | 95 | 94 | 97 | 97 | 97 | 97 | 97 | | | 1 |
| | 10% (10 per 100 working lines | Total # of trouble reports | 0 | 1 | 0 | 2 | 0 | 1 | 2 | 0 | 0 | | | + |
| | for units w/ ≤ 1,000 lines) | % of trouble reports | 0.00% | 1.05% | 0.00% | 2.13% | 0.00% | 1.03% | 2.06% | 0.00% | 0.00% | | 1 | + |
| | l . | Total # of outage report tickets | 0 | 1 | 0.0070 | 0 | 0.0070 | 1 | 1 | 0 | 0 | | | |
| | | Total # of repair tickets restored in < 24hrs | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | | | |
| Adjusted | | % of repair tickets restored ≤ 24 Hours | #DIV/0! | 100.00% | #DIV/0! | #DIV/0! | #DIV/0! | 0.00% | 100.00% | #DIV/0! | #DIV/0! | | | † |
| Out of Service Re | eport | Sum of the duration of all outages (hh:mm) | 0 | 2.23 | 0 | 0 | 0 | 28.45 | 3.82 | 0 | 0 | | | |
| Min. standard = 90 | | Avg. outage duration (hh:mm) | #DIV/0! | 2.23 | #DIV/0! | #DIV/0! | #DIV/0! | 28.45 | 3.82 | #DIV/0! | #DIV/0! | | | |
| | | Indicate if catastrophonc event is in a month | | | | | | | | | | | | |
| Unadjusted | | Total # of outage report tickets | 0 | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | | | |
| Out of Service Re | eport | Total # of repair tickets restored in ≤ 24hrs | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | | | |
| | • | % of repair tickets restored ≤ 24 Hours | #DIV/0! | 100% | #DIV/0! | #DIV/0! | #DIV/0! | 0.00% | 100% | #DIV/0! | #DIV/0! | | | |
| | | Sum of the duration of all outages (hh:mm) | 0.00 | 5.48 | 0.00 | 0 | 0 | 28.43 | 20.82 | 0.00 | 0.00 | | | |
| | | Avg. outage duration (hh:mm) | #DIV/0! | 5.48 | #DIV/0! | #DIV/0! | #DIV/0! | 28.43 | 20.82 | #DIV/0! | #DIV/0! | | | |
| Refunds | | Number of customers who received refunds | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| | | Monthly amount of refunds | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | | | |
| Answer Time (Trou | uble Reports, Billing & Non-Billing) | | | | | | | | | | | | | |
| Min. standard = 80 | 0% of calls < 60 seconds to reach | Total # of calls for TR, Billing & Non-Billing | | | | | | | 1 | | ĺ | | 1 | |
| | enu option to reach live agent). | Total # of call seconds to reach live agent | | | | | | | 1 | | ĺ | | 1 | |
| 5 1, 11 | | %≤ 60 seconds | | | | | | | | | | | | |
| | | | | | | | | | 1 | | | | 1 | 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 Compan | у | - | | | U#: | 1010 | | | Report Year: | | 2018 | |
|--|-----------------------------------|---|-----------|---------------|---------|---------------|-------------|------------------|------------|-------------|--------------|-----|--------------------|-----|
| Reporting Unit Ty | pe: | ☐otal Company ☐xchange ☐Vire Cente | er | | | | Reporting U | Init Name: | | Olinda | | | | |
| | Measurement (Compile m | onthly, file quarterly) | | Date filed | | | Date filed | | | Date filed | | | Date filed | |
| | | 3, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, | la | 1st Quarter | Mar | | 2nd Quarter | | laste. | 3rd Quarter | Comt | Oct | 4th Quarter Nov | |
| | | Total # of business days | Jan 28 | Feb 43 | 21 | Apr 63 | May 23 | Jun 31 | July 38 | Aug 135 | Sept 35 | Oct | NOV | Dec |
| Installation Interval | | Total # of business days Total # of service orders | 9 | 8 | 5 | 10 | 7 | 7 | 10 | 18 | 8 | | | |
