Company Name:	F	lappy Valley To	elephone Company	_	U#:
Reporting Unit Type:	✓ Total	E	[w		Reportin

Measurement (Compile monthly, file quarterly)			Date filed			Date filed			Date filed					
	Measurement (Complie in	ionthiy, me quarteriy)	Jan	1st Quarter			2nd Quarter			4th Quarter				
Total # of business days				Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interv	/al	· · · · · · · · · · · · · · · · · · ·	67	61			88		25		53			
Min. standard = 5		Total # of service orders	15	11	13	-	18		8	14	14			
		Avg. # of business days	4.47	5.55	3.15	5.20	4.89		3.13		3.79		#DIV/0!	#DIV/0!
		Total # of installation commitments	15		13		18		8	14	14			
Installation Comr		Total # of installation commitment met	15	11	13	9	16	11	7	13	12			
Min. standard = 98	5% commitment met	Total # of installation commitment missed	0	0	0	1	2	3	1	1	2	0	0	0
		% of commitment met	100%	100%	100%	90%	89%	79%	88%	93%	86%	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	1,818	1,810	1,810	1,799	1,792	1,780	1766	1,762	1,757			
Customer Troubl	le Report													
		Total # of working lines												
	6% (6 per 100 working lines for upits $w \ge 2,000$ lines)	Total # of trouble reports												
ard	units w/ \geq 3,000 lines)	% of trouble reports												
pu	00/ (0 per 400 working lines for	Total # of working lines	2109	2099	2092	2089	2080	2072	2064	2049	2051			
itai	8% (8 per 100 working lines for	Total # of trouble reports	19	44	29		26		18	22	17			
. S	units w/ 1,001 - 2,999 lines)	% of trouble reports	0.90%	2.10%	1.39%	1.20%	1.25%	0.92%	0.87%	1.07%	0.83%	#DIV/0!	#DIV/0!	#DIV/0!
Min	10% (10 per 100 working lines for units w/ \leq 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	13	30	15	12	19	11	7	18	10			
		Total # of repair tickets restored in < 24hrs	13	13		12	13		7	15	10			
Adiustad		% of repair tickets restored ≤ 24 Hours	92.31%	43.33%	53.33%	83.33%	89.47%	100.00%	85.71%	83.33%	60.00%	#DIV/0!	#DIV/0!	#DIV/0!
Adjusted		Sum of the duration of all outages (hh:mm)	136.68	2067.8	1058.17	1369.27	246.97	66.07	49.88	318.18	335.15	#DIV/0:	#DIV/0	#DIV/0:
Out of Service Re	•	Avg. outage duration (hh:mm)	10.51	68.93	70.54	114.11	13.00	6.01	7.13		33.52	#DIV/0!	#DIV/0!	#DIV/0!
Min. standard = 90	0% within 24 hrs					114.11	13.00	0.01	7.13	17.00		#010/0!	#DIV/0:	#DIV/0!
		Indicate if catastrophonc event is in a month		Yes	Yes									
Unadjusted		Total # of outage report tickets	13	30	15	12	19	11	7	18	10			
Out of Service Re	enort	Total # of repair tickets restored in \leq 24hrs	4	3	2	4	2	4	4	9	2			
	epoit	% of repair tickets restored ≤ 24 Hours	30.77%	10.00%	13.33%	33.33%	10.53%	36.36%	57.14%	50.00%	20.00%	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	530.50	3078.77	2379.47	2113.72	1631.30		197.37	643.00	734.50			
		Avg. outage duration (hh:mm)	40.81				85.86		28.20		73.45	#DIV/0!	#DIV/0!	#DIV/0!
Refunds		Number of customers who received refunds	0	0	4	1	2	3	1	3	4			
		Monthly amount of refunds	\$ -	\$ -	\$ 78.11	\$ 26.35	\$ 70.90	\$ 86.72	\$ 48.20	\$ 86.25	\$ 118.55			
Answer Time (Tro	uble Reports, Billing & Non-Billing)													
	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
	enu option to reach live agent).	Total # of call seconds to reach live agent												
Ŭ,		%<_60 seconds												
													1	

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

Primary Utility Contact Information

Phone: 541-516-8210

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: Gail Long

1021

Report Year:

2019

ting Unit Name:

Total Company

Email: Gail.long@tdstelecom.com

Company Name:

Reporting Unit Type:

Happy Valley Telephone Company ✓ Exchange Wire Center

U#:

\$

Total Company Date filed Measurement (Compile monthly, file quarterly) **1st Quarter** Feb Mar Jan Apr Total # of business days 10 Installation Interval Total # of service orders Min. standard = 5 bus. days 1.00 #DIV/0! Avg. # of business days 3.33 1.00 Total # of installation commitments 3 Installation Commitment Total # of installation commitment met 3 0 Min. standard = 95% commitment met Total # of installation commitment missed 0 0 0 n 100% #DIV/0! 100% 100% % of commitment met Acct # for voice or bundle, res+bus 290 289 286 Customers 291 Customer Trouble Report Total # of working lines 6% (6 per 100 working lines for Total # of trouble reports units w/ \geq 3,000 lines) Standard % of trouble reports Total # of working lines 8% (8 per 100 working lines for Total # of trouble reports units w/ 1,001 - 2,999 lines) % of trouble reports Min. Total # of working lines 333 332 336 331 10% (10 per 100 working lines Total # of trouble reports 18 6 6 3 for units w/ \leq 1,000 lines) 1.79% 5.41% 1.81% % of trouble reports 0.90% Total # of outage report tickets 18 6 2 Total # of repair tickets restored in < 24hrs 6 4 2 % of repair tickets restored \leq 24 Hours 100.00% 450.00% 100.00% 50.00% Adjusted Sum of the duration of all outages (hh:mm) 21.32 1698.85 6.38 1280.07 Out of Service Report 3.55 Avg. outage duration (hh:mm) 94.38 3.19 Min. standard = 90% within 24 hrs 640.04 Indicate if catastrophonc event is in a month Total # of outage report tickets 18 6 2 Total # of repair tickets restored in < 24hrs Unadjusted 2 2 0 Out of Service Report % of repair tickets restored \leq 24 Hours 0% 33% 11% 50.00% Sum of the duration of all outages (hh:mm) 270.63 2172.47 145.50 1516.05 Avg. outage duration (hh:mm) 45.11 120.69 72.75 758.03 Refunds Number of customers who received refunds 0 0 \cap Monthly amount of refunds ---S -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 menu option to reach live agent). Total # of call seconds to reach live agent %<u>< 60 seconds</u>

Primary Utility Contact Information

Name:

Phone:

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)

1010

Report Year:

Reporting Unit Name:

Date filed			Date filed	Date filed						
2nd Quarter			3rd Quarter	4th Quarter						
May	Jun									
7	11	0	3	0	Oct	Νον				
1	4	0	1	0						
7.00	2.75	#DIV/0!	3.00	#DIV/0!	#DIV/0!	#DIV/0!				
1	4	0	1	0						
1	4	0	1	0						
0	0	0	0	0	0	0				
100%	100%	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!				
282	280	279	278	274						
327	324	322	322	321						
3	6	3	10	2						
0.92%	1.85%	0.93%	3.11%	0.62%	#DIV/0!	#DIV/0!				
1	5	0	8	0						
1	5	0	7	0						
100.00%	100.00%	#DIV/0!	87.50%	#DIV/0!	#DIV/0!	#DIV/0!				
4.83	34.5	0	103.88	0						
4.83	6.90	#DIV/0!	12.99	#DIV/0!	#DIV/0!	#DIV/0!				
1	5	0	8	0						
0	3	0	4	0						
0.00%	60.00%	#DIV/0!	50%	#DIV/0!	#DIV/0!	#DIV/0!				
25.13	188.40		215.15							
25.13		#DIV/0!	26.89	#DIV/0!	#DIV/0!	#DIV/0!				
0	0	0	1	0						
-	\$-	\$-	\$ 24.35	\$-						

lgo

Email:

2019



Company Name:

Reporting Unit Type:

U#:

				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile monthly, file quarterly)			1st Quarter			2nd Quarter		4th Quarter					
			Jan	Feb	Mar	Apr	May	Jun	July	3rd Quarter Aug	Sept	Oct	Nov	Dec
In stallation inter	muel.	Total # of business days	0	0	0	0	9) 3	0	0	10			
Installation Interval Min. standard = 5 bus. days		Total # of service orders	0	0	0	0	3	3 1	0	0	1			
win. standard = c	5 bus. days	Avg. # of business days	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	3.00	3.00	#DIV/0!	#DIV/0!	10.00	#DIV/0!	#DIV/0!	#DIV/0!
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitments	0	0	0	0	3	3 1	0	0	1			
		Total # of installation commitment met	0	0	0	0	3	3 1	0	0	0			
		Total # of installation commitment missed	0	0	0	0	0) 0	0	0	1			
		% of commitment met	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100%	100%	#DIV/0!	#DIV/0!	0%	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	58	58	58	57	55	5 56	56	55	56			
Customer Trouk	ble Report													
		Total # of working lines												1
	6% (6 per 100 working lines for	Total # of trouble reports												
lard	units w/ ≥ 3,000 lines)	% of trouble reports												
pui	8% (8 per 100 working lines for	Total # of working lines												
Sta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
ċ	_,, _,,	% of trouble reports												
Σ	10% (10 per 100 working lines	Total # of working lines	92	92	92	91	90	93	94	. 94	93			
	for units w/ \leq 1,000 lines)	Total # of trouble reports	0	0	4	1	2	2 1	0	1	1			
	for units $W \ge 1,000$ lines)	% of trouble reports	0.00%	0.00%	4.35%	1.10%	2.22%	1.08%	0.00%	1.06%	1.08%	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of outage report tickets	0	0	3	1	1	0	0	1	1			
		Total # of repair tickets restored in < 24hrs	0	0	1	1	1	0	0	1	1			
Adjusted		% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	33.33%	100.00%	100.00%	5 #DIV/0!	#DIV/0!	100.00%	100.00%	#DIV/0!	#DIV/0!	#DIV/0
Out of Service F		Sum of the duration of all outages (hh:mm)	0	0	346.38	6.13			0	5.05	4.35			
Min. standard = 9	90% within 24 hrs	Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	115.46	6.13	6.33	#DIV/0!	#DIV/0!	5.05	4.35	#DIV/0!	#DIV/0!	#DIV/0!
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	0	0	3	1	1	0	0	1	1			
Out of Service F	Report	Total # of repair tickets restored in \leq 24hrs	0	0	1	1	0) 0	0	0	1			
		% of repair tickets restored ≤ 24 Hours	#DIV/0!		33%				#DIV/0!			#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	0.00	0.00	591.28	7.95			0.00	47.47	4.35			
		Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	197.09	7.95	30.73	#DIV/0!	#DIV/0!	47.47	4.35	#DIV/0!	#DIV/0!	#DIV/0
Refunds		Number of customers who received refunds	0	0	0	0	0	00	0	0	0			
		Monthly amount of refunds	\$-	\$-	\$-	\$-	\$-	\$-	\$ -	\$-	\$ -			
•	ouble Reports, Billing & Non-Billing)													
	80% of calls <u>< 6</u> 0 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a m	nenu option to reach live agent).	Total # of call seconds to reach live agent												
		% <u><</u> 60 seconds												

Primary Utility Contact Information

Name:

Happy Valley Telephone Company

Wire Center

Total Company I Exchange

Phone:

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)

1010

Report Year:

2019

Reporting Unit Name:

Minersville

Company Name:

Happy Valley Telephone Company

1010

Reporting Unit Type:

Total Company 🗸 Exchange Wire Center Reporting Unit Name:

U#:

	N			Date filed			Date filed			Date filed			Date filed	
Measurement (Compile monthly, file quarterly)				1st Quarter		2nd Quarter				4th Quarter				
			Jan	Feb	Mar	Apr	Мау	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interv	val	Total # of business days	52	56	32	42	64	45	17	53				
Min. standard = 5 k		Total # of service orders	11	9	10	8	11	_	5	12				
Min. Standard – 5 t	bus. uays	Avg. # of business days	4.73		3.20	5.25			3.40	4.42		#DIV/0!	#DIV/0!	#DIV/0!
		Total # of installation commitments	11	9	10	8	11	5	5	12	12			L
Installation Comn		Total # of installation commitment met	11	9	10	7	10	4	4	11	11			
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	1	1	1	1	1	1			
		% of commitment met	100%	100%	100%	88%	91%	80%	80%	92%	92%	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	1155	1150	1147	1140	1137	1126	1116	1115	1114			
Customer Trouble	e Report													
		Total # of working lines												
	6% (6 per 100 working lines for units w/ \geq 3,000 lines)	Total # of trouble reports												
rd		% of trouble reports												
nda		Total # of working lines	1291	1282	1278	1271	1268	1257	1249	1236	1241			
Sta	8% (8 per 100 working lines for	Total # of trouble reports	9	22	14	8	5	8	10	7	6			
c,	units w/ 1,001 - 2,999 lines)	% of trouble reports	0.70%	1.72%	1.10%	0.63%	0.39%	0.64%	0.80%	0.57%	0.48%	#DIV/0!	#DIV/0!	#DIV/0!
W	10% (10 per 100 working lines for units w/ \leq 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	4	11	7	3	5	3	5	6	4			
		Total # of repair tickets restored in \leq 24hrs	3	8	4	3	3	3	4	5	2			
Adjusted		% of repair tickets restored ≤ 24 Hours	75.00%	72.73%	57.14%	100.00%	60.00%	100.00%	80.00%	83.33%		#DIV/0!	#DIV/0!	#DIV/0!
Out of Service Re	eport	Sum of the duration of all outages (hh:mm)	97.97	362.82	400.33	11.05			43.38	59.32				
Min. standard = 90	0% within 24 hrs	Avg. outage duration (hh:mm)	24.49	32.98	57.19	3.68	37.17	4.62	8.68	9.89	31.98	#DIV/0!	#DIV/0!	#DIV/0!
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	4	11	7	3	5	3	5	6	4			
Out of Service Re	eport	Total # of repair tickets restored in \leq 24hrs	2	1	1	2	0	1	3	4	0			
		% of repair tickets restored ≤ 24 Hours	50%	9%	14%	66.67%	0.00%	33.33%	60%	67%	0%	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	137.90	776.46	871.35	75.31	303.73	185.82	133.87	167.53	296.12			
		Avg. outage duration (hh:mm)	34.48	70.59	124.48	25.10	60.75	61.94	26.77	27.92	74.03	#DIV/0!	#DIV/0!	#DIV/0!
Refunds		Number of customers who received refunds	0	0	4	0	2	3	0	1	2			<u> </u>
		Monthly amount of refunds	\$ -	\$-	\$ 78.11	\$-	\$ 70.90	\$ 86.72	\$-	\$ 34.55	\$ 41.70			
Answer Time (Trouble Reports, Billing & Non-Billing)														<u> </u>
Min. standard = 80	0% of calls <u><</u> 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												
- ,		% <u><</u> 60 seconds												
														<u> </u>

Primary Utility Contact Information

Name:

Phone:

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)

Report Year:

2019

Olinda

Company Name: Happy Valley Telephone Company

Reporting Unit Type:

Total Company I Exchange

Exchange Wire Center

U#:

Date filed Dat Measurement (Compile monthly, file quarterly) **1st Quarter** 2nd Mar Jan Feb Apr Total # of business days Installation Interval Total # of service orders Min. standard = 5 bus. days #DIV/0! #DIV/0! #DIV/0! #DIV/0! Avg. # of business days Total # of installation commitments 0 0 Installation Commitment Total # of installation commitment met 0 Min. standard = 95% commitment met Total # of installation commitment missed 0 0 0 #DIV/0! #DIV/0! #DIV/0! #DIV/0! % of commitment met Customers Acct # for voice or bundle, res+bus 58 55 57 57 Customer Trouble Report Total # of working lines 6% (6 per 100 working lines for Total # of trouble reports units w/ \geq 3,000 lines) Standard % of trouble reports Total # of working lines 8% (8 per 100 working lines for Total # of trouble reports units w/ 1,001 - 2,999 lines) % of trouble reports Min. 92 Total # of working lines 93 93 92 10% (10 per 100 working lines Total # of trouble reports 0 for units w/ \leq 1,000 lines) % of trouble reports 0.00% 2.15% 1.09% 1.09% Total # of outage report tickets Total # of repair tickets restored in \leq 24hrs 0 0 % of repair tickets restored \leq 24 Hours #DIV/0! 100.00% #DIV/0! 0.00% #C Adjusted Sum of the duration of all outages (hh:mm) 6.13 51.73 Out of Service Report Avg. outage duration (hh:mm) #DIV/0! 6.13 #DIV/0! 51.73 #C Min. standard = 90% within 24 hrs Indicate if catastrophonc event is in a month Total # of outage report tickets Unadjusted Total # of repair tickets restored in \leq 24hrs 0 Out of Service Report 0 0% #DIV/0! #DIV/0! 0.00% % of repair tickets restored \leq 24 Hours #C Sum of the duration of all outages (hh:mm) 0.00 129.83 0.00 75.71 #DIV/0! 129.83 #DIV/0! 75.71 Avg. outage duration (hh:mm) # Refunds Number of customers who received refunds Monthly amount of refunds \$ \$ 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 menu option to reach live agent). Total # of call seconds to reach live agent %<u>< 6</u>0 seconds

