

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: Happy Valley Telephone Company

U#: 1021

Report Year: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed (05/10/2017) 1st Quarter			Date filed (08/15/2016) 2nd Quarter			Date filed (11/15/2016) 3rd Quarter			Date filed (03/06/2017) 4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	
		Installation Interval Min. standard = 5 bus. days	Total # of business days	67	67	79	55	80	63	49	60	27	14	27
	Total # of service orders	13	14	14	16	24	15	10	21	11	5	9	11	
	Avg. # of business days	5.15	4.79	5.64	3.44	3.33	4.20	4.90	2.86	2.45	2.80	3.00	4.18	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	13	14	14	16	24	15	10	21	11	5	9	11	
	Total # of installation commitment met	13	14	14	16	24	15	10	21	11	5	9	11	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Customers	Acct # for voice or bundle, res+bus	2,018	2,008	1,998	1986	1984	1972	1,964	1,953	1,945	1923	1901	1913	
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ 3,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	2331	2322	2309	2290	2288	2288	2278	2271	2257	2,244	2,229	2,216
		Total # of trouble reports	37	30	33	23	42	34	30	11	6	27	17	18
		% of trouble reports	1.59%	1.29%	1.43%	1.00%	1.84%	1.49%	1.32%	0.48%	0.27%	1.20%	0.76%	0.81%
	10% (10 per 100 working lines for units w/ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	15	10	14	8	26	24	18	5	5	9	7	6	
	Total # of repair tickets restored in < 24hrs	15	10	14	8	25	23	18	5	5	9	6	5	
	% of repair tickets restored 24 Hours	100.00%	100.00%	100.00%	100.00%	96.15%	95.83%	100.00%	100.00%	100.00%	100.00%	85.71%	83.33%	
	Sum of the duration of all outages (hh:mm)	84.42	29.87	73.02	26.25	203.72	191.25	98.48	25.2	15.87	55.45	53.7	91.3	
	Avg. outage duration (hh:mm)	5.63	2.99	5.22	3.28	7.84	7.97	5.47	5.04	3.17	6.16	7.67	15.22	
	Indicate if catastrophic event is in a month													
Unadjusted Out of Service Report	Total # of outage report tickets	15	10	14	8	26	24	18	5	5	9	7	6	
	Total # of repair tickets restored in < 24hrs	12	6	8	4	21	17	11	3	5	5	2	5	
	% of repair tickets restored 24 Hours	80%	60%	57%	50.00%	80.77%	70.83%	61%	60%	100%	55.56%	28.57%	83.33%	
	Sum of the duration of all outages (hh:mm)	490.95	235.60	467.76	274.33	511.68	735.2	577.03	143.23	48.28	285.22	271.47	89.37	
	Avg. outage duration (hh:mm)	32.73	23.56	33.41	34.29	19.68	30.63	32.06	28.65	9.66	31.69	38.78	14.90	
Refunds	Number of customers who received refunds	0	1	5	1	3	1	0	2	0	3	0	1	
	Monthly amount of refunds	\$ -	\$ 25.85	\$ 121.13	\$ 30.34	\$ 115.39	\$ 4.13	\$ -	\$ 76.39	\$ -	\$ 142.50	\$ -	\$ 41.35	
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls < 60 seconds to reach live agent (w/a menu option to reach live agent).	Total # of calls for TR, Billing & Non-Billing													
	Total # of call seconds to reach live agent													
	% < 60 seconds													

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)

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: Happy Valley Telephone Company

