| Company Name         | :  | Happy Valley Telephone Comp                        | any    | _           |         |     | U#:            | 102     | 1    |             |            | 2018        |     |     |
|----------------------|--|--|--------|-------------|---------|-----|----------------|---------|------|-------------|------------|-------------|-----|-----|
| Reporting Unit 1     | Туре:  | Total Company Exchange Wire Cent                   | er     |             |         |     | Reporting Unit | t Name: |      | Total Compa |            |             | -   |     |
|                      |  |  |        | Date filed  |         |     | Date filed     |         |      | Date filed  | Date filed |             |     |     |
|                      | Measurement (Compile r   | nonthly, file quarterly)                           |        | 1st Quarter |         |     | 2nd Quarter    |         |      | 3rd Quarter |            | 4th Quarter |     |     |
|                      |  | 1  | Jan    | Feb         | Mar     | Apr | Мау            | Jun     | July | Aug         | Sept       | Oct         | Nov | Dec |
| Installation Interva | al   | Total # of business days                           | 70     | 51          | 36      |     |                |         |      |             |            |             |     |     |
| Min. standard = 5 b  | ous, davs  | Total # of service orders                          | 14     | 11          | 9       |     | _              |         |      |             |            |             |     |     |
|                      |  | Avg. # of business days                            | 5.00   | 4.64        | 4.00    |     | -              |         |      | -           |            | -           | -   |     |
|                      |  | Total # of installation commitments                | 14     | 11          | 9       |     | -              |         |      | -           |            | -           | -   |     |
| Installation Comm    |  | Total # of installation commitment met             | 14     | 11          | 9       |     |                |         |      |             |            |             |     |     |
| Min. standard = 95   | % commitment met   | Total # of installation commitment missed          | 0      | 0           | 0       |     |                |         |      |             |            |             |     |     |
| -                    |  | % of commitment met                                | 100%   | 100%        | 100%    |     |                |         |      |             |            |             | ļ   | ļ   |
| Customers            |  | Acct # for voice or bundle, res+bus                | 1,901  | 1,888       | 1,876   |     |                |         |      |             |            | L           | ļ   |     |
| Customer Trouble     | e Report   |  |        |             |         |     |                |         |      |             |            |             |     |     |
|                      |  | Total # of working lines                           |        |             |         |     |                |         |      |             |            |             |     |     |
|                      | 6% (6 per 100 working lines for                                  | Total # of trouble reports                         |        |             |         |     |                |         |      |             |            |             |     |     |
| Min. Standard        | units w/ ≥ 3,000 lines)  | % of trouble reports                               |        |             |         |     |                |         |      |             |            |             |     |     |
| pr                   | 0% (0 per 100 working lines for                                  | Total # of working lines                           | 2211   | 2196        | 2182    |     |                |         |      |             |            |             |     |     |
| itai                 | 8% (8 per 100 working lines for<br>units w/ 1,001 - 2,999 lines) | Total # of trouble reports                         | 16     | 15          | 12      |     |                |         |      |             |            |             |     |     |
|                      | units w/ 1,001 - 2,999 lines)                                    | % of trouble reports                               | 0.72%  | 0.68%       | 0.55%   |     |                |         |      |             |            |             |     |     |
| M                    | 10% (10 per 100 working lines                                    | Total # of working lines                           |        |             |         |     |                |         |      |             | 1          |             |     |     |
|                      | 10% (10 per 100 working lines for units w/ $\leq$ 1,000 lines)   | Total # of trouble reports                         |        |             |         |     |                |         |      |             |            |             |     |     |
|                      | for utilits w/ $\leq$ 1,000 liftes)                              | % of trouble reports                               |        |             |         |     |                |         |      |             |            |             |     |     |
|                      |  | Total # of outage report tickets                   | 8      | 6           | 4       |     |                |         |      |             |            |             |     |     |
|                      |  | Total # of repair tickets restored in $\leq$ 24hrs | 7      | 6           | 4       |     |                |         |      |             |            |             |     |     |
| Adjusted             |  | % of repair tickets restored ≤ 24 Hours            | 87.50% | 100.00%     | 100.00% |     |                |         |      |             |            |             |     |     |
| Out of Service Re    | nort   | Sum of the duration of all outages (hh:mm)         | 101.28 | 35.53       | 23.88   |     |                |         |      |             |            |             |     |     |
| Min. standard = 90   |  | Avg. outage duration (hh:mm)                       | 12.66  | 5.92        | 5.97    |     |                |         |      |             |            |             |     |     |
|                      | // ·····   | Indicate if catastrophonc event is in a month      |        |             |         |     |                |         |      |             |            |             |     |     |
| Unadjusted           |  | Total # of outage report tickets                   | 8      | 6           | 4       |     |                |         |      |             |            |             |     |     |
| Out of Service Re    | port   | Total # of repair tickets restored in < 24hrs      | 4      | 4           | 2       |     |                |         |      |             |            |             |     |     |
|                      |  | % of repair tickets restored ≤ 24 Hours            | 50.00% | 66.67%      | 50.00%  |     |                |         |      |             |            |             |     |     |
|                      |  | Sum of the duration of all outages (hh:mm)         | 250.83 | 106.57      | 280.35  |     |                |         |      |             |            |             |     |     |
|                      |  | Avg. outage duration (hh:mm)                       | 31.35  | 17.76       | 70.09   |     |                |         |      |             |            |             |     |     |