Primary Utility Contact Information

Phone:

Name:

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)

1010

Report Year:

2019

Reporting Unit Name:

Platina

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May Jun July Aug Sept Oct Nov 1 1 0	#DIV/0!
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#DIV/0! 88.21 #DIV/0! 22.07 #DIV/0! #DIV/0! #DIV/0!	#DIV/0!
0 0 0 0 0 0	
- \$ - \$ - \$ -	

Company Name:

Reporting Unit Type:

U#:

Happy Valley Telephone Company

Wire Center

Total Company I Exchange

Necessary (Compile monthly, file montents)			Date filed			Date filed			Date filed					
	Measurement (Compile m	nonthly, file quarterly)	uarterly) 1st Quarter				2nd Quarter			4th Quarter				
			Jan	Feb	Mar	Apr	Мау	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Inter	rval	Total # of business days	5	4	8	181	7	18	8	3	5			
Min. standard = 5		Total # of service orders	1	1	2	3	2	3	3	1	1			
		Avg. # of business days	5.00	4.00	4.00	60.33	3.50	6.00	2.67	3.00	5.00	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of installation commitments	1	1	2	3	2	3	3	1	1			
Installation Com	nmitment	Total # of installation commitment met	1	1	2	3	1	1	3	1	1			
Min. standard = 9	95% commitment met	Total # of installation commitment missed	0	0	0	0	1	2	0	0	0			
		% of commitment met	100%	100%	100%	100%	50%	33%	100%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	256	257	259	259	260	259	256	256	255			
Customer Trouk	ble Report													
		Total # of working lines												1
	6% (6 per 100 working lines for	Total # of trouble reports												
ard	units w/ \geq 3,000 lines)	% of trouble reports												
epu	8% (8 per 100 working lines for	Total # of working lines												
Sta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												-
0	units w/ 1,001 - 2,999 intes)	% of trouble reports												
Mir	10% (10 per 100 working lines	Total # of working lines	297	299	299	303	303	305	305	303	303			
		Total # of trouble reports	4	2	4	12			4	2	6			-
	for units w/ \leq 1,000 lines)	% of trouble reports	1.35%	0.67%	1.34%	3.96%	5.28%	0.66%	1.31%	0.66%	1.98%	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of outage report tickets	3	0	3	5	12	1	2	2	5			
		Total # of repair tickets restored in < 24hrs	3	0	1	5	12	. 1	2	1	3			
Adjusted		% of repair tickets restored ≤ 24 Hours	100.00%	#DIV/0!	33.33%	100.00%	100.00%	100.00%	100.00%	50.00%	60.00%	#DIV/0!	#DIV/0!	#DIV/0!
Out of Service F	Report	Sum of the duration of all outages (hh:mm)	17.4	0	305.07	20.28	49.97	6.87	6.5	146.07	202.88			
Min. standard = 9	90% within 24 hrs	Avg. outage duration (hh:mm)	5.80	#DIV/0!	101.69	4.06	4.16	6.87	3.25	73.04	40.58	#DIV/0!	#DIV/0!	#DIV/0!
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	3	0	3	5	12	. 1	2	2	5			
Out of Service F	Report	Total # of repair tickets restored in \leq 24hrs	0	0	0	0	2	2 0	1	0	1			
		% of repair tickets restored ≤ 24 Hours	0%	#DIV/0!	0%	0.00%	16.67%	0.00%	50%	0%	20%	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	121.96	0.00	771.35	438.68	1271.70	118.17	63.52	190.78	434.05			
		Avg. outage duration (hh:mm)	40.65	#DIV/0!	257.12	87.74	21.37	118.17	31.76	95.39	86.81	#DIV/0!	#DIV/0!	#DIV/0!
Refunds		Number of customers who received refunds	0	0	0	1	C	0	1	1	2			
		Monthly amount of refunds	\$ -	\$-	\$-	\$ 26.35	\$ -	\$-	\$ 48.20	\$ 27.35	\$ 76.85			
Answer Time (Tr	ouble Reports, Billing & Non-Billing)													
		Total # of calls for TR, Billing & Non-Billing												
live agent (w/a m	nenu option to reach live agent).	Total # of call seconds to reach live agent												1
	······································	%< 60 seconds												+
														+

Primary Utility Contact Information

Name:

Phone:

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)

1010

Report Year:

2019

Reporting Unit Name:

Trinity Center