Company Name:	Happy Valley Telephone Company			U#:	1021	Report Year:	2018
Reporting Unit Type:	 ✓ otal	Е	w	Reporting L	Jnit Name:	Total Company	

	Measurement (Compile monthly, file quarterly)			Date filed			Date filed			Date filed		Date filed		
	Measurement (Compile n	nonthly, file quarterly)		1st Quarter		2nd Quarter				3rd Quarter			4th Quarter	
			Jan Feb Mar			Apr May Jun			July	Aug	Sept	Oct Nov De		Dec
Installation Interv		Total # of business days	67	61	41									
Min. standard = 5		Total # of service orders	15	11	13									
IVIIII. Stariuaru = 5 i	bus. days	Avg. # of business days	4.47	5.55	3.15									
		Total # of installation commitments	15	11	13									
Installation Comn	nitment	Total # of installation commitment met	15	11	13									
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0									
		% of commitment met	100%	100%	100%									
Customers		Acct # for voice or bundle, res+bus	1,818	1,810	1,810									
Customer Trouble	e Report													
		Total # of working lines												
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports												
Standard	units w/ ≥ 3,000 lines)	% of trouble reports												
햩	8% (8 per 100 working lines for	Total # of working lines	2109	2099	2092									
)ta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	19	44	29									
÷	units w/ 1,001 - 2,393 lines)	% of trouble reports	0.90%	2.10%	1.39%									
Ā.	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									
		Total # of repair tickets restored in < 24hrs	12	13	8									
Adjusted		% of repair tickets restored ≤ 24 Hours	92.31%	43.33%	53.33%									
Out of Service Re	port	Sum of the duration of all outages (hh:mm)	136.68	2067.8	1058.17									
Min. standard = 90		Avg. outage duration (hh:mm)	10.51	68.93	70.54									
		Indicate if catastrophonc event is in a month		Yes	Yes									
Unadjusted		Total # of outage report tickets	13	30	15									
Out of Service Re	port	Total # of repair tickets restored in ≤ 24hrs	4	3	2									
	•	% of repair tickets restored ≤ 24 Hours	30.77%	10.00%	13.33%									
		Sum of the duration of all outages (hh:mm)	530.50	3078.77	2379.47									
		Avg. outage duration (hh:mm)	40.81	102.63	158.63									
Refunds	-	Number of customers who received refunds	0	0	4									
	Monthly amount of refunds		\$ -	\$ -	\$ 78.11									
Answer Time (Tro	Answer Time (Trouble Reports, Billing & Non-Billing)		·											
Min. standard = 80	fin. standard = 80% of calls < 60 seconds to reach Total # of calls for TR, Billing & Non-Billing													
		Total # of call seconds to reach live agent												
		% <u><</u> 60 seconds											·	•
		1	1	1	1	l	1	1				ı		