| Refunds              |  | Number of customers who received refunds           | 0      | 0           | 0       |     |                |         |      |             |            |             |     |     |
|                      |  | Monthly amount of refunds                          | \$ -   | \$-         | \$-     |     |                |         |      |             |            |             |     |     |
| Answer Time (Trou    | uble Reports, Billing & Non-Billing)                             |  |        |             |         |     |                |         |      |             |            |             |     |     |
|                      | % of calls <u>&lt; 60</u> 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        | 1      |             | 1       |     |                |         |      |             |            |             |     |     |
|                      |  | %< 60 seconds                                      |        | 1           | 1       |     | 1              |         |      |             |            |             |     | 1   |
|                      |  |  |        | 1           | 1       |     |                |         |      |             |            |             |     |     |
|                      |  | 1  |        | 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 Com                     | _        |                      |          | U#: | 101         | 0   |      |             | 2018 |          |             |          |  |
|-----------------------|-------------------------------------|--|----------|----------------------|----------|-----|-------------|-----|------|-------------|------|----------|-------------|----------|--|
| Reporting Unit T      | ype:                                | Total Company I Exchange Wire Cer              |          | Reporting Unit Name: |          |     |             |     |      |             |      |          | -           |          |  |
|                       |                                     |  |          | 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<br>0 | Feb<br>8             | Mar<br>6 | Apr | Мау         | Jun | July | Aug         | Sept | Oct      | Nov         | Dec      |  |
| Installation Interva  |                                     | Total # of service orders                      | 0        | 3                    | 2        |     |             |     |      |             |      | -        | -           |          |  |
| Min. standard = 5 b   | us. days                            | Avg. # of business days                        | 0.00     | 2.67                 | 3.00     |     |             |     |      |             |      | -        |             |          |  |
|                       |                                     | Total # of installation commitments            | 0.00     | 2.07                 | 2        |     |             |     |      |             |      | -        |             |          |  |
| Installation Comm     | itmont                              | Total # of installation commitment met         | 0        | 3                    | 2        |     |             |     |      |             |      |          |             | <u> </u> |  |
| Min. standard = 95%   |                                     | Total # of installation commitment missed      | 0        | 0                    | 0        |     |             |     |      |             |      |          |             |          |  |
| Willin. Standard – 55 | o communent met                     | % of commitment met                            | 0%       | 100%                 | 100%     |     |             |     |      |             |      | _        | -           |          |  |
|                       |                                     |  |          |                      |          |     |             |     |      | -           |      | -        |             | <u> </u> |  |
| Customers             |                                     | Acct # for voice or bundle, res+bus            | 314      | 310                  | 310      |     |             |     |      |             |      |          |             |          |  |
| Customer Trouble      | Report                              |  |          |                      |          |     |             |     |      |             |      | <u> </u> |             | ┼────    |  |
| oustonier mousie      |                                     | Total # of working lines                       |          |                      |          |     |             |     |      |             |      |          |             |          |  |
|                       | 6% (6 per 100 working lines for     | Total # of trouble reports                     |          |                      |          |     |             |     |      |             |      |          |             |          |  |
| tandard               | units w/ ≥ 3,000 lines)             | % of trouble reports                           |          |                      |          |     |             |     |      |             |      |          |             |          |  |
|                       |                                     |  |          |                      |          |     |             |     |      |             |      | _        | -           |          |  |
| aŭ                    | 8% (8 per 100 working lines for     | Total # of working lines                       |          |                      |          |     |             |     |      |             |      | _        |             |          |  |
| ζ.                    | units w/ 1,001 - 2,999 lines)       | Total # of trouble reports                     |          |                      |          |     |             |     |      |             |      |          |             |          |  |
| Min.                  |                                     | % of trouble reports                           |          |                      |          |     |             |     |      |             |      |          |             |          |  |
| Σ                     | 10% (10 per 100 working lines       | Total # of working lines                       | 363      | 357                  | 354      |     |             |     |      |             |      |          |             |          |  |
|                       | for units w/ $\leq$ 1,000 lines)    | Total # of trouble reports                     | 5        | 5                    | 3        |     |             |     |      |             |      |          |             |          |  |
|                       |                                     | % of trouble reports                           | 1.38%    | 1.40%                | 0.85%    |     |             |     |      |             |      |          |             |          |  |
|                       |                                     | Total # of outage report tickets               | 3        | 3                    | 1        |     |             |     |      |             |      |          |             |          |  |
|                       |                                     | Total # of repair tickets restored in < 24hrs  | 3        | 3                    | 1        |     |             |     |      |             |      |          |             |          |  |
| Adjusted              |                                     | % of repair tickets restored ≤ 24 Hours        | 100.00%  | 100.00%              | 100.00%  |     |             |     |      |             |      |          |             |          |  |
