Company Name:	Happy Valley Telep	phone Company	U#:	1021	Report Year:	2018
Reporting Unit Type:	✓ Total Company	Wire Center	Reporting U	nit Name:	Total Company	

				Date filed			Date filed			Date filed				
	Measurement (Compile n	nonthly, file quarterly)		1st Quarter		2nd Quarter				3rd Quarter			4th Quarter	<u> </u>
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interv	ral	Total # of business days	70	51	36	70	56	35	38		58	39	47	106
Min. standard = 5 b		Total # of service orders	14	11	9	14	14	9	10	21	12	13	13	
IVIIII. Staridard = 3 t	bus. days	Avg. # of business days	5.00	4.64	4.00	5.00	4.00	3.89	3.80	6.95	4.83	3.00	3.62	5.58
		Total # of installation commitments	14	11	9	14	14	9	10	21	12	13	13	19
Installation Comm	nitment	Total # of installation commitment met	14	11	9	14	14	8	10	21	11	13	13	19
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	1	0	0	1	0	0	(
		% of commitment met	100%	100%	100%	100%	100%	89%	100%	100%	92%	100%	100%	100%
Customers		Acct # for voice or bundle, res+bus	1,901	1,888	1,876	1878	1872	1862	1,850	1,842	1,827	1816	1815	1821
Customer Trouble Report														
i		Total # of working lines												
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports												
Standard	units w/ ≥ 3,000 lines)	% of trouble reports												
Ĕ	8% (8 per 100 working lines for	Total # of working lines	2205	2196	2182	2175	2178	2168	2155	2148	2134	2.124	2.104	2,105
ia i	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	16	15	12	11	10	30	31		17	16	26	13
Min. 9	units w/ 1,001 - 2,999 lines)	% of trouble reports	0.73%	0.68%	0.55%	0.51%	0.46%	1.38%	1.44%	1.02%	0.80%	0.75%	1.24%	0.62%
	10% (10 per 100 working lines	Total # of working lines												
	for units w/ ≤ 1,000 lines)	Total # of trouble reports												
1	10. di 110 117 = 1,000 iii.1007	% of trouble reports												
	•	Total # of outage report tickets	8	6	4	4	4	23	14	17	9	13	14	7
		Total # of repair tickets restored in ≤ 24hrs	7	6	4	3	4	16	12	12	7	1	14	(
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%	7.69%	100.00%	85.71%
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	13485.35	49.13	56.85
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	1037.33	3.51	8.12
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	8	6	4	4	4	23	14	17	9	13	14	7
Out of Service Re	eport	Total # of repair tickets restored in < 24hrs	4	4	2	2	4	15	8	5	2	1	6	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%	7.69%	42.86%	28.57%
		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	16192.03	437.48	333.88
		Avg. outage duration (hh:mm)	31.35	17.76	70.09	37.77	8.88	28.10	26.44	80.26	48.11	1245.54	31.25	47.70
Refunds		Number of customers who received refunds	0	0	0	1	0	1	1	0	1	0	0	(
		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 mer	nu option to reach live agent).	Total # of call seconds to reach live agent												
	- ,	%< 60 seconds												
ĺ														

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 Telep	hone Company	U#:	1010	Report Year:	2018
Reporting Unit Type:	☐otal Company ☐txchange	<u></u> <u></u> Mire Center	Reporting Unit Name:	Igo		