| Min. standard = 5 bu | s. days | Avg. # of business days | 3.11 | 5.38 | 4.20 | 6.30 | 3.29 | 4.43 | 3.80 | 7.50 | 4.38 | | | |
| | | Total # of installation commitments | 9 | 8 | 5 | 10 | 7 | 7 | 10 | 18 | 8 | | | |
| Installation Commit | ment | Total # of installation commitment met | 9 | 8 | 5 | 10 | 7 | 6 | 10 | 18 | 8 | | | |
| Min. standard = 95% | | Total # of installation commitment missed | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | | | |
| viiri. Staridard = 5070 | Communication that | % of commitment met | 100% | 100% | 100% | 100% | 100% | 86% | 100% | 100% | 100% | | | |
| | | | | | | | | | | | | | | |
| Customers | | Acct # for voice or bundle, res+bus | 1208 | 1200 | 1192 | 1193 | 1188 | 1179 | 1170 | 1173 | 1161 | | | |
| Customer Trouble F | Report | | | | | | | | | | | | | |
| | 1 | Total # of working lines | | | | | | | | | | | | |
| units w/≥ 3,000 lines) | 6% (6 per 100 working lines for | Total # of trouble reports | | | | | | | | | | | | |
| | units w/ ≥ 3,000 lines) | % of trouble reports | | | | | | | | | | | | |
| | / | Total # of working lines | 1357 | 1347 | 1337 | 1333 | 1332 | 1324 | 1311 | 1309 | 1305 | | | |
| ia i | 8% (8 per 100 working lines for | Total # of trouble reports | 9 | 5 | 7 | 1 | 1 | 8 | 22 | 8 | 11 | | | |
| <i>6</i> , | | % of trouble reports | 0.66% | 0.37% | 0.52% | 0.08% | 0.08% | 0.60% | 1.68% | 0.61% | 0.84% | | | |
| M ë | | i e | 0.0070 | 0.07 70 | 0.0270 | 0.0070 | 0.0070 | 0.0070 | 1.0070 | 0.0170 | 0.0470 | | | |
| | 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 | 9 | 5 | 7 | | | |
| | | Total # of oddage report tickets Total # of repair tickets restored in < 24hrs | 4 | 0 | 2 | 0 | 1 | 6 | 9 | 5 | 6 | | | |
| A -1: | | % of repair tickets restored ≤ 24 Hours | 80.00% | #DIV/0! | 100.00% | #DIV/0! | 100.00% | 100.00% | 100.00% | 100.00% | 85.71% | | | |
| Adjusted | | Sum of the duration of all outages (hh:mm) | 68.25 | 0 | 102.8 | 0 | 3.18 | 33.88 | 62.53 | 14.62 | 129.97 | | | |
| Out of Service Repo Min. standard = 90% | | Avg. outage duration (hh:mm) | 13.65 | #DIV/0! | 51.40 | #DIV/0! | 3.18 | 5.65 | 6.95 | 2.92 | 18.57 | | | |
| viiri. Staridard = 90% | WIUIII 24 1115 | Indicate if catastrophonc event is in a month | 10.00 | | 011.10 | #B1070. | 0.10 | 0.00 | 0.00 | 2.02 | 10.07 | | | |
| Unadjusted | | Total # of outage report tickets | 5 | 0 | 2 | 0 | 1 | 6 | 9 | 5 | 7 | | | |
| Out of Service Repo | ort | Total # of repair tickets restored in ≤ 24hrs | 3 | 0 | 1 | 0 | 1 | 6 | 6 | 1 | 2 | | | |
| · | | % of repair tickets restored ≤ 24 Hours | 60% | #DIV/0! | 50% | #DIV/0! | 100.00% | 100.00% | 67% | 20% | 29% | | | |
| | | Sum of the duration of all outages (hh:mm) | 158.62 | 0.00 | 58.37 | 0 | 3.78 | 33.83 | 188.70 | 305.95 | 280.32 | | | |
| | | Avg. outage duration (hh:mm) | 31.72 | #DIV/0! | 29.19 | #DIV/0! | 3.78 | 5.64 | 20.97 | 61.19 | 40.05 | | | |
| Refunds | · | Number of customers who received refunds | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | | | |
| | | Monthly amount of refunds | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ 18.97 | \$ - | \$ - | | | |
| Answer Time (Troubl | e Reports, Billing & Non-Billing) | | | | | | | | | | | | | |
| Min. standard = 80% | of calls < 60 seconds to reach | Total # of calls for TR Billing & Non-Billing | | | | | | | | | | | | |