| Out of Service Rep    |                                     | Sum of the duration of all outages (hh:mm)     | 33.03    | 8.13                 | 1.4      |     |             |     |      |             |      |          |             |          |  |
| Min. standard = 90%   | % within 24 hrs                     | Avg. outage duration (hh:mm)                   | 11.01    | 2.71                 | 1.40     |     |             |     |      |             |      |          |             |          |  |
|                       |                                     | Indicate if catastrophonc event is in a month  |          |                      |          |     |             |     |      |             |      |          |             |          |  |
|                       |                                     | Total # of outage report tickets               | 3        | 3                    | 1        |     |             |     |      |             |      |          |             |          |  |
| Unadjusted            |                                     | Total # of repair tickets restored in < 24hrs  | 1        | 2                    | 1        |     |             |     |      |             |      |          |             |          |  |
| Out of Service Rep    | port                                | % of repair tickets restored ≤ 24 Hours        | 33%      | 67%                  | 100%     |     |             |     |      |             |      |          |             |          |  |
|                       |                                     | Sum of the duration of all outages (hh:mm)     | 92.22    | 41.07                | 2.98     |     |             |     |      |             |      |          |             |          |  |
|                       |                                     | Avg. outage duration (hh:mm)                   | 30.74    | 13.69                | 2.98     |     |             |     |      |             |      |          |             |          |  |
| Refunds               |                                     | Number of customers who received refunds       | 0        | 0                    | 0        |     |             |     |      |             |      |          |             |          |  |
|                       |                                     | Monthly amount of refunds                      | \$ -     | \$-                  | \$ -     |     |             |     |      |             |      |          |             |          |  |
| Answer Time (Trou     | ble Reports, Billing & Non-Billing) |  |          |                      |          |     |             |     |      |             |      |          |             |          |  |
|                       |                                     | Total # of calls for TR, Billing & Non-Billing |          |                      |          |     |             |     |      |             |      | 1        |             |          |  |
|                       | nu option to reach live agent).     | Total # of call seconds to reach live agent    |          |                      |          |     |             |     | 1    |             |      | 1        |             | 1        |  |
| agoin (ma mon         | in the reaction and agoint).        | %< 60 seconds                                  | 1        | 1                    |          |     |             |     |      | 1           |      | 1        |             | <u> </u> |  |
|                       |                                     |  |          |                      |          |     |             |     |      |             | L    | <u> </u> | <u> </u>    | ┝───     |  |
|                       |                                     |  |          |                      |          |     |             |     |      |             |      |          |             |          |  |

#### 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 Com                         |                            | U#:             | 10          | Report Year: 2018 |                   |          |             |             |      |             |            |          |
|--|--------------------------------------|--|----------------------------|-----------------|-------------|-------------------|-------------------|----------|-------------|-------------|------|-------------|------------|----------|
| Reporting Unit                                   | Туре:                                | Total Company Exchange Wire Cen                    | er                         |                 |             |                   | Reporting Unit Na | me:      |             | Minersville |      |             |            | -        |
|  |                                      |  |                            | Date filed      |             |                   | Date filed        |          |             | Date filed  |      |             | Date filed |          |
|  | Measurement (Compile m               | onthly, file quarterly)                            | 1st Quarter<br>Jan Feb Mar |                 | 2nd Quarter |                   |                   |          | 3rd Quarter |             |      | 4th Quarter |            |          |
|  |                                      | Total # of business days                           | Jan<br>2                   | <b>Feb</b><br>0 | Mar<br>0    | Apr               | Мау               | Jun      | July        | Aug         | Sept | Oct         | Nov        | Dec      |
| Installation Interv                              |                                      | Total # of service orders                          | 1                          | 0               | 0           |                   |                   |          |             |             |      |             |            |          |
| Min. standard = 5 I                              | bus. days                            | Avg. # of business days                            | 2.00                       | 0.00            | 0.00        |                   |                   |          | -           |             |      |             |            |          |
|  |                                      | Total # of installation commitments                | 1                          | 0.00            | 0.00        |                   |                   |          |             |             |      |             |            |          |
| Installation Comm                                | mitment                              | Total # of installation commitment met             | 1                          | 0               | 0           |                   |                   |          | -           |             |      |             |            |          |
|  | 5% commitment met                    | Total # of installation commitment missed          | 0                          | 0               | 0           |                   |                   |          |             |             |      |             |            | ┝───     |
|  |                                      | % of commitment met                                | 100%                       | 0%              | 0%          |                   |                   |          |             |             |      |             |            | ┝───     |
|  |                                      |  | 100%                       | 0%              | 070         |                   |                   | <u> </u> |             |             |      |             |            | ┝───     |