				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile me	onthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
		Total # of business days	0	8	6	1	11	4	0	10		5	1	2
Installation Interva		Total # of service orders	0	3	2	1		2	0	2		3	1	2
Min. standard = 5 b	ous. days	Avg. # of business days	#DIV/0!	2.67	3.00	1.00	5.50	2.00	#DIV/0!	5.00	1.00	1.67	1.00	1.00
		Total # of installation commitments	0	3	2	1	2	2	0	2	1	3	1	2
Installation Comm	itment	Total # of installation commitment met	0	3	2	1	2	2	0	2	1	3	1	2
Min. standard = 95	% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
		% of commitment met	#DIV/0!	100%	100%	100%	100%	100%	#DIV/0!	100%	100%	100%	100%	100%
Customers		Acct # for voice or bundle, res+bus	314			308	305					294		
Customer Trouble	Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
andard	units w/ ≥ 3,000 lines)	% of trouble reports												
Ē	8% (8 per 100 working lines for	Total # of working lines												i l
ta .	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
10% (10 per	units w/ 1,001 - 2,999 iiiles/	% of trouble reports												
	10% (10 per 100 working lines	Total # of working lines	363	357	354	354	350			346	339	336		338
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	5	5	3	4	6	17	- O	6	1	13		4
	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	% of trouble reports	1.38%	1.40%	0.85%	1.13%	1.71%	4.87%	0.86%	1.73%	0.29%	3.87%	3.26%	1.18%
		Total # of outage report tickets	3	3	1	2	1	13	3	6	0	1	7	4
		Total # of repair tickets restored in ≤ 24hrs	3	3	1	1	1	8		3	0	1	7	3
Adjusted		% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%	50.00%	100.00%	61.54%	66.67%		#DIV/0!	100.00%	100.00%	75.00%
Out of Service Re		Sum of the duration of all outages (hh:mm)	33.03	8.13		51.75	5.57	288.73			0	0.65	21.12	34.85
Min. standard = 90	% within 24 hrs	Avg. outage duration (hh:mm)	11.01	2.71	1.40	25.88	5.57	22.21	12.59	97.66	#DIV/0!	0.65	3.02	8.71
		Indicate if catastrophonc event is in a month							Yes	Yes				
		Total # of outage report tickets	3	3	1	2	1	13	3	6	0	1	7	4
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	1	2	1	1	1	8	1	1	0	1	3	1
Out of Service Re	port	% of repair tickets restored ≤ 24 Hours	33%	67%	100%	50.00%	100.00%	61.54%	33%		#DIV/0!	100.00%	42.86%	25.00%
		Sum of the duration of all outages (hh:mm)	92.22	41.07		75.58	4.22					0.65		176.4
		Avg. outage duration (hh:mm)	30.74	13.69	2.98	37.79	4.22	36.84	20.04	151.99	#DIV/0!	0.65	31.12	44.10
Refunds		Number of customers who received refunds	0	0	0	1	0	1	0	0	0	0	0	0
		Monthly amount of refunds	\$ -	\$ -	\$ -	\$ 41.35	\$ -	\$ 40.30	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	ble Reports, Billing & Non-Billing)													1
Min. standard = 80	% 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												
		%<_60 seconds												
L		1	L	L	l	L	L	L	1	·	1		L	

Primary Utility Contact Information

Name:	Phone:	Email:

Date Adopted: 7/28/09
Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

U#:

1010

Report Year:

2018

Reporting Unit T	уре:	☐otal Company ☐sxchange ☐wire Center	r				Reporting Unit Nam	e:		Minersville				
	W	and the Classical A		Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile m	onthly, file quarterly)		1st Quarter		2nd Quarter			3rd Quarter			4th Quarter		
		T + 1 # - (1 - : - 1	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interva	l	Total # of business days	2	0	0	0	0	0	0	0	0	0	0	0
Min. standard = 5 b	us. days	Total # of service orders	1	((D)) ((O)	UDIV ((0)	UDIV/(01	(D) ((O)	(IDI) ((0)	(DI) ((O)	(DI) ((O)	(D) ((O)	(D) ((a)	U	(DI) ((O)
		Avg. # of business days	2.00	#DIV/0!	#DIV/0!	#DIV/0!	#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	0	0	0
Installation Commi		Total # of installation commitment met	1	0	0	0	0	0	0	0	0	0	0	0
Min. standard = 959	% commitment met	Total # of installation commitment missed	0	0	0	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!	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	61	61	59	60	60	60	60	60	60	59	58	58
Customer Trouble	Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
darc	units w/ ≥ 3,000 lines)	% of trouble reports												
	8% (8 per 100 working lines for	Total # of working lines												
Ē	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
<i>o</i> ,	uriits w/ 1,001 - 2,999 lines)	% of trouble reports												
Ę		Total # of working lines	96	95	95	94	97	97	97	97	97	97	92	92
_	10% (10 per 100 working lines	Total # of trouble reports	96	95	95	94	97	97	97	97	97	97	92	92
	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%	0.00%	1.09%	2.17%
		Total # of outage report tickets	0.00%	1.05%	0.00%	2.13%	0.00%	1.03%	2.00%	0.00%	0.00%	0.00%	1.09%	2.17%
		Total # of outage report tickets Total # of repair tickets restored in < 24hrs	0	1	0	0	0	1	<u></u>	0	0	0	- +	2
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!	#DIV/0!	100.00%	100.00%
Out of Service Rep	ort	Sum of the duration of all outages (hh:mm)	#DIV/0!	2.23	#DIV/0!	#DIV/0!	#DIV/0!	28.45	3.82		#DIV/0!	#DIV/0!	100.00%	18.58
Min. standard = 909		Avg. outage duration (hh:mm)	#DIV/0!	2.23	#DIV/0!	#DIV/0!	#DIV/0!	28.45	3.82		#DIV/0!	#DIV/0!	0.00	9.29
iviiii otaliaara – oo		Indicate if catastrophonc event is in a month	#510/0:	2.23	#51770:	#510/0:	#51070:	20.40	3.02	#510/0:	#517/0:	#010/0:	0.00	9.29
Unadjusted		Total # of outage report tickets	0	1	0	0	0	1	1	0	0	0	1	2
Out of Service Rep		Total # of repair tickets restored in ≤ 24hrs	0	1	0	0	0	0	1	0	0	0	0	1
•		% of repair tickets restored ≤ 24 Hours	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!	0.00%	100%	#DIV/0!	#DIV/0!	#DIV/0!	0.00%	50.00%
		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	0	25.97	83.05
		Avg. outage duration (hh:mm)	#DIV/0!	5.48	#DIV/0!	#DIV/0!	#DIV/0!	28.43	20.82	#DIV/0!	#DIV/0!	#DIV/0!	25.97	41.53
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0

Primary Utility Contact Information

Name:	Phone:	Email:

Date Adopted: 7/28/09

Company Name:

Date Revised: 12/08/09 (Corrects typographical errors)

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).

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)

