Company Name:	Нарр	y Valley Telep	hone Company	U#:	1021	Report Year:	2019
Reporting Unit Type:	☑ Total	E	- W	Reporting U	Jnit Name:	Total Company	

	Magazzament (Compile n	nonthly file greaterly)		Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile monthly, file quarterly)			1st Quarter			2nd Quarter			3rd Quarter		4th Quarter		
	Total # of husiness days				Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interval		Total # of business days	67	61	41	52	88	78						
Min. standard = 5 bus		Total # of service orders	15	11	13	10	18	14						1
IVIIII. Standard = 5 Dus	is. uays	Avg. # of business days	4.47	5.55	3.15	5.20	4.89	5.57						
		Total # of installation commitments	15	11	13	10	18	14						
Installation Commit-	ment	Total # of installation commitment met	15	11	13	9	17	11						ı
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitment missed	0	0	0	1	1	3						
Min. standard = 95% commitment met		% of commitment met	100%	100%	100%	90%	94%	79%						
Customers Customer Trouble Report		Acct # for voice or bundle, res+bus	1,818	1,810	1,810	1,799	1,792	1,780						
Customer Trouble F	Report													
		Total # of working lines												
	6% (6 per 100 working lines for units w/ ≥ 3.000 lines)	Total # of trouble reports												
Standard	units w/ 2 3,000 lines)	% of trouble reports												
Ĕ	8% (8 per 100 working lines for	Total # of working lines	2109	2099	2092	2089	2080	2072						1
<u>ā</u>	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	19	44	29	25	26	19						
	units w/ 1,001 - 2,999 lines)	% of trouble reports	0.90%	2.10%	1.39%	1.20%	1.25%	0.92%						
Min	10% (10 per 100 working lines	Total # of working lines												
	for units w/ ≤ 1,000 lines)	Total # of trouble reports												
	ioi units w/ ± 1,000 lines)	% of trouble reports												
	· ·	Total # of outage report tickets	13	30	15	12	19	11						
		Total # of repair tickets restored in < 24hrs	12	13	8	10	17	11						
Adjusted		% of repair tickets restored ≤ 24 Hours	92.31%	43.33%	53.33%	83.33%	89.47%	100.00%						
Out of Service Repo	ort	Sum of the duration of all outages (hh:mm)	136.68	2067.8	1058.17	1369.27	246.97	66.07						
Min. standard = 90%		Avg. outage duration (hh:mm)	10.51	68.93	70.54	114.11	13.00	6.01						
		Indicate if catastrophonc event is in a month		Yes	Yes									
Unadjusted		Total # of outage report tickets	13	30	15	12	19	11						
Out of Service Repo	ort	Total # of repair tickets restored in ≤ 24hrs	4	3	2	4	2	4						
		% of repair tickets restored ≤ 24 Hours	30.77%	10.00%	13.33%	33.33%	10.53%	36.36%						
		Sum of the duration of all outages (hh:mm)	530.50	3078.77	2379.47	2113.72	1631.30	668.80						
		Avg. outage duration (hh:mm)	40.81	102.63	158.63	176.14	85.86	60.80						
Refunds		Number of customers who received refunds	0	0	4	1	2	3						
		Monthly amount of refunds	\$ -	\$ -	\$ 78.11	\$ 26.35	\$ 70.90	\$ 86.72						
	le Reports, Billing & Non-Billing)													
Min. standard = 80%	of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a menu	option to reach live agent).	Total # of call seconds to reach live agent												
		%< 60 seconds												
														ı