| Customers  |                                      | Acct # for voice or bundle, res+bus                | 61                         | 61              | 59          |                   |                   |          |             |             |      |             |            |          |
| Customer Trouble                                 | le Report                            |  |                            |                 |             |                   |                   |          |             |             |      |             |            |          |
| 6% (6 per 100 working<br>units w/ ≥ 3,000 lines) | 0% (Case 100 weeking lines for       | Total # of working lines                           |                            |                 |             |                   |                   |          |             |             |      |             |            |          |
|  |                                      | Total # of trouble reports                         |                            |                 |             |                   |                   |          |             |             |      |             |            |          |
|  | units w/ 2 3,000 lines)              | % of trouble reports                               |                            |                 |             |                   |                   |          |             |             |      |             |            |          |
| Standard   |                                      | Total # of working lines                           |                            |                 |             |                   |                   |          |             |             |      |             |            |          |
| tai  | 8% (8 per 100 working lines for      | Total # of trouble reports                         |                            | 1               |             |                   |                   |          |             |             |      |             |            | 1        |
|  | units w/ 1,001 - 2,999 lines)        | % of trouble reports                               |                            |                 |             |                   |                   | -        |             |             |      |             |            | <u> </u> |
| Ĕ  |                                      |  |                            | 05              | 05          |                   |                   |          | -           |             |      |             |            |          |
| 2  | 10% (10 per 100 working lines        | Total # of working lines                           | 96                         | 95              | 95          |                   |                   |          |             |             |      |             |            | <u> </u> |
|  | for units w/ ≤ 1,000 lines)          | Total # of trouble reports                         | 0.00%                      | 1.05%           | 0.00%       |                   |                   |          |             |             |      |             |            | <u> </u> |
|  |                                      | % of trouble reports                               |                            | 1.05%           |             |                   |                   |          |             |             |      |             |            | <u> </u> |
|  |                                      | Total # of outage report tickets                   | 0                          | 1               | 0           |                   |                   |          |             |             |      |             |            | <u> </u> |
| Adjusted   |                                      | Total # of repair tickets restored in $\leq$ 24hrs | 0.00%                      | 1               | 0.00%       |                   |                   |          |             |             |      |             |            | <u> </u> |
| Out of Service Re                                | anart                                | % of repair tickets restored ≤ 24 Hours            |                            | 100.00%         |             |                   |                   |          |             |             |      |             |            | ───      |
| Min. standard = 90                               |                                      | Sum of the duration of all outages (hh:mm)         | 0.00                       | 2.23<br>2.23    | 0.00        |                   |                   |          |             |             |      |             |            | ───      |
| Min. standard - 90                               | 0% within 24 his                     | Avg. outage duration (hh:mm)                       | 0.00                       | 2.23            | 0.00        |                   |                   |          |             |             |      |             |            |          |
|  |                                      | Indicate if catastrophonc event is in a month      |                            |                 |             |                   |                   |          |             |             |      |             |            |          |
| Unadjusted                                       |                                      | Total # of outage report tickets                   | 0                          | 1               | 0           |                   |                   |          |             |             |      |             |            |          |
| Out of Service Re                                | eport                                | Total # of repair tickets restored in < 24hrs      | 0                          | 1               | 0           |                   |                   |          |             |             |      |             |            |          |
|  |                                      | % of repair tickets restored ≤ 24 Hours            | 0%                         | 100%            | 0%          |                   |                   |          |             |             |      |             |            |          |
|  |                                      | Sum of the duration of all outages (hh:mm)         | 0.00                       | 5.48            | 0.00        |                   |                   |          |             |             |      |             |            |          |
|  |                                      | Avg. outage duration (hh:mm)                       | 0.00                       | 5.48            | 0.00        |                   |                   |          |             |             |      |             |            |          |
| Refunds Number of customers who received refunds |                                      | 0  | 0                          | 0               |             |                   |                   |          |             |             |      |             |            |          |
|  |                                      | Monthly amount of refunds                          | \$-                        | \$-             | \$-         |                   |                   |          |             |             |      |             |            |          |
| Answer Time (Tro                                 | uble Reports, Billing & Non-Billing) |  |                            |                 |             |                   |                   |          |             |             |      |             |            |          |