Primary Utility Contact Information

| Name: | Phone: | Email: |
|-------|--------|--------|
| | | |

live agent (w/a menu option to reach live agent).

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)

Total # of call seconds to reach live agent

%<u>< 6</u>0 seconds

| Company Name: | Happy Valley Telephone Company | U#: 1010 | Report Year: 2018 |
|----------------------|-------------------------------------|----------------------|-------------------|
| Reporting Unit Type: | ☐otal Company ☐schange ☐Wire Center | Reporting Unit Name: | Platina |

| | M | and the Classication A | | Date filed | | | Date filed | | | Date filed | | Date filed | | |
|-------------------------|---|--|----------|-------------|---------|--------------|-------------|----------|---------|-------------|----------|------------|--------------|-------------|
| | Measurement (Compile m | onthly, file quarterly) | | 1st Quarter | | | 2nd Quarter | | | 3rd Quarter | | | 4th Quarter | , |
| | | | Jan | Feb | Mar | Apr | May | Jun | July | Aug | Sept | Oct | Nov | Dec |
| Installation Interva | | Total # of business days | 7 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 5 | | | |
| Min. standard = 5 b | | Total # of service orders | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | | | |
| iviiri. Staridard = 5 b | ius. uays | Avg. # of business days | 3.50 | #DIV/0! | #DIV/0! | 1.00 | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | 5.00 | | | |
| | | Total # of installation commitments | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | | | |
| Installation Comm | itment | Total # of installation commitment met | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | | | |
| Min. standard = 959 | % commitment met | Total # of installation commitment missed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| | | % of commitment met | 100% | #DIV/0! | #DIV/0! | 100% | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | 0% | | | |
| Customers | | Acct # for voice or bundle, res+bus | 63 | 63 | 61 | 60 | 58 | 58 | 58 | 56 | 58 | | | |
| Customer Trouble Report | | | | | | | | | | | | | | |
| | | Total # of working lines | | | | | | | | | | | | |
| | 6% (6 per 100 working lines for | Total # of trouble reports | | | | | | | | | | | | |
| tandard | units w/ ≥ 3,000 lines) | % of trouble reports | | | | | | | | | | | | |
| 혈 | 8% (8 per 100 working lines for | Total # of working lines | | | | | | | | | | | | l |
| Sta | units w/ 1,001 - 2,999 lines) | Total # of trouble reports | | | | | | | | | | | | |
| | units w/ 1,001 - 2,333 inles/ | % of trouble reports | | | | | | | | | | | | |
| Ā | 100/ /10 100 1: 1: | Total # of working lines | 98 | 99 | 99 | 97 | 96 | 94 | 93 | 93 | 91 | | | |
| | 10% (10 per 100 working lines for units w/ ≤ 1.000 lines) | Total # of trouble reports | 0 | 4 | 0 | 2 | 1 | 0 | 0 | 6 | 4 | | | |
| for | for units w/ \(\sigma\) 1,000 lines) | % of trouble reports | 0.00% | 4.04% | 0.00% | 2.06% | 1.04% | 0.00% | 0.00% | 6.45% | 4.40% | | | |
| | - | Total # of outage report tickets | 0 | 2 | 0 | 2 | 1 | 0 | 0.0070 | 6 | 2 | | | |
| | | Total # of repair tickets restored in < 24hrs | 0 | 2 | 0 | 2 | 1 | 0 | 0 | 4 | 1 | | | |
| Adjusted | | % of repair tickets restored ≤ 24 Hours | #DIV/0! | 100.00% | #DIV/0! | 100.00% | 100.00% | #DIV/0! | #DIV/0! | 66.67% | 50.00% | | | |
| Out of Service Rep | nort | Sum of the duration of all outages (hh:mm) | 0 | 25.17 | 0 | 8.82 | 6.13 | 0 | 0 | 111.8 | 78.88 | | | |
| Min. standard = 90° | | Avg. outage duration (hh:mm) | #DIV/0! | 12.59 | #DIV/0! | 4.41 | 6.13 | #DIV/0! | #DIV/0! | 18.63 | 39.44 | | | |
| Will. Standard = 50 | 70 WIGHIN 24 1113 | Indicate if catastrophonc event is in a month | | | | | | | | | | | | |
| Unadjusted | | Total # of outage report tickets | 0 | 2 | 0 | 2 | 1 | 0 | 0 | 6 | 2 | | | |
| Out of Service Rep | port | Total # of repair tickets restored in ≤ 24hrs | 0 | 1 | 0 | 1 | 1 | 0 | 0 | 3 | 0 | | | |
| | | % of repair tickets restored ≤ 24 Hours | #DIV/0! | 50% | #DIV/0! | 50.00% | 100.00% | #DIV/0! | #DIV/0! | 50% | 0% | | | 1 |
| | | Sum of the duration of all outages (hh:mm) | 0.00 | 60.02 | 0.00 | 75.48 | 6.12 | 0 | 0.00 | 146.57 | 152.70 | | | |
| | | Avg. outage duration (hh:mm) | #DIV/0! | 30.01 | #DIV/0! | 37.74 | 6.12 | #DIV/0! | #DIV/0! | 24.43 | 76.35 | | | |
| Refunds | | Number of customers who received refunds | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | | | └ |
| | | Monthly amount of refunds | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ 24.35 | | | |
| Answer Time (Troul | ble Reports, Billing & Non-Billing) | | | | | | | | | | | | | L |
| Min. standard = 809 | % of calls < 60 seconds to reach | Total # of calls for TR, Billing & Non-Billing | | | | | | | | | | | | |
| live agent (w/a men | nu option to reach live agent). | Total # of call seconds to reach live agent | | | | | | | 1 | İ | | | | |
| | | %< 60 seconds | <u> </u> | † | | | | † | 1 | 1 | | | | |
| | | | - | + | | | 1 | + | + | 1 | | | | |
| | | | | 1 | | | | I . | į. | | | | | 1 |