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

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 Company					U#:	101	<u>0</u>	Report Year: 2018				
Reporting Unit Ty	уре:	☐otal Company ☐txchange ☐Wire Center	er				Reporting Unit Na	ne:		Igo				•
	M	and by the assertable		Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile me	ontniy, file quarterly)		1st Quarter		2nd Quarter			3rd Quarter				4th Quarter	
		I 	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
nstallation Interval	1	Total # of business days Total # of service orders	10	1 1	1									
fin. standard = 5 bu	us. days	Avg. # of business days	3 3.33	1.00	1.00							⊢—	 	
		Total # of installation commitments	3.33	1.00	1.00							-	 	
nstallation Commitment fin. standard = 95% commitment met			3	1	1								-	
		Total # of installation commitment met Total # of installation commitment missed	0	1	0							₩		
iiii. Stariuaru = 95 /	6 COMMINICIDENT THEE		0%	100%	100%							⊢—	 	
		% of commitment met	0%	100%	100%							-	 	
Sustomers		Acct # for voice or bundle, res+bus	291	290	289									
ustomer Trouble	Report													
6% (6 per 100 working lines for		Total # of working lines										1		
	units w/ ≥ 3,000 lines)	Total # of trouble reports												
Standard	units w/ £ 3,000 intes)	% of trouble reports												
ğ	8% (8 per 100 working lines for	Total # of working lines										4		
<u>a</u>	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	units w/ 1,001 - 2,555 iiiles/	% of trouble reports												
M ri	10% (10 per 100 working lines	Total # of working lines	336	333	331									
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	6	18	6									
	ior units w/ ≤ 1,000 lines)	% of trouble reports	1.79%	5.41%	1.81%									
		Total # of outage report tickets	6	18	2									
		Total # of repair tickets restored in ≤ 24hrs	6	4	2									
djusted		% of repair tickets restored ≤ 24 Hours	100.00%	450.00%	100.00%									
out of Service Rep	ort	Sum of the duration of all outages (hh:mm)	21.32	1698.85	6.38									
fin. standard = 90%	6 within 24 hrs	Avg. outage duration (hh:mm)	3.55	94.38	3.19							1		
		Indicate if catastrophonc event is in a month												
		Total # of outage report tickets	6	18	2									
Inadjusted		Total # of repair tickets restored in ≤ 24hrs	2	2	0									
out of Service Rep	ort	% of repair tickets restored ≤ 24 Hours	33%	11%	0%									
		Sum of the duration of all outages (hh:mm)	270.63	2172.47	145.50									
		Avg. outage duration (hh:mm)	45.11	120.69	72.75								ļ	
lefunds		Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	\$ -	-	\$ -							4		
	ole Reports, Billing & Non-Billing)												ļ	
fin. standard = 80% of calls < 60 seconds to reach		Total # of calls for TR, Billing & Non-Billing		1					1			Ļ		
ve agent (w/a meni	u option to reach live agent).	Total # of call seconds to reach live agent										L		
	%<_60 seconds													
		•		•			•		•	•				

Primary Utility Contact Information

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	oany	_			U#:	1010	_	Report Year:			2018	ı
Reporting Unit Ty	pe:	☐otal Company ☐txchange ☐Wire Cente	r				Reporting Unit Nar	me:		Minersville				
				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile mo	onthly, file quarterly)		1st Quarter		2nd Quarter			3rd Quarter			4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
		Total # of business days	0	0	0	7.40.	uy	- van	- Cu.y	7.09	СОР			
Installation Interval		Total # of service orders	0	0	0									
Min. standard = 5 bu	is. days	Avg. # of business days	#DIV/0!	#DIV/0!	#DIV/0!									
		Total # of installation commitments	0	0	0									
Installation Commit	ment	Total # of installation commitment met	0	0	0									
Min. standard = 95%	commitment met	Total # of installation commitment missed	0	0	0									
		% of commitment met	#DIV/0!	#DIV/0!	#DIV/0!									
Customers		Acct # for voice or bundle, res+bus	58	58	58									
Customer Trouble F	Report													
	T	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
Standard	units w/ ≥ 3,000 lines)	% of trouble reports												
ğ	8% (8 per 100 working lines for	Total # of working lines												
ž	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
ج.	units w/ 1,001 - 2,999 inles)	% of trouble reports												
Min.	100/ /10 100 1: "	Total # of working lines	92	92	92									
	10% (10 per 100 working lines	Total # of trouble reports	0	0	4									
	for units w/ ≤ 1,000 lines)	% of trouble reports	0.00%	0.00%	4.35%									
	II.	Total # of outage report tickets	0	0	3									
		Total # of repair tickets restored in < 24hrs	0	0	1									
Adjusted		% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	33.33%									
Out of Service Repo	ort	Sum of the duration of all outages (hh:mm)	0	0	346.38									
Min. standard = 90%	within 24 hrs	Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	115.46									
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	0	0	3									
Out of Service Repo	ort	Total # of repair tickets restored in ≤ 24hrs	0	0	1									
		% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	33%									
		Sum of the duration of all outages (hh:mm)	0.00	0.00	591.28									
		Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	197.09									
Refunds		Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	\$ -	\$ -	\$ -									
	le Reports, Billing & Non-Billing)													
	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												

Name:	Phone:	Email:

Primary Utility Contact Information

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:		Нарру	Valley Telephone Co	one Company U#: 1010 Report Year:						2018					
Reporting Unit Ty	pe:	otal Company	✓ Exchange	Center				Reporting U	Jnit Name:		Olinda				
					Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile m	onthly, file quar	terly)		1st Quarter			2nd Quarter		3rd Quarter			4th Quarter		
		I=		Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interval		Total # of business		52	56	32									
Min. standard = 5 bu	s. days	Total # of service of		11	6.22	10									
	-	Avg. # of business Total # of installation		4.73	9	3.20 10									
Installation Commit	tallation Commitment			11	9	10		1						-	
Min. standard = 95%			on commitment met												
Will. Standard = 95%	communent met		on commitment missed	0	0	0									
		% of commitment r	met	100%	100%	100%									
Customers		Acct # for voice or	bundle, res+bus	1155	1150	1147									
Customer Trouble F	Renort														
Customer Trouble i	Keport	Total # of working I	lingo											-	
	6% (6 per 100 working lines for	Total # of working I						1						-	
2	units w/ ≥ 3,000 lines)	Total # of trouble re % of trouble report													
Standard		·		1291	1282	1278								—	
Ĕ	8% (8 per 100 working lines for	Total # of working I													
Ω	units w/ 1,001 - 2,999 lines)	Total # of trouble re		9	1.72%	1.10%									
ĕ Ë		% of trouble report		0.70%	1.72%	1.10%									
~	10% (10 per 100 working lines	Total # of working I													
	for units w/ ≤ 1,000 lines)	Total # of trouble re													
	· ·	% of trouble report													
		Total # of outage re		4	11	7									
			kets restored in < 24hrs		8	4									
Adjusted			restored ≤ 24 Hours	75.00%	72.73%	57.14%									
Out of Service Repo			n of all outages (hh:mm		362.82	400.33									
Min. standard = 90%	within 24 hrs	Avg. outage duration	on (hh:mm)	24.49	32.98	57.19									
		Indicate if catastrop	phonc event is in a mon	th											
Unadjusted		Total # of outage re	eport tickets	4	11	7									
Out of Service Repo	ort	Total # of repair tic	kets restored in < 24hrs	2	1	1									
·		% of repair tickets	restored ≤ 24 Hours	50%	9%	14%									
		Sum of the duration	n of all outages (hh:mm	137.90	776.46	871.35									
		Avg. outage duration	on (hh:mm)	34.48	70.59	124.48									
Refunds		Number of custom	ers who received refund	ds 0	0	4									
		Monthly amount of	refunds	\$ -	\$ -	\$ 78.11									
Answer Time (Trouble Reports, Billing & Non-Billing)														<u> </u>	
		Total # of calls for	TR, Billing & Non-Billing												
_					1	1		i e							
ive agent (w/a menu option to reach live agent). Total # of call seconds to reach live agent). Seconds		to rodon iivo agent		+	+		1	-							
				+	+		1	-					\vdash		
		1			1			l .	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 Val	ley Telephone Company	U#:	1010	Report Year:	2018
Reporting Unit Type:	Type: ☐otal Company ☐txchange ☐win		Reporting Unit N	ame:	Platina	