|  | 0% of calls < 60 seconds to reach    | Total # of calls for TR, Billing & Non-Billing     |                            | 1               | 1           |                   | 1                 | 1        |             |             |      |             |            | <u> </u> |
|  | enu option to reach live agent).     | Total # of call seconds to reach live agent        |                            |                 | 1           |                   |                   | 1        |             |             |      |             |            | 1        |
|  |                                      | %< 60 seconds                                      |                            |                 | 1           |                   |                   | 1        |             |             |      |             |            | 1        |
| ™ <u>~</u> 60 seconds                            |                                      |  |                            |                 | t           |                   | 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 Compa                   | _      |                             |         | U#: | 1010        | _   |      | Report Year: | r: 2018 |     |            |     |  |
|---|--|--|--------|-----------------------------|---------|-----|-------------|-----|------|--------------|---------|-----|------------|-----|--|
| Reporting Unit T  | Гуре:  | Total Company Exchange Wire Ce                 | nter   | Reporting Unit Name: Olinda |         |     |             |     |      |              |         |     |            |     |  |
|   |  |  |        | Date filed                  |         |     | Date filed  |     |      | Date filed   |         |     | Date filed |     |  |
|   | Measurement (Compile m                                       | ionthly, file quarterly)                       |        | 1st Quarter                 |         |     | 2nd Quarter |     |      | 3rd Quarter  |         |     | 4th Quarte | r   |  |
|   |  |  | Jan    | Feb                         | Mar     | Apr | Мау         | Jun | July | Aug          | Sept    | Oct | Nov        | Dec |  |
| Installation Interva  | al   | Total # of business days                       | 28     | 43                          | 21      |     |             |     |      |              |         |     |            |     |  |
| Min. standard = 5 b   |  | Total # of service orders                      | 9      | 8                           | 5       |     |             |     |      |              |         |     |            |     |  |
|   |  | Avg. # of business days                        | 3.11   | 5.38                        | 4.20    |     |             |     |      |              |         |     |            |     |  |
|   |  | Total # of installation commitments            | 9      | 8                           | 5       |     | -           | -   | -    | -            |         |     |            |     |  |
| Installation Comm   |  | Total # of installation commitment met         | 9      | 8                           | 5       |     |             |     |      |              |         |     |            |     |  |
| Min. standard = 95% commitment met  |  | Total # of installation commitment missed      | 0      | 0                           | 0       |     |             |     |      |              |         |     |            |     |  |
|   |  | % of commitment met                            | 100%   | 100%                        | 100%    |     |             |     |      |              |         |     |            | L   |  |
| Customers   |  | Acct # for voice or bundle, res+bus            | 1208   | 1200                        | 1192    |     |             |     |      |              |         |     |            |     |  |
| Customer Trouble  | e Report   |  |        |                             |         |     |             |     |      |              |         |     |            |     |  |
|   |  | Total # of working lines                       |        |                             |         |     |             |     |      |              |         |     |            |     |  |
| Min. Standard   | 6% (6 per 100 working lines for units w/ $\geq$ 3,000 lines) | Total # of trouble reports                     |        |                             |         |     |             |     |      |              |         |     |            |     |  |
|   | units W/ 2 3,000 lines)                                      | % of trouble reports                           |        |                             |         |     |             |     |      |              |         |     |            |     |  |
|   | 8% (8 per 100 working lines for                              | Total # of working lines                       | 1357   | 1347                        | 1337    |     |             |     |      |              |         |     |            |     |  |
| tar   | units w/ 1,001 - 2,999 lines)                                | Total # of trouble reports                     | 9      | 5                           | 7       |     |             |     |      |              |         |     |            |     |  |
| ů.  | units w/ 1,001 - 2,999 lines)                                | % of trouble reports                           | 0.66%  | 0.37%                       | 0.52%   |     |             |     |      |              |         |     |            |     |  |
| Ξ.  |  | Total # of working lines                       |        |                             |         |     |             |     |      |              |         |     |            |     |  |
|   | 10% (10 per 100 working lines                                | Total # of trouble reports                     |        |                             |         |     |             |     |      |              |         |     |            |     |  |
|   | for units w/ $\leq$ 1,000 lines)                             | % of trouble reports                           |        |                             |         |     |             |     |      |              |         |     |            |     |  |
|   |  | Total # of outage report tickets               | 5      | 0                           | 2       |     |             |     |      |              |         |     |            |     |  |
|   |  | Total # of repair tickets restored in < 24hrs  | 4      | 0                           | 2       |     |             |     |      |              |         |     |            |     |  |
| Adjusted  |  | % of repair tickets restored ≤ 24 Hours        | 80.00% | 0.00%                       | 100.00% |     |             |     |      |              |         |     |            |     |  |
| Out of Service Rep  | port   | Sum of the duration of all outages (hh:mm)     | 68.25  | 0                           | 17.13   |     |             |     |      |              |         |     |            |     |  |
| Min. standard = 90%   |  | Avg. outage duration (hh:mm)                   | 13.65  | 0.00                        | 8.57    |     |             |     |      |              |         |     |            |     |  |
|   | , , , , , , , , , , , , , , , , , , ,                        | Indicate if catastrophonc event is in a month  |        |                             |         |     |             |     |      |              |         |     |            |     |  |
| Unadjusted  |  | Total # of outage report tickets               | 5      | 0                           | 2       |     |             |     |      |              |         |     |            |     |  |