Primary Utility Contact Information

| Name: | Phone: | Email: | |
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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: 2018 |
|----------------------|---|----------------------|-------------------|
| Reporting Unit Type: | Total Company □®xchange □Wire Center | Reporting Unit Name: | Trinity Center |

| | | Date filed | | Date filed | | | Date filed | | | Date filed | | | | |
|---|-----------------------------------|--|-------------|------------|-------------|---------|------------|-------------|---------|------------|-------------|-----|-----|--------------|
| | Measurement (Compile m | onthly, file quarterly) | 1st Quarter | | 2nd Quarter | | | 3rd Quarter | | | 4th Quarter | | | |
| | | | Jan | Feb | Mar | Apr | May | Jun | July | Aug | Sept | Oct | Nov | Dec |
| Installation Interval | | Total # of business days | 33 | 0 | 9 | 5 | 22 | 0 | 0 | 1 | 17 | | | |
| | | Total # of service orders | 2 | 0 | 2 | 2 | 5 | 0 | 0 | 1 | 2 | | | |
| Min. standard = 5 bus. days Avg. # of business days | | Avg. # of business days | 16.50 | #DIV/0! | 4.50 | 2.50 | 4.40 | #DIV/0! | #DIV/0! | 1.00 | 8.50 | | | |
| Installation Commitment Min. standard = 95% commitment met Tota | | Total # of installation commitments | 2 | 0 | 2 | 0 | 0 | 0 | 0 | 1 | 2 | | | |
| | | Total # of installation commitment met | 2 | 0 | 2 | 2 | 5 | 0 | 0 | 1 | 2 | | | |
| | | Total # of installation commitment missed | 0 | 0 | 0 | 2 | 5 | 0 | 0 | 0 | 0 | | | |
| | | % of commitment met | 100% | #DIV/0! | 100% | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | 100% | 100% | | | |
| Customers | | Acct # for voice or bundle, res+bus | 255 | 254 | 254 | 257 | 261 | 259 | 258 | 257 | 257 | | | |
| Customer Trouble | e Report | | | | | | | | | | | | | |
| | 1 | Total # of working lines | | | | | | | | | | | | |
| | 6% (6 per 100 working lines for | Total # of trouble reports | | | | | | | | | | | | |
| Standard | units w/ ≥ 3,000 lines) | % of trouble reports | | | | | | | | | | | | |
| 2 | 8% (8 per 100 working lines for | Total # of working lines | | | | | | | | | | | | |
| Sta | units w/ 1,001 - 2,999 lines) | Total # of trouble reports | | | | | | | | | | | | |
| ÷. | unito w/ 1,001 2,000 inico/ | % of trouble reports | | | | | | | | | | | | |
| Ā Ē | 100/ /10 100 1: 1: | Total # of working lines | 297 | 298 | 297 | 297 | 303 | 304 | 304 | 303 | 302 | | | |