U#: 1010

Report Year: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Igo

Measurement (Compile monthly, file quarterly)		Date filed (05/10/2017) 1st Quarter			Date filed (08/15/2016) 2nd Quarter			Date filed (11/15/2016) 3rd Quarter			Date filed (xx/xx/xxxx) 4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	
Installation Interval Min. standard = 5 bus. days	Total # of business days	0	6	21	6	7	1	2	1	1	1	2	
	Total # of service orders	0	1	3	2	3	1	1	1	1	1	2	
	Avg. # of business days	#DIV/0!	6.00	7.00	3.00	2.33	1.00	2.00	1.00	1.00	1.00	1.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	1	3	2	3	1	1	1	1	1	2	
	Total # of installation commitment met	0	1	3	2	3	1	1	1	1	1	2	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	#DIV/0!	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Customers	Acct # for voice or bundle, res+bus	334	332	330	329	328	329	329	324	323	324	314	
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ 3,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
10% (10 per 100 working lines for units w/ 1,000 lines)	Total # of working lines	383	378	376	373	372	373	373	373	367	368	368	
	Total # of trouble reports	9	5	10	2	8	5	6	3	2	9	5	
	% of trouble reports	2.35%	1.32%	2.66%	0.54%	2.15%	1.34%	1.61%	0.80%	0.54%	2.45%	1.36%	
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	5	1	6	1	5	3	3	1	2	2	2	
	Total # of repair tickets restored in ≤ 24hrs	5	1	6	1	5	3	3	1	2	2	1	
	% of repair tickets restored 24 Hours	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	50.00%	
	Sum of the duration of all outages (hh:mm)	29.47	4.12	39.52	7.08	21.28	15.2	13.3	5.1	5.13	14.63	29.98	
	Avg. outage duration (hh:mm)	5.89	4.12	6.59	7.08	4.26	5.07	4.43	5.10	2.57	7.32	14.99	
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	5	1	6	1	5	3	3	1	2	2	2	
	Total # of repair tickets restored in ≤ 24hrs	4	1	4	0	5	1	2	0	2	1	1	
	% of repair tickets restored 24 Hours	80%	100%	67%	0%	100%	33%	67%	0%	100%	50%	50%	
	Sum of the duration of all outages (hh:mm)	80.06	4.10	116.66	72.50	38.18	86.97	70.06	26.25	24.33	35.33	33.00	
	Avg. outage duration (hh:mm)	16.01	4.10	19.44	72.50	7.64	28.99	23.35	26.25	12.17	17.67	16.50	
Refunds	Number of customers who received refunds	0	0	3	0	0	0	0	0	0	1		
	Monthly amount of refunds	\$ -	\$ -	\$ 60.79	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 70.65		
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/a menu option to reach live agent).	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

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)

Dec
3
1
3.00
1
1
0
100%
321
367
6
1.63%
5
4
80.00%
67.3
13.46
5
4
80%
65.38
13.08
1
\$ 41.35

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: Happy Valley Telephone Company
 Reporting Unit Type: Total Company Exchange MRS Center