| Out of Service Rep  | port   | Total # of repair tickets restored in < 24hrs  | 3      | 0                           | 1       |     | 1           |     |      |              |         |     |            |     |  |
|   | F  | % of repair tickets restored ≤ 24 Hours        | 60%    | 0%                          | 50%     |     |             | İ   |      |              |         |     |            | 1   |  |
|   |  | Sum of the duration of all outages (hh:mm)     | 158.62 | 0.00                        | 58.37   |     | 1           | 1   |      |              |         |     |            |     |  |
| Avg. outage duration (hh:mm)  |  |  | 31.72  | 0.00                        | 29.19   |     |             |     |      |              |         |     |            |     |  |
| Refunds Number of customers who received refunds<br>Monthly amount of refunds |  | 0  | 0      | 0                           |         |     |             |     |      |              |         |     |            |     |  |
|   |  | \$ -   | \$-    | \$-                         |         |     |             |     |      |              |         |     |            |     |  |
| Answer Time (Troul  | ble Reports, Billing & Non-Billing)                          |  |        |                             |         |     | 1           |     |      |              |         |     |            |     |  |
|   | % of calls < 60 seconds to reach                             | Total # of calls for TR, Billing & Non-Billing | 1      | 1                           | 1       | 1   |             | 1   |      |              |         |     | 1          | 1   |  |
|   | nu option to reach live agent).                              | Total # of call seconds to reach live agent    |        |                             |         |     |             |     |      |              |         |     |            |     |  |
| ive agent (wa men   | iu option to reach live agent).                              |  | +      | +                           | 1       | 1   | +           | ł   | 1    | 1            |         |     |            |     |  |
|   |  | % <u>&lt; 6</u> 0 seconds                      |        | +                           |         |     | +           | l   |      |              |         |     |            |     |  |
|   |  |  |        |                             |         |     |             |     |      |              |         |     | 1          | 1   |  |

Primary Utility Contact Information

Name:

Phone:

Email:

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)

| Company Name:       |                                       | Happy Valley Telephone Com                                     | U#: 1010 |             |        | )          | Report Year: 2018  |     |      |             |      |             |            |          |
|---------------------|---------------------------------------|--|----------|-------------|--------|------------|--------------------|-----|------|-------------|------|-------------|------------|----------|
| Reporting Unit      | Туре:                                 | Total Company In Exchange Wire Cen                             | ter      |             |        |            | Reporting Unit Nar | me: |      | Platina     |      |             |            | -        |
|                     |                                       |  |          | Date filed  |        | Date filed |                    |     |      | Date filed  |      |             | Date filed |          |
|                     | Measurement (Compile me               | onthly, file quarterly)  |          | 1st Quarter |        |            | 2nd Quarter        |     |      | 3rd Quarter |      | 4th Quarter | ər         |          |
|                     |                                       |  | Jan      | Feb         | Mar    | Apr        | May                | Jun | July | Aug         | Sept | Oct         | Nov        | Dec      |
| Installation Interv | val                                   | Total # of business days                                       | 7        | 0           | 0      |            |                    |     |      |             |      |             |            |          |
| Min. standard = 5   | bus. days                             | Total # of service orders                                      | 2        | 0           | 0      |            |                    |     |      | -           |      |             |            | +        |
|                     |                                       | Avg. # of business days<br>Total # of installation commitments | 3.50     | 0.00        | 0.00   |            |                    |     |      | -           |      |             |            | +        |
| Installation Comn   | mitmont                               |  |          |             | -      |            |                    |     |      |             |      |             |            | +        |
|                     | 15% commitment met                    | Total # of installation commitment met                         | 2        | 0           | 0      |            |                    |     |      | -           |      |             |            | +        |
| viin. standard = 95 | 5% communent met                      | Total # of installation commitment missed                      | 0 100%   | 0           | 0      |            |                    |     |      | -           |      |             |            | +        |
|                     |                                       | % of commitment met  | 100%     | 0%          | 0%     |            |                    |     |      |             |      |             |            | +        |
| Customers           |                                       | Acct # for voice or bundle, res+bus                            | 63       | 63          | 61     |            |                    |     |      |             |      |             |            |          |
| Customer Trouble    | le Report                             |  |          |             |        |            |                    |     |      |             |      |             |            | 1        |
|                     | ·                                     | Total # of working lines                                       |          |             |        |            |                    |     |      |             |      |             |            | 1        |
|                     | 6% (6 per 100 working lines for       | Total # of trouble reports                                     |          | 1           |        |            |                    |     |      |             |      |             |            | 1        |
| ē                   | units w/ ≥ 3,000 lines)               | % of trouble reports   |          |             |        |            |                    |     |      |             |      |             |            | -        |
| Standard            |                                       |  |          |             |        |            |                    |     |      |             |      |             |            | +        |
| tar                 | 8% (8 per 100 working lines for       | Total # of working lines<br>Total # of trouble reports         |          |             |        |            |                    |     |      |             |      |             |            | +        |
| s.                  | units w/ 1,001 - 2,999 lines)         | % of trouble reports   |          |             |        |            |                    |     |      |             |      |             |            | +        |