This report is UNADJUSTED for the severe weather in February/March/April

**Primary Utility Contact Information** 

Name: Gail Long Phone: 541-516-8210	Email: Gail.long@tdstelecom.com
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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: 2019
Reporting Unit Type:	□ Total Company ☑ Exchange □ Wire 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
l	1	Total # of business days	10	1	1	0	7	11						
Installation Interv		Total # of service orders	3	1	1	0	1	4					1	
Min. standard = 5	bus. days	Avg. # of business days	3.33	1.00	1.00	#DIV/0!	7.00	2.75						
netallation Commitment		Total # of installation commitments	3	1	1	0	1	4						
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitment met	3	1	1	0	1	4						
		Total # of installation commitment missed	0	0	0	0	0	0						<b>†</b>
		% of commitment met	100%	100%	100%	#DIV/0!	100%	100%						
Customers		Acct # for voice or bundle, res+bus	291	290	289	286	282	280						
Customer Troubl	le Report													
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
units w/ ≥ 3,000 lines)		% of trouble reports												
8% (8 per 100 working lines for		Total # of working lines												
Sta	units w/ 1,001 - 2,999 lines 100 units w/ 1,000 - 2,999 lines 100 units w/ 51,000 units w/ 5	Total # of trouble reports												
		% of trouble reports												
Ē		Total # of working lines	336	333	331	332	327	324						
		Total # of trouble reports	6	18	6	3	3	6						
	= 1,000	% of trouble reports	1.79%	5.41%	1.81%	0.90%	0.92%	1.85%						
		Total # of outage report tickets	6	18	2	2	1	5						
		Total # of repair tickets restored in ≤ 24hrs	6	4	2	1	1	5						<u> </u>
Adjusted		% of repair tickets restored ≤ 24 Hours	100.00%	450.00%	100.00%	50.00%	100.00%	100.00%						<u> </u>
Out of Service Re		Sum of the duration of all outages (hh:mm)	21.32	1698.85	6.38	1280.07	4.83	34.5						
Min. standard = 90	0% within 24 hrs	Avg. outage duration (hh:mm)	3.55	94.38	3.19	640.04	4.83	6.90						<u> </u>
		Indicate if catastrophonc event is in a month												
		Total # of outage report tickets	6	18	2	2	1	5						
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	2	2	0	1	0	3						
Out of Service Re	eport	% of repair tickets restored ≤ 24 Hours	33%	11%	0%	50.00%	0.00%	60.00%						
		Sum of the duration of all outages (hh:mm)	270.63	2172.47	145.50	1516.05	25.13	188.40						<u> </u>
		Avg. outage duration (hh:mm)	45.11	120.69	72.75	758.03	25.13	37.68						
Refunds		Number of customers who received refunds	0	0	0	0	0	0						
		Monthly amount of refunds	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -					ļ'	<u> </u>
	uble Reports, Billing & Non-Billing)													<u> </u>
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

Primary Utility Contact Information

Name:	hone:	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: 2019
Reporting Unit Type:	□ Total Company □ Exchange □ Wire Center	Reporting Unit Name:	Minersville