U#: 1010 Report Year: 2017
 Reporting Unit Name: Minersville

Measurement (Compile monthly, file quarterly)		Date filed (05/10/2017)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (xx/xx/xxxx)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	0	0	5	3	10	1	0	0	0	0	0	0
	Total # of service orders	0	0	1	3	5	1	0	0	0	0	0	0
	Avg. # of business days	#DIV/0!	#DIV/0!	5.00	1.00	2.00	1.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	0	1	3	5	1	0	0	0	0	0	0
	Total # of installation commitment met	0	0	1	3	5	1	0	0	0	0	0	0
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
	% of commitment met	#DIV/0!	#DIV/0!	100%	100%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Customers	Acct # for voice or bundle, res+bus	70	69	70	70	72	70	70	70	67	62	61	61
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ 3,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
10% (10 per 100 working lines for units w/ 1,000 lines)	Total # of working lines	107	107	105	106	109	110	110	110	110	102	99	96
	Total # of trouble reports	5	0	3	4	8	3	2	1	0	1	0	1
	% of trouble reports	4.67%	0.00%	2.86%	3.77%	7.34%	2.73%	1.82%	0.91%	0.00%	0.98%	0.00%	1.04%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	5	0	3	3	6	2	0	1	0	1	0	0
	Total # of repair tickets restored in <= 24hrs	5	0	3	3	6	2	0	1	0	1	0	0
	% of repair tickets restored 24 Hours	100.00%	#DIV/0!	100.00%	100.00%	100.00%	100.00%	#DIV/0!	100.00%	#DIV/0!	100.00%	#DIV/0!	#DIV/0!
	Sum of the duration of all outages (hh:mm)	32.48	0	14.83	10.43	50.32	6.78	0	4.38	0	4.72	#DIV/0!	#DIV/0!
	Avg. outage duration (hh:mm)	6.50	#DIV/0!	4.94	3.48	8.39	3.39	#DIV/0!	4.38	#DIV/0!	4.72	#DIV/0!	#DIV/0!
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	5	0	3	3	6	2	0	1	0	1	0	0
	Total # of repair tickets restored in <= 24hrs	4	0	0	2	4	1	0	0	0	0	0	0
	% of repair tickets restored 24 Hours	80%	#DIV/0!	0%	67%	67%	50%	#DIV/0!	0%	#DIV/0!	0%	#DIV/0!	#DIV/0!
	Sum of the duration of all outages (hh:mm)	298.75	0.00	297.46	67.45	123.41	102.77	0.00	68.58	0.00	28.45	#DIV/0!	#DIV/0!
	Avg. outage duration (hh:mm)	59.75	#DIV/0!	99.15	22.48	20.57	51.39	#DIV/0!	68.58	#DIV/0!	28.45	#DIV/0!	#DIV/0!
Refunds	Number of customers who received refunds	0	0	1	0	1	1	0	0	0	1		
	Monthly amount of refunds	\$ -	\$ -	\$ 31.99	\$ -	\$ 37.99	\$ 4.13	\$ -	\$ -	\$ -	\$ 44.50		
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls <=60 seconds to reach live agent (w/a menu option to reach live agent).	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% <=60 seconds												

Primary Utility Contact Information

Name: _____

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Date Adopted: 7/28/09
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 Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: Happy Valley Telephone Company

U#: 1010

Report Year: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Olinda

Measurement (Compile monthly, file quarterly)		Date filed (05/10/2017)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (xx/xx/xxxx)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	
Installation Interval Min. standard = 5 bus. days	Total # of business days	58	59	48	27	51	17	46	56	24	12	25	43	
	Total # of service orders	11	11	9	4	13	5	8	18	8	3	7	10	
	Avg. # of business days	5.27	5.36	5.33	6.75	3.92	3.40	5.75	3.11	3.00	4.00	3.57	4.30	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	11	11	9	4	13	5	8	18	8	3	7	10	
	Total # of installation commitment met	11	11	9	4	13	5	8	18	8	3	7	10	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Customers	Acct # for voice or bundle, res+bus	1292	1287	1279	1267	1260	1247	1238	1234	1231	1219	1208	1215	
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ 3,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for units w/ 1,000 lines)	Total # of working lines	1436	1434	1428	1414	1405	1398	1387	1379	1373	1369	1361	1357
		Total # of trouble reports	20	21	14	13	13	14	18	5	3	9	5	6
		% of trouble reports	1.39%	1.46%	0.98%	0.92%	0.93%	1.00%	1.30%	0.36%	0.22%	0.66%	0.37%	0.44%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	4	7	5	2	4	9	12	2	2	3	2	1	
	Total # of repair tickets restored in < 24hrs	4	7	5	2	4	8	12	2	2	3	2	1	
	% of repair tickets restored 24 Hours	100.00%	100.00%	100.00%	100.00%	100.00%	88.89%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
	Sum of the duration of all outages (hh:mm)	19.37	19.43	18.67	3.53	15.12	135.93	66.42	10.07	9.2	11.53	8.87	24	
	Avg. outage duration (hh:mm)	4.84	2.78	3.73	1.77	3.78	15.10	5.54	5.04	4.60	3.84	4.44	24.00	
	Indicate if catastrophic event is in a month													
Unadjusted Out of Service Report	Total # of outage report tickets	4	7	5	2	4	9	12	2	2	3	2	1	
	Total # of repair tickets restored in < 24hrs	3	4	4	2	3	7	7	2	2	1	0	1	
	% of repair tickets restored 24 Hours	75%	57%	80%	100%	75%	78%	58%	100%	100%	33%	0%	100%	
	Sum of the duration of all outages (hh:mm)	89.40	154.00	53.63	8.90	154.05	289.30	448.15	25.58	22.43	202.05	55.78	23.98	
	Avg. outage duration (hh:mm)	22.35	22.00	10.73	4.45	38.51	32.14	37.35	12.79	11.22	67.35	27.89	23.98	
Refunds	Number of customers who received refunds	0	1	1	0	0	0	0	1	0	1			
	Monthly amount of refunds	\$ -	\$ 25.85	\$ 28.35	\$ -	\$ -	\$ -	\$ -	\$ 46.55	\$ -	\$ 27.35			
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls < 60 seconds to reach live agent (w/a menu option to reach live agent).	Total # of calls for TR, Billing & Non-Billing													
	Total # of call seconds to reach live agent													
	% < 60 seconds													