| Ĕ                   |                                       |  |          |             |        |            |                    |     |      |             |      |             |            | +        |
| -                   | 10% (10 per 100 working lines         | Total # of working lines                                       | 98       | 99          | 99     |            |                    |     |      |             |      |             |            |          |
|                     | for units w/ ≤ 1,000 lines)           | Total # of trouble reports                                     | 0        | 4           | 0      |            |                    |     |      | -           |      |             |            | +        |
|                     |                                       | % of trouble reports<br>Total # of outage report tickets       | 0.00%    | 4.04%       | 0.00%  |            |                    |     |      | -           |      |             |            | +        |
|                     |                                       | Total # of repair tickets restored in < 24hrs                  | 0        | 2           | 0      |            |                    |     |      |             |      |             |            |          |
|                     |                                       | % of repair tickets restored $\leq$ 24 Hours                   | 0.00%    | 100.00%     | 0.00%  |            |                    |     |      |             |      |             |            | +        |
| Adjusted            |                                       | Sum of the duration of all outages (hh:mm)                     | 0.00 //  | 25.17       | 0.0078 |            |                    |     |      |             |      |             |            | +        |
| Out of Service Re   |                                       | Avg. outage duration (hh:mm)                                   | 0.00     | 12.59       | 0.00   |            |                    |     |      |             |      |             |            |          |
| Min. standard = 90  | 0% within 24 hrs                      | Indicate if catastrophonc event is in a month                  | 0.00     | 12.00       | 0.00   |            |                    |     |      |             |      |             |            |          |
| Unadjusted          |                                       | Total # of outage report tickets                               | 0        | 2           | 0      |            |                    |     |      |             |      |             |            |          |
| Out of Service Re   | eport                                 | Total # of repair tickets restored in ≤ 24hrs                  | 0        | 1           | 0      |            |                    |     |      |             |      |             |            | 1        |
|                     |                                       | % of repair tickets restored ≤ 24 Hours                        | 0%       | 50%         | 0%     |            |                    |     |      |             |      |             |            | 1        |
|                     |                                       | Sum of the duration of all outages (hh:mm)                     | 0.00     | 60.02       | 0.00   |            |                    |     |      |             |      |             |            | 1        |
|                     |                                       | Avg. outage duration (hh:mm)                                   | 0.00     | 30.01       | 0.00   |            |                    |     |      |             |      |             |            |          |
| Refunds             |                                       | Number of customers who received refunds                       | 0        | 0           | 0      |            |                    |     |      |             |      |             |            | <u> </u> |
|                     |                                       | Monthly amount of refunds                                      | \$-      | \$-         | \$ -   |            |                    |     |      |             |      |             |            |          |
|                     | ouble 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  | enu option to reach live agent).      | Total # of call seconds to reach live agent                    | 1        | 1           |        |            |                    |     |      |             |      |             |            | 1        |
| 5                   |                                       | %< 60 seconds  |          |             |        |            |                    |     |      |             |      |             |            | 1        |
| %<br>60 seconds     |                                       |  |          | 1           |        |            |                    |     |      |             |      |             |            | +        |

Primary Utility Contact Information

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 Com                     |                                       |             | U#:      | 101        | 0                 | Report Year: 20 |             |               |             |            |     |     |
|---------------------|--|--|---------------------------------------|-------------|----------|------------|-------------------|-----------------|-------------|---------------|-------------|------------|-----|-----|
| Reporting Unit      | Туре:  | Total Company I Exchange Wire Cen              | ter                                   |             |          |            | Reporting Unit Na | me:             |             | Trinity Cente | r           |            |     |     |
|                     |  |  |                                       | 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<br>33                             | <b>Feb</b>  | Mar<br>9 | Apr        | Мау               | Jun             | July        | Aug           | Sept        | Oct        | Nov | Dec |
| Installation Interv |  | Total # of service orders                      | 2                                     | 0           | 2        |            |                   |                 |             |               |             |            |     |     |
| Min. standard = 5   | bus. days  | Avg. # of business days                        | 16.50                                 | 0.00        | 4.50     |            |                   |                 |             |               |             |            |     |     |
|                     |  | Total # of installation commitments            | 2                                     | 0           | 2        |            |                   |                 |             |               |             |            |     |     |
| Installation Comm   | mitment  | Total # of installation commitment met         | 2                                     | 0           | 2        |            |                   |                 |             |               |             |            |     |     |
| Min. standard = 95  | 5% commitment met  | Total # of installation commitment missed      | 0                                     | 0           | 0        |            |                   |                 |             |               |             |            |     |     |
|                     | % of commitment met  |  | 100%                                  | 0%          | 100%     |            |                   |                 |             |               |             |            |     |     |