Monthly amount of refunds

%< 60 seconds

Total # of calls for TR, Billing & Non-Billing

Total # of call seconds to reach live agent

Happy Valley Telephone Company

Company Name:		Нарр	y Valley Telepl	none Compan	у	_			U#:	1010	ı		Report Year:		2018	
Reporting Unit Ty	pe:	Total Company	√Exchange	√Vire Cente	r				Reporting U	Jnit Name:		Olinda				
						Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile m	onthly, file qua	arterly)			1st Quarter	,		2nd Quarter	,		3rd Quarter			4th Quarter	,
					Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
nstallation Interval		Total # of busines	ss days		28	43	21	63	23	31	38	135	35	33	43	
		Total # of service	orders		9	8	5	10	7	7	10	18	8	9	11	14
/lin. standard = 5 bu	s. days	Avg. # of busines	ss days		3.11	5.38	4.20	6.30	3.29	4.43	3.80	7.50	4.38	3.67	3.91	6.0
		Total # of installa	tion commitmen	ts	9	8	5	10	7	7	10	18	8	9	11	14
nstallation Commit	tment	Total # of installa	tion commitmen	t met	9	8	5	10	7	6	10	18	8	9	11	14
/lin. standard = 95%	commitment met	Total # of installa	tion commitmen	t missed	0	0	0	0	0	1	0	0	0	0	0	(
		% of commitment	t met		100%	100%	100%	100%	100%	86%	100%	100%	100%	100%	100%	100%
Customers		Acct # for voice of	or bundle, res+b	ıs	1208	1200	1192	1193	1188	1179	1170	1173	1161	1151	1150	115
Customer Trouble F	Report														1	
		Total # of working	a lines													
	6% (6 per 100 working lines for	Total # of trouble	reports													
units w/ ≥ 3,000 lines) 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	% of trouble repo	•														
					4057	4047	4007	4000	4000	4204	4044	4200	4205	4000	4000	400
		Total # of working Total # of trouble			1357	1347	1337	1333	1332	1324	1311	1309	1305 11	1298	1283 13	1288
<u>σ</u>	units w/ 1,001 - 2,999 lines)	% of trouble repo			0.66%	0.37%		0.08%	0.08%	0.60%	1.68%	0.61%	0.84%	0.08%	1.01%	0.39%
M. Ë		i -			0.66%	0.37%	0.52%	0.06%	0.06%	0.60%	1.00%	0.01%	0.04%	0.06%	1.01%	0.397
_	10% (10 per 100 working lines	Total # of working	,													
	for units w/ ≤ 1,000 lines)	Total # of trouble														
	·	% of trouble repo			_										Ļ	
		Total # of outage			5					6	9	5	/	0	6	
		Total # of repair t			4	0	_	_		6	400,000/	5	6	(D) ((O)	6	
Adjusted		% of repair tickets			80.00%	#DIV/0!	100.00%	#DIV/0!	100.00%	100.00%	100.00%	100.00%	85.71%	#DIV/0!	100.00%	100.00%
Out of Service Repo		Sum of the durati Avg. outage dura		s (nn:mm)	68.25 13.65		102.8 51.40	#DIV/0!	3.18 3.18	33.88 5.65	62.53 6.95	14.62 2.92	129.97 18.57	#DIV/0!	28.02 4.67	3.42
/lin. standard = 90%	within 24 hrs	Avg. outage dura	auon (nn.mm)		13.65	#DIV/0!	31.40	#DIV/0!	3.10	5.65	0.95	2.92	10.57	#DIV/0!	4.07	3.42
		Indicate if catastr	ophonc event is	in a month												
Jnadjusted		Total # of outage	report tickets		5	0	2	0	1	6	9	5	7	0	6	
Out of Service Repo	ort	Total # of repair t	ickets restored i	n <u><</u> 24hrs	3	0	1	0	1	6	6	1	2	0	3	(
•		% of repair tickets			60%	#DIV/0!		#DIV/0!	100.00%	100.00%	67%	20%	29%	#DIV/0!	50.00%	0.00%
		Sum of the durati	ion of all outage	s (hh:mm)	158.62	0.00	58.37	0	3.78	33.83	188.70	305.95	280.32	0	193.67	74.43
		Avg. outage dura	ation (hh:mm)		31.72	#DIV/0!	29.19	#DIV/0!	3.78	5.64	20.97	61.19	40.05	#DIV/0!	32.28	74.43
Refunds		Number of custor		ed refunds	0	0	0	0	0	0	1	0	0	0	0	(
		Monthly amount of	of refunds		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 18.97	\$ -	\$ -	\$ -	\$ -	\$ -
	le Reports, Billing & Non-Billing)															
/lin. standard = 80%	of calls < 60 seconds to reach	Total # of calls fo	r TR, Billing & N	on-Billing											, 7	
ve agent (w/a menu	option to reach live agent).	Total # of call sec	conds to reach li	ve agent												
	- ,	% < 60 cocondo		•												

Primary Utility Contact Information

Name:	Phone:	Email:

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Company Name:	Happy Valley Telephone Company	U#: 1010	Report Year: 2018
Reporting Unit Type:	☐otal Company ☐Exchange ☐Infire Center	Reporting Unit Name:	Platina

				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	ı	Total # of business days	7	0	0	1	0	0	0	0	5	0	0	0
Min. standard = 5 bi		Total # of service orders	2	0	0	1	0	0	0	0	1	0	0	0
IVIIII. Staridard = 5 bt	us. days	Avg. # of business days	3.50	#DIV/0!	#DIV/0!	1.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	5.00	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of installation commitments	2	0	0	1	0	0	0	0	1	0	0	0
Installation Commi	tment	Total # of installation commitment met	2	0	0	1	0	0	0	0	0	0	0	0
Min. standard = 95%	6 commitment met	Total # of installation commitment missed	0	0	0	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%	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	63	63	61	60	58	58	58	56	58	58	58	58
Customer Trouble	Report													í
	•	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												í
dard	units w/ ≥ 3,000 lines)	% of trouble reports												
2	8% (8 per 100 working lines for	Total # of working lines												1
l g	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												í
جٌ ا	unito w/ 1,001 2,000 iiilos/	% of trouble reports												í
Ē	100/ /10 100 1: 1:	Total # of working lines	98	99	99	97	96	94	93	93	91	93	93	93
	10% (10 per 100 working lines	Total # of trouble reports	0	4	0	2	1	n	0	6	4	1	1	0
	for units w/ ≤ 1,000 lines)	% of trouble reports	0.00%	4.04%	0.00%	2.06%	1.04%	0.00%	0.00%	6.45%	4.40%	1.08%	1.08%	0.00%
		Total # of outage report tickets	0.0070	2	0.0070	2.00%	1.0470	0.0070	0.0070	6.40%	2	1.00%	0.0070	0.0070
		Total # of repair tickets restored in < 24hrs	0	2	0	2	1	0	0	4	1	0	0	0
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%	#DIV/0!	#DIV/0!	#DIV/0!
Out of Service Rep	ort	Sum of the duration of all outages (hh:mm)	0	25.17	0	8.82	6.13	0	0	111.8	78.88	0	0	0
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	#DIV/0!	#DIV/0!	#DIV/0!
Will. Standard = 907	0 WILLING 24 HIS	Indicate if catastrophonc event is in a month						. =						
Unadjusted		Total # of outage report tickets	0	2	0	2	1	0	0	6	2	0	0	0
Out of Service Rep	ort	Total # of repair tickets restored in ≤ 24hrs	0	1	0	1	1	0	0	3	0	0	0	0
		% of repair tickets restored ≤ 24 Hours	#DIV/0!	50%	#DIV/0!	50.00%	100.00%	#DIV/0!	#DIV/0!	50%	0%	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	0.00	60.02	0.00	75.48	6.12		0.00	146.57	152.70	0	0	0
		Avg. outage duration (hh:mm)	#DIV/0!	30.01	#DIV/0!	37.74	6.12		#DIV/0!	24.43	76.35	#DIV/0!	#DIV/0!	#DIV/0!
Refunds		Number of customers who received refunds	0	0	0	0	0	-	0	0	1	0	0	0
		Monthly amount of refunds	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 24.35	\$ -	\$ -	\$ -
	ole Reports, Billing & Non-Billing)													1
Min. standard = 80%	6 of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing			•	-								1
live agent (w/a meni	u option to reach live agent).	Total # of call seconds to reach live agent										1		
5 (111011		%< 60 seconds										1		
		70 <u>x</u> 00 00001100												
														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: Reporting Unit Type:		Happy Valley Telephone Company ☐otal Company ☐sxchange ☐Wire Center					U#:1010						2018			