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)

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: Happy Valley Telephone Company
 Reporting Unit Type: Total Company Exchange MRS Center

U#: 1010 Report Year: 2017
 Reporting Unit Name: Platina

Measurement (Compile monthly, file quarterly)		Date filed (05/10/2017)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (xx/xx/xxxx)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	
Installation Interval Min. standard = 5 bus. days	Total # of business days	6	1	0	3	0	3	0	1	0	0	0	0	
	Total # of service orders	1	1	0	1	0	1	0	1	0	0	0	0	
	Avg. # of business days	6.00	1.00	#DIV/0!	3.00	#DIV/0!	3.00	#DIV/0!	1.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	1	0	1	0	1	0	1	0	0	0	0	
	Total # of installation commitment met	1	1	0	1	0	1	0	1	0	0	0	0	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	100%	100%	#DIV/0!	100%	#DIV/0!	100%	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Customers	Acct # for voice or bundle, res+bus	65	65	65	64	64	65	65	64	63	63	63	62	
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ 3,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for units w/ 1,000 lines)	Total # of working lines	103	101	102	101	101	100	101	101	99	99	99	99
		Total # of trouble reports	0	1	1	1	2	0	0	1	1	0	1	0
		% of trouble reports	0.00%	0.99%	0.98%	0.99%	1.98%	0.00%	0.00%	0.99%	1.01%	0.00%	1.01%	0.00%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	1	0	1	2	0	0	0	1	0	1	0	
	Total # of repair tickets restored in <= 24hrs	0	1	0	1	1	0	0	0	1	0	1	0	
	% of repair tickets restored 24 Hours	#DIV/0!	100.00%	#DIV/0!	100.00%	50.00%	#DIV/0!	#DIV/0!	#DIV/0!	100.00%	#DIV/0!	100.00%	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	0	1.37	0	2.37	66.92	0	0	0	1.53	0	0	0	
	Avg. outage duration (hh:mm)	#DIV/0!	1.37	#DIV/0!	2.37	33.46	#DIV/0!	#DIV/0!	#DIV/0!	1.53	#DIV/0!	0.00	#DIV/0!	
Indicate if catastrophic event is in a month														
Unadjusted Out of Service Report	Total # of outage report tickets	0	1	0	1	2	0	0	0	1	0	1	0	
	Total # of repair tickets restored in <= 24hrs	0	0	0	0	1	0	0	0	1	0	1	0	
	% of repair tickets restored 24 Hours	#DIV/0!	0%	#DIV/0!	0%	50%	#DIV/0!	#DIV/0!	#DIV/0!	100%	#DIV/0!	100%	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	0.00	72.56	0.00	24.55	90.90	0.00	0	0	1.53	0.00	9.53	0.00	
Refunds	Avg. outage duration (hh:mm)	#DIV/0!	72.56	#DIV/0!	24.55	45.45	#DIV/0!	#DIV/0!	#DIV/0!	1.53	#DIV/0!	9.53	#DIV/0!	
	Number of customers who received refunds	0	0	0	0	1	0	0	0	0	0	0	0	
Monthly amount of refunds		\$ -	\$ -	\$ -	\$ -	\$ 35.35	\$ -	\$ -	\$ -	\$ -				
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls <= 60 seconds to reach live agent (w/a menu option to reach live agent).	Total # of calls for TR, Billing & Non-Billing													
	Total # of call seconds to reach live agent													
	% <= 60 seconds													