				Date filed			Date filed			Date filed			Date filed	
İ	Measurement (Compile me	onthly, file quarterly)		1st Quarter				3rd Quarter		4th Quarter				
i			1st Quarter 2nd Quarter  Jan Feb Mar Apr May Jun					.lun	July	Aug	Sept	Oct	Nov	Dec
		Total # of business days	0	0	0	0	9	3	July	Aug	Зері	Oct	NOV	Dec
Installation Interv		Total # of service orders	0	0	0	0	3	1					+	1
Min. standard = 5	bus. days	Avg. # of business days	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	3.00	3.00					+	
		Total # of installation commitments	0	0	0	0	3	1					+	1
Installation Comp	mitment	Total # of installation commitment met	0	0	0	0	3	1					1	1
		Total # of installation commitment missed	0	0	0	0	0	0					+	<del> </del>
Min. standard = 95% commitment met		% of commitment met	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100%	100%					+	<del> </del>
<del>                                     </del>													+	<del> </del>
Customers		Acct # for voice or bundle, res+bus	58	58	58	57	55	56						
Customer Trouble	le Report													
1	00/ (0 = == 100 ····= tin = 1' /	Total # of working lines												
ĺ	6% (6 per 100 working lines for	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												
Į į	units w/ 1,001 - 2,999 lines)	Total # of trouble reports											1	1
		% of trouble reports											1	1
10% (10 per 100 working lines	Total # of working lines	92	92	92	91	90	93							
10% (10 per 100 working lines for units w/ ≤ 1,000 lines)		Total # of trouble reports	0	0	4	1	2	1					1	1
1	ioi units w/ ± 1,000 lines)	% of trouble reports	0.00%	0.00%	4.35%	1.10%	2.22%	1.08%					1	1
		Total # of outage report tickets	0	0	3	1	1	0						
ł		Total # of repair tickets restored in < 24hrs	0	0	1	1	1	0					1	1
Adjusted		% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	33.33%	100.00%	100.00%	#DIV/0!						
Out of Service Re		Sum of the duration of all outages (hh:mm)	0	0	346.38	6.13	6.33	0						
Min. standard = 90	0% within 24 hrs	Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	115.46	6.13	6.33	#DIV/0!						
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	0	0	3	1	1	0						
Out of Service Re	eport	Total # of repair tickets restored in ≤ 24hrs	0	0	1	1	0	0						l
		% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	33%	100.00%	0.00%	#DIV/0!						
		Sum of the duration of all outages (hh:mm)	0.00	0.00	591.28	7.95	30.73	0						
		Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	197.09	7.95	30.73	#DIV/0!						l
Refunds		Number of customers who received refunds	0	0	0	0	0	0						
		Monthly amount of refunds	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -						
	ouble Reports, Billing & Non-Billing)		<u> </u>	<u> </u>	<u> </u>	<u> </u>							<u> </u>	
	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												
İ		<u> </u>											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 Company			U#:	1010		Report Year:	2019
Reporting Unit Type:	☐ Total Company	☑ Exchange	<b>■ Wire</b> Center	Reportinç	g Unit Name:	Olinda		

		and the Character L.		Date filed			Date filed			Date filed			Date filed	
Measurement (Compile monthly, file quarterly)				1st Quarter		2nd Quarter				3rd Quarter		4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interva	al	Total # of business days	52	56	32	42	64	45						<u> </u>
Installation Interval Min. standard = 5 bus. days		Total # of service orders	11	9	10	8	11	5						
Wiiri. Staridard = 0 b	uo. uuyo	Avg. # of business days	4.73	6.22	3.20	5.25	5.82	9.00						<u> </u>
		Total # of installation commitments	11	9	10	8	11	5						<u> </u>
Installation Commitment		Total # of installation commitment met	11	9	10	7	10	4						
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitment missed	0	0	0	1	1	1						
		% of commitment met	100%	100%	100%	88%	91%	80%						
Customers		Acct # for voice or bundle, res+bus	1155	1150	1147	1140	1137	1126						
Customer Trouble	Report													
_		Total # of working lines						_						
	6% (6 per 100 working lines for	Total # of trouble reports												
9	units w/ ≥ 3,000 lines)	% of trouble reports				İ	İ							
Standard		<u> </u>	4004	4000	4070	4074	4000	4057					-	<del> </del>
e e	8% (8 per 100 working lines for	Total # of working lines	1291	1282	1278	1271	1268	1257						
20	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	9	22	14	8	5	8						
Min		% of trouble reports	0.70%	1.72%	1.10%	0.63%	0.39%	0.64%						<b>.</b>
≥	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	4	11	7	3	5	3						<u> </u>
		Total # of repair tickets restored in ≤ 24hrs	3	8	4	3	3	3						
Adjusted		% of repair tickets restored ≤ 24 Hours	75.00%	72.73%	57.14%	100.00%	60.00%	100.00%						<u> </u>
Out of Service Rep	port	Sum of the duration of all outages (hh:mm)	97.97	362.82	400.33	11.05	185.83	13.87						<u> </u>
Min. standard = 90°	% within 24 hrs	Avg. outage duration (hh:mm)	24.49	32.98	57.19	3.68	37.17	4.62						
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	4	11	7	3	5	3						
Out of Service Rep	port	Total # of repair tickets restored in ≤ 24hrs	2	1	1	2	0	1						
		% of repair tickets restored ≤ 24 Hours	50%	9%	14%	66.67%	0.00%	33.33%						
		Sum of the duration of all outages (hh:mm)	137.90	776.46	871.35	75.31	303.73	185.82						
		Avg. outage duration (hh:mm)	34.48	70.59	124.48	25.10	60.75	61.94						
Refunds		Number of customers who received refunds	0	0	4	0	2	3						
		Monthly amount of refunds	\$ -	\$ -	\$ 78.11	\$ -	\$ 70.90	\$ 86.72						
Answer Time (Troul	ble Reports, Billing & Non-Billing)													
Min. standard = 80°	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing						_						
live agent (w/a men	u option to reach live agent).	Total # of call seconds to reach live agent		İ										
29011 (11/4 11/01)		%< 60 seconds	1	1	1			<u> </u>						
		70 - 00 0000 lide	-	1	1	1	1	1					1	<del>                                     </del>
			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)