	Measurement (Compile monthly, file quarterly)			Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile m	onthly, file quarterly)		1st Quarter		2nd Quarter			3rd Quarter				4th Quarter	r
			Jan	Feb	Mar	Apr May Jun			July	Aug	Sept	Oct Nov Dec		Dec
Installation Interva		Total # of business days	0	0	0									
Min. standard = 5 b		Total # of service orders	0	0	0									
IVIIII. Staridard = 5 b	ous. uays	Avg. # of business days	#DIV/0!	#DIV/0!	#DIV/0!									
		Total # of installation commitments	0	0	0									
Installation Comm	itment	Total # of installation commitment met	0	0	0									
Min. standard = 959	% commitment met	Total # of installation commitment missed	0	0	0									
		% of commitment met	#DIV/0!	#DIV/0!	#DIV/0!									
		Acct # for voice or bundle, res+bus	58	55	57									
Customer Trouble	Report													
		Total # of working lines												
1	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												Ì
l g	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	units w/ 1,001 - 2,999 lines)	% of trouble reports												
M. č	100/ (10 100 1: 1:	Total # of working lines	93	93	92									
	10% (10 per 100 working lines	Total # of trouble reports	0	2	1									
	for units w/ ≤ 1,000 lines)	% of trouble reports	0.00%	2.15%	1.09%									
		Total # of outage report tickets	0.0070	1	0									
		Total # of repair tickets restored in < 24hrs	0	1	0									
Adinoted		% of repair tickets restored ≤ 24 Hours	#DIV/0!	100.00%	#DIV/0!									
Adjusted		Sum of the duration of all outages (hh:mm)	0	6.13	0									
Out of Service Rep		Avg. outage duration (hh:mm)	#DIV/0!	6.13	#DIV/0!									
Min. standard = 90%	% Within 24 hrs	Indicate if catastrophonc event is in a month	#BIVIO.	0.10	#BIV/0:									
Unadjusted		Total # of outage report tickets	0	1	0									
Out of Service Rep	port	Total # of repair tickets restored in ≤ 24hrs	0	0	0									
		% of repair tickets restored ≤ 24 Hours	#DIV/0!	0%	#DIV/0!									
		Sum of the duration of all outages (hh:mm)	0.00	129.83	0.00									
		Avg. outage duration (hh:mm)	#DIV/0!	129.83	#DIV/0!									
Refunds		Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	\$ -	\$ -	\$ -									
	uble Reports, Billing & Non-Billing)													
fin. standard = 80% of calls < 60 seconds to reach Total # of calls for TR, Billing & Non-Billing														
live agent (w/a men	nu option to reach live agent).	Total # of call seconds to reach live agent												
		%< 60 seconds											1	
		75 - 55 555011d5			1									
			l											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 Company	U#: 1010	Report Year: 2019
Reporting Unit Type:	☐otal Company ☐kchange ☐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
		Total # of business days	5	4	8	, ф.	y		- va.y	71119	- COP.			
Installation Interval Min. standard = 5 bus. days		Total # of service orders	1	1	2									
Min. standard = 5	bus. days	Avg. # of business days	5.00	4.00	4.00									
		Total # of installation commitments	1	1	2									
Installation Comn	nitment	Total # of installation commitment met	1	1	2									
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0									
		% of commitment met	100%	100%	100%									
Customers		Acct # for voice or bundle, res+bus	256	257	259									
Customer Trouble	e 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												İ
Sta .	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
_	unito w/ 1,001 2,000 inico)	% of trouble reports												
Min	100/ (10 100 1: 1:	Total # of working lines	297	299	299									
	10% (10 per 100 working lines	Total # of trouble reports	4	2	4		+							
	for units w/ ≤ 1,000 lines)	% of trouble reports	1.35%	0.67%	1.34%									
		Total # of outage report tickets	3	0.07 70	3		+							<u> </u>
		Total # of repair tickets restored in < 24hrs	3	0	1									
Adjusted		% of repair tickets restored ≤ 24 Hours	100.00%	#DIV/0!	33.33%									
Out of Service Re	eport	Sum of the duration of all outages (hh:mm)	17.4	0	305.07									
Min. standard = 90		Avg. outage duration (hh:mm)	5.80	#DIV/0!	101.69									
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	3	0	3									
Out of Service Re	eport	Total # of repair tickets restored in ≤ 24hrs	0	0	0									
		% of repair tickets restored ≤ 24 Hours	0%	#DIV/0!	0%									
		Sum of the duration of all outages (hh:mm)	121.96	0.00	771.35									
		Avg. outage duration (hh:mm)	40.65	#DIV/0!	257.12									
Refunds		Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	\$ -	\$ -	\$ -	-								
	uble Reports, Billing & Non-Billing)													
Min. standard = 80	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a me	enu option to reach live agent).	Total # of call seconds to reach live agent												
. 5 (%< 60 seconds		İ	1				1	1	1			
			 	 	 		+		+	1	1	-		
			l .				l l			L	L	<u> </u>		1

Name: Phone:	Email:

Primary Utility Contact Information

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)