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)

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: Happy Valley Telephone Company
 Reporting Unit Type: Total Company Exchange Area Center

U#: 1010 Report Year: 2017
 Reporting Unit Name: Trinity Center

Measurement (Compile monthly, file quarterly)		Date filed (05/10/2017)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (xx/xx/xxxx)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	
Installation Interval Min. standard = 5 bus. days	Total # of business days	3	1	5	16	12	41	1	2	2	1	0	0	
	Total # of service orders	1	1	1	6	3	7	1	1	2	1	0	0	
	Avg. # of business days	3.00	1.00	5.00	2.67	4.00	5.86	1.00	2.00	1.00	1.00	#DIV/0!	#DIV/0!	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	1	1	6	3	7	1	1	2	1	0	0	
	Total # of installation commitment met	1	1	1	6	3	7	1	1	2	1	0	0	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	#DIV/0!	#DIV/0!	
Customers	Acct # for voice or bundle, res+bus	257	255	254	256	260	261	262	261	261	255	255	254	
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ 3,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for units w/ 1,000 lines)	Total # of working lines	302	302	298	296	301	307	307	308	308	306	302	297
		Total # of trouble reports	3	3	5	3	11	12	4	1	0	8	6	5
		% of trouble reports	0.99%	0.99%	1.68%	1.01%	3.65%	3.91%	1.30%	0.32%	0.00%	2.61%	1.99%	1.68%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	1	0	1	9	10	3	1	0	3	2	0	
	Total # of repair tickets restored in < 24hrs	1	1	0	1	9	10	3	1	0	3	2	0	
	% of repair tickets restored 24 Hours	100.00%	100.00%	#DIV/0!	100.00%	100.00%	100.00%	100.00%	100.00%	#DIV/0!	100.00%	100.00%	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	3.1	4.95	0	2.83	50.08	33.33	18.77	5.65	0	24.57	7.8	0	
	Avg. outage duration (hh:mm)	3.10	4.95	#DIV/0!	2.83	5.56	3.33	6.26	5.65	#DIV/0!	8.19	3.90	#DIV/0!	
Indicate if catastrophic event is in a month														
Unadjusted Out of Service Report	Total # of outage report tickets	1	1	0	1	9	10	3	1	0	3	2	0	
	Total # of repair tickets restored in < 24hrs	1	1	0	0	8	8	2	1	0	3	0	0	
	% of repair tickets restored 24 Hours	100%	100%	#DIV/0!	0%	89%	80%	67%	100%	#DIV/0!	100%	0%	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	22.73	4.94	0.00	100.92	105.15	256.18	58.83	22.83	#DIV/0!	19.40	173.13	0.00	
	Avg. outage duration (hh:mm)	22.73	4.94	#DIV/0!	100.92	11.68	25.62	19.61	22.83	#DIV/0!	6.47	86.57	#DIV/0!	
Refunds	Number of customers who received refunds	0	0	0	1	1	0	0	1	0	0	0	0	
	Monthly amount of refunds	\$ -	\$ -	\$ -	\$ 30.34	\$ 42.05	\$ -	\$ -	\$ 29.84	\$ -	\$ -	\$ -	\$ -	
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls <=60 seconds to reach live agent (w/a menu option to reach live agent).	Total # of calls for TR, Billing & Non-Billing													
	Total # of call seconds to reach live agent													
	% <= 60 seconds													

Primary Utility Contact Information

Name: _____

Phone: _____

Email: _____

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