Company Name:	Happy Valley Telephone Company	U#: 1010	Report Year: 2019
Reporting Unit Type:	□ <b>Total</b> Company ☑ <b>E</b> xchange □ <b>Wi</b> re Center	Reporting Unit Name:	Platina

	M	Date filed		Date filed			Date filed			Date filed				
Measurement (Compile monthly, file quarterly)			1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
I		Total # of business days	0	0	0	Ö	1	1						
Installation Interva		Total # of service orders	0	0	0	0	1	1						
Min. standard = 5 b	us. days	Avg. # of business days	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	1.00	1.00						
		Total # of installation commitments	0	0	0	0	1	1						
Installation Commi	itment	Total # of installation commitment met	0	0	0	0	1	1						
Min. standard = 95%		Total # of installation commitment missed	0	0	0	0	0	0						<u> </u>
min otandara – oo /	o communication mot	% of commitment met	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100%	100%						<del></del>
Customers		Acct # for voice or bundle, res+bus	58	55	57	57	58	59						
Customer Trouble	Report													
		Total # of working lines					İ							
	6% (6 per 100 working lines for	Total # of trouble reports												
Standard	units w/ ≥ 3,000 lines)	% of trouble reports												
μģ	8% (8 per 100 working lines for	Total # of working lines												İ
îta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	units w/ 1,001 - 2,999 intes)	% of trouble reports												
Min.		Total # of working lines	93	93	92	92	92	93						
10%	10% (10 per 100 working lines	Total # of trouble reports	0	2	1	1	0	2				1		<del> </del>
	for units w/ ≤ 1,000 lines)	% of trouble reports	0.00%	2.15%	1.09%	1.09%	0.00%	2.15%				1		<del> </del>
		Total # of outage report tickets	0.00%	2.1370	0	1.0976	0.00%	2.1376				1		<del> </del>
		Total # of outage report tickets  Total # of repair tickets restored in < 24hrs	0	1	0	0	0	2				1		<del> </del>
		% of repair tickets restored ≤ 24 Hours	#DIV/0!	100.00%	#DIV/0!	0.00%	#DIV/0!	100.00%						<del>├</del> ──
Adjusted		Sum of the duration of all outages (hh:mm)	#DIV/0!	6.13	#DIV/0!	51.73	#DIV/0!	10.00%						<del>├</del> ──
Out of Service Rep		Avg. outage duration (hh:mm)	#DIV/0!	6.13	#DIV/0!	51.73	#DIV/0!	5.42						<del>├</del> ──
Min. standard = 90%	% within 24 hrs	Avg. outage duration (nn:mm)	#DIV/0!	6.13	#DIV/0!	51.73	#DIV/0!	5.42					-	<del> </del>
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	0	1	0	1	0	2						
Out of Service Rep	port	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0						
		% of repair tickets restored ≤ 24 Hours	#DIV/0!	0%	#DIV/0!	0.00%	#DIV/0!	0.00%						
Avg. outage duration (hh:mm)  Refunds  Number of customers who receiv  Monthly amount of refunds		Sum of the duration of all outages (hh:mm)	0.00	129.83	0.00	75.71	0	176.42						
			#DIV/0!	129.83	#DIV/0!	75.71	#DIV/0!	88.21						
		Number of customers who received refunds	0	0	0	0	0	0						
		Monthly amount of refunds	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -						<u> </u>
Answer Time (Trouble Reports, Billing & Non-Billing)														
Min. standard = 80% of calls < 60 seconds to reach Total # of calls for TR, Billing & Non-Billing														
live agent (w/a men	u option to reach live agent).	Total # of call seconds to reach live agent												
290.11 (11/4 111011	to rodon into agonty.	%< 60 seconds												<b> </b>
/0 <u>&lt;_</u> 00_5eco105		70 <u>&lt; 00</u> 30001100												<del>                                     </del>
					I	1	1	1				l	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 Tele	phone Company	U#:	1010	Report Year:	2019
Reporting Unit Type:	☐ <b>Total</b> Company ☐ <b>E</b> xchange	□ Wire Center	Reporting Unit Name:		Trinity Center	