| | 10% (10 per 100 working lines | Total # of trouble reports | 2 | 0 | 2 | 2 | 2 | 4 | 4 | 2 | 1 | | | |
| | for units w/ ≤ 1,000 lines) | % of trouble reports | 0.67% | 0.00% | 0.67% | 0.67% | 0.66% | 1.32% | 1.32% | 0.66% | 0.33% | | | |
| | | Total # of outage report tickets | 0.07 70 | 0.0070 | 1 | 0.07 70 | 1 | 3 | 1.0270 | 0.0070 | 0.0070 | | | - |
| | | Total # of repair tickets restored in < 24hrs | 0 | 0 | 1 | 0 | 1 | 2 | 0 | 0 | 0 | | | |
| Adjusted | | % of repair tickets restored ≤ 24 Hours | #DIV/0! | #DIV/0! | 100.00% | #DIV/0! | 100.00% | 66.67% | 0.00% | #DIV/0! | #DIV/0! | | | |
| Out of Service Re | enort | Sum of the duration of all outages (hh:mm) | 0 | 0 | 5.35 | 0 | 21.37 | 57.12 | 76.48 | 0 | 0 | | | - |
| Min. standard = 90 | | Avg. outage duration (hh:mm) | #DIV/0! | #DIV/0! | 5.35 | #DIV/0! | 21.37 | 19.04 | 76.48 | #DIV/0! | #DIV/0! | | | |
| Willin Standard – 30 % Within 24 ms | | Indicate if catastrophonc event is in a month | | | | | | | | | | | | |
| Unadjusted Out of Service Report | | Total # of outage report tickets | 0 | 0 | 1 | 0 | 1 | 3 | 1 | 0 | 0 | | | |
| | | Total # of repair tickets restored in ≤ 24hrs | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | | | |
| | | % of repair tickets restored ≤ 24 Hours | #DIV/0! | #DIV/0! | 0% | #DIV/0! | 100.00% | 33.33% | 0% | #DIV/0! | #DIV/0! | | | |
| | | Sum of the duration of all outages (hh:mm) | 0.00 | 0.00 | 219.00 | 0 | 21.37 | 105.17 | 100.47 | 0.00 | 219.00 | | | |
| Avg. outage duration (hh:mm) | | #DIV/0! | #DIV/0! | 219.00 | #DIV/0! | 21.37 | 35.06 | 100.47 | #DIV/0! | #DIV/0! | | | | |
| Refunds Number of customers who received refunds Monthly amount of refunds | | Number of customers who received refunds | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| | | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | | | | |
| Answer Time (Trouble Reports, Billing & Non-Billing) | | | | | | | | | | | | | | |
| Min. standard = 80 | 0% of calls < 60 seconds to reach | Total # of calls for TR, Billing & Non-Billing | | | | | | | | | | | | |
| live agent (w/a me | nu option to reach live agent). | Total # of call seconds to reach live agent | | | | | | | | | | | | |
| we agent (wa mena opiion o reach ive agent). Total # or call st | | | | | | | | † | 1 | 1 | 1 | | | |
| | | 75 - 55 555011d5 | | | - | | - | + | + | - | 1 | | | |
| | | | | | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 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)