					r			Reporting Unit Name:				Trinity Center				
				Date filed		Date filed		Date filed			Date filed					
	Measurement (Compile me	ontniy, file qua	arteriy)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
					Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
nstallation Interval Min. standard = 5 bus. days		Total # of busine			33	0	9	5	22	0	0	1	17	1	3	19
		Total # of service			2	0	2	2		0	0	1	2	1	1	3
		Avg. # of busines			16.50	#DIV/0!	4.50	2.50	4.40	#DIV/0!	#DIV/0!	1.00	8.50	1.00	3.00	6.33
		Total # of installa	ation commitmen	its	2	0	2	0	0	0	0	1	2	1	1	3
nstallation Commit	ment	Total # of installa	ation commitmen	it met	2	0	2	2	5	0	0	1	2	1	1 1	3
Min. standard = 95%	commitment met	Total # of installa	ation commitmen	t missed	0	0	0	2	5	0	0	0	0	0	0	0
		% of commitment	t met		100%	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100%	100%	100%	100%	100%
Customers		Acct # for voice of	or bundle, res+b	us	255	254	254	257	261	259	258	257	257	254	255	256
Customer Trouble	Report															
	6% (6 per 100 working lines for	Total # of working														
.	units w/ ≥ 3,000 lines)	% of trouble repo	orto													
dard															$\overline{}$	
ă	8% (8 per 100 working lines for	Total # of working														
Š	units w/ 1,001 - 2,999 lines)	Total # of trouble											——			
ڃٰ		% of trouble repo	orts													
Ξ	10% (10 per 100 working lines	Total # of working	g lines		297	298	297	297	303	304	304	303	302	300	299	294
	for units w/ ≤ 1,000 lines)	Total # of trouble			2	0	2	2		4	4	2	1	1	0	2
	, = 1,00000,	% of trouble repo			0.67%	0.00%	0.67%	0.67%	0.66%	1.32%	1.32%	0.66%	0.33%	0.33%	0.00%	0.68%
		Total # of outage			0	0	1	0	1	3	1	0	0	0	0	0
		Total # of repair t	tickets restored i	in <u><</u> 24hrs	0	0	1	0	1	2	0	0	0	0	0	0
Adjusted			s restored ≤ 24 l		#DIV/0!	#DIV/0!	100.00%	#DIV/0!	100.00%	66.67%	0.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Out of Service Rep	ort	Sum of the durat	ion of all outage	s (hh:mm)	0	0	5.35	0	21.37	57.12	76.48	0	0	0	0	0
Min. standard = 90% within 24 hrs		Avg. outage dura	ation (hh:mm)		#DIV/0!	#DIV/0!	5.35	#DIV/0!	21.37	19.04	76.48	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Indicate if catastr	rophonc event is	in a month												
Unadjusted Out of Service Report		Total # of outage			0	0	1	0	1	3	1	0	0	0	0	0
		Total # of repair t			0	0	0	0	1	1	0	0	0	0	0	0
		% of repair ticket	s restored ≤ 24 l	Hours	#DIV/0!	#DIV/0!	0%	#DIV/0!	100.00%	33.33%	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the durat	ion of all outage	s (hh:mm)	0.00	0.00	219.00	0	21.01	105.17		0.00	219.00	0	0	0
		Avg. outage dura			#DIV/0!	#DIV/0!	219.00	#DIV/0!	21.37	35.06	100.47	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Refunds		Number of custor		ed refunds	0	0	0	0	0	0	0	0	0	0	0	0
		Monthly amount	of refunds		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Answer Time (Troub	le Reports, Billing & Non-Billing)											ı – – – – – – – – – – – – – – – – – – –	ı	. 7	ı 7	
Min. standard = 80%	of calls < 60 seconds to reach	Total # of calls fo	or TR, Billing & N	lon-Billing									i i			
	u option to reach live agent).	Total # of call sed									İ		1			
		%< 60 seconds		agom								$\overline{}$	$\overline{}$		\leftarrow	
		75 - 00 00001103			1	ı	l	ı	1		I					

Name:	Phone:	Email:

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