			Date filed			Date filed			Date filed			Date filed		
Measurement (Compile monthly, file quarterly)				1st Quarter		2nd Quarter			3rd Quarter			4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interv	al	Total # of business days	5	4	8	10	7	18						
Min. standard = 5 l		Total # of service orders	1	1	2	2	2	3						
IVIIII. Standard = 5 i	bus. days	Avg. # of business days	5.00	4.00	4.00	5.00	3.50	6.00						
		Total # of installation commitments	1	1	2	2	2	3						
Installation Comm	nitment	Total # of installation commitment met	1	1	2	2	2	1						
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	2						
1		% of commitment met	100%	100%	100%	100%	100%	33%						
Customers		Acct # for voice or bundle, res+bus	256	257	259	259	260	259						
Customer Trouble	Report													
		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	299	299	303	303	305						
	10% (10 per 100 working lines	Total # of trouble reports	4	2	4	12	16	2						
	for units w/ ≤ 1,000 lines)	% of trouble reports	1.35%	0.67%	1.34%	3.96%	5.28%	0.66%						
		Total # of outage report tickets	3	0.07,0	3	5	12	1						
		Total # of repair tickets restored in < 24hrs	3	0	1	5	12	1						
Adjusted		% of repair tickets restored ≤ 24 Hours	100.00%	#DIV/0!	33.33%	100.00%	100.00%	100.00%						
Out of Service Re	eport	Sum of the duration of all outages (hh:mm)	17.4	0	305.07	20.28	49.97	6.87						
Min. standard = 90		Avg. outage duration (hh:mm)	5.80	#DIV/0!	101.69	4.06	4.16	6.87						
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	3	0	3	5	12	1						
Out of Service Re	port	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	2	0						
% of repair tickets restored ≤ 24 Hours Sum of the duration of all outages (hh:mm) Avg. outage duration (hh:mm)  Refunds Number of customers who received refunds Monthly amount of refunds			0%	#DIV/0!	0%	0.00%	16.67%	0.00%						
			121.96	0.00	771.35	438.68	1271.70	118.17						
		40.65	#DIV/0!	257.12	87.74	21.37	118.17							
			0	0	0	1	0	0						
		\$ -	\$ -	\$ -	\$ 26.35	\$ -	\$ -							
Answer Time (Trouble Reports, Billing & Non-Billing)														
Min. standard = 80% of calls < 60 seconds to reach Total # of calls for TR, Billing & Non-Billing														
	nu option to reach live agent).	Total # of call seconds to reach live agent												
290.11 (11/4/11/0	to rough into agont).	%< 60 seconds			<b>†</b>			1	<del> </del>	<b> </b>		t	<del>                                     </del>	<b> </b>
	/0 <u><!--</u-->00 36001103</u>				-	-		+	1	1	1	-	+	<del>                                     </del>
								1	1	<u> </u>	<u> </u>	I	I	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)