| Customers           |  | Acct # for voice or bundle, res+bus            | 255                                   | 254         | 254      |            |                   |                 |             |               |             |            |     |     |
| Customer Troubl     | le Report  |  |                                       |             |          |            |                   |                 |             |               |             |            |     |     |
|                     |  | Total # of working lines                       |                                       |             |          |            |                   |                 |             |               |             |            |     |     |
|                     | 6% (6 per 100 working lines for units w/ $\geq$ 3,000 lines)     | Total # of trouble reports                     |                                       |             |          |            |                   |                 |             |               |             |            |     |     |
| pre                 |  | % of trouble reports                           |                                       |             |          |            |                   |                 |             |               |             |            |     |     |
| Standard            |  | Total # of working lines                       |                                       |             | 1        |            |                   |                 |             |               |             |            |     |     |
| ŝta                 | 8% (8 per 100 working lines for<br>units w/ 1,001 - 2,999 lines) | Total # of trouble reports                     |                                       | 1           | 1        |            |                   |                 |             |               |             |            |     |     |
|                     | units w/ 1,001 - 2,999 lines)                                    | % of trouble reports                           |                                       |             |          |            |                   |                 |             |               |             |            |     |     |
| Min                 |  | Total # of working lines                       | 297                                   | 298         | 297      |            |                   |                 |             |               |             |            |     |     |
|                     | 10% (10 per 100 working lines                                    | Total # of trouble reports                     | 2                                     | 0           | 2        |            | -                 |                 |             |               |             | -          |     |     |
|                     | for units w/ $\leq$ 1,000 lines)                                 | % of trouble reports                           | 0.67%                                 | 0.00%       | 0.67%    |            |                   |                 |             |               |             |            |     |     |
|                     | •  | Total # of outage report tickets               | 0                                     | 0           | 1        |            |                   |                 |             |               |             |            |     |     |
|                     |  | Total # of repair tickets restored in < 24hrs  | 0                                     | 0           | 1        |            |                   |                 |             |               |             |            |     |     |
| Adjusted            |  | % of repair tickets restored ≤ 24 Hours        | 0.00%                                 | 0.00%       | 100.00%  |            |                   |                 |             |               |             |            |     |     |
| Out of Service Re   | eport  | Sum of the duration of all outages (hh:mm)     | 0                                     | 0           | 5.35     |            |                   |                 |             |               |             |            |     |     |
| Min. standard = 90  | 0% within 24 hrs   | Avg. outage duration (hh:mm)                   | 0.00                                  | 0.00        | 5.35     |            |                   |                 |             |               |             |            |     |     |
|                     |  | Indicate if catastrophonc event is in a month  |                                       |             |          |            |                   |                 |             |               |             |            |     |     |
| Unadjusted          |  | Total # of outage report tickets               | 0                                     | 0           | 1        |            |                   |                 |             |               |             |            |     |     |
| Out of Service Re   | eport  | Total # of repair tickets restored in < 24hrs  | 0                                     | 0           | 0        |            | 1                 |                 |             |               |             |            |     |     |
|                     |  | % of repair tickets restored ≤ 24 Hours        | 0%                                    | 0%          | 0%       |            |                   |                 |             |               |             |            |     |     |
|                     |  | Sum of the duration of all outages (hh:mm)     | 0.00                                  | 0.00        | 219.00   |            |                   |                 |             |               |             |            |     |     |
|                     |  | Avg. outage duration (hh:mm)                   | 0.00                                  | 0.00        | 219.00   |            |                   |                 |             |               |             |            |     |     |
| Refunds             |  | Number of customers who received refunds       | 0                                     | 0           | 0        |            |                   |                 |             |               |             |            |     |     |
|                     |  | Monthly amount of refunds                      | \$-                                   | \$-         | \$ -     |            |                   |                 |             |               |             |            |     |     |
|                     | ouble 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  | enu option to reach live agent).                                 | Total # of call seconds to reach live agent    |                                       |             |          |            |                   |                 |             |               |             |            |     |     |
|                     |  | %<60 seconds                                   |                                       |             |          |            |                   |                 |             |               |             |            |     |     |
|                     |  |  | · · · · · · · · · · · · · · · · · · · |             |          |            | 1                 |                 |             | 1             |             |            |     |     |

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