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

Company Name:	Happy Valley Telephone Company		U#:	1021	Report Year:	2018

Reporting Unit Type: ☑ Total Company   ☐ Exchange   ☐ Wire Center

Reporting Unit Name: **Total Company**

Measurement (Compile monthly, file quarterly)		Date filed			Date filed			Date filed			Date filed		
		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	70	51	36	70	56	35						
	Total # of service orders	14	11	9	14	14	9						
	Avg. # of business days	5.00	4.64	4.00	5.00	4.00	3.89						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	14	11	9	14	14	9						
	Total # of installation commitment met	14	11	9	14	14	8						
	Total # of installation commitment missed	0	0	0	0	0	1						
	% of commitment met	100%	100%	100%	100%	100%	89%						
Customers	Acct # for voice or bundle, res+bus	1,901	1,888	1,876	1878	1872	1862						
Customer Trouble Report													
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	2205	2196	2182	2175	2178	2168						
	Total # of trouble reports	16	15	12	11	10	30						
	% of trouble reports	0.73%	0.68%	0.55%	0.51%	0.46%	1.38%						
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	8	6	4	4	4	23						
	Total # of repair tickets restored in ≤ 24hrs	7	6	4	3	4	16						
	% of repair tickets restored ≤ 24 Hours	87.50%	100.00%	100.00%	75.00%	100.00%	69.57%						
	Sum of the duration of all outages (hh:mm)	101.28	35.53	23.88	60.57	36.25	408.18						
	Avg. outage duration (hh:mm)	12.66	5.92	5.97	15.14	9.06	17.75						
	Indicate if catastrophonc event is in a month												
Unadjusted **Out of Service Report**	Total # of outage report tickets	8	6	4	4	4	23						
	Total # of repair tickets restored in ≤ 24hrs	4	4	2	2	4	15						
	% of repair tickets restored ≤ 24 Hours	50.00%	66.67%	50.00%	50.00%	100.00%	65.22%						
	Sum of the duration of all outages (hh:mm)	250.83	106.57	280.35	151.06	35.5	646.4						
	Avg. outage duration (hh:mm)	31.35	17.76	70.09	37.77	8.88	28.10						
Refunds	Number of customers who received refunds	0	0	0	1	0	1						
	Monthly amount of refunds	$ -	$ -	$ -	$ 41.35	$ -	$ 40.30						
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: **2018**

Reporting Unit Type: ☐ Total Company ☑ Exchange ☐ Wire Center   Reporting Unit Name: **Igo**

Measurement (Compile monthly, file quarterly)		Date filed			Date filed			Date filed			Date filed		
		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	8	6	1	11	4						
	Total # of service orders	0	3	2	1	2	2						
	Avg. # of business days	#DIV/0!	2.67	3.00	1.00	5.50	2.00						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	3	2	1	2	2						
	Total # of installation commitment met	0	3	2	1	2	2						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	#DIV/0!	100%	100%	100%	100%	100%						
Customers	Acct # for voice or bundle, res+bus	314	310	310	308	305	306						
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	363	357	354	354	350	349						
	Total # of trouble reports	5	5	3	4	6	17						
	% of trouble reports	1.38%	1.40%	0.85%	1.13%	1.71%	4.87%						
Adjusted **Out of Service Report** Min. standard = 90% within 24 hrs	Total # of outage report tickets	3	3	1	2	1	13						
	Total # of repair tickets restored in ≤ 24hrs	3	3	1	1	1	8						
	% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%	50.00%	100.00%	61.54%						
	Sum of the duration of all outages (hh:mm)	33.03	8.13	1.4	51.75	5.57	288.73						
	Avg. outage duration (hh:mm)	11.01	2.71	1.40	25.88	5.57	22.21						
	Indicate if catastrophonc event is in a month												
Unadjusted **Out of Service Report**	Total # of outage report tickets	3	3	1	2	1	13						
	Total # of repair tickets restored in ≤ 24hrs	1	2	1	1	1	8						
	% of repair tickets restored ≤ 24 Hours	33%	67%	100%	50.00%	100.00%	61.54%						
	Sum of the duration of all outages (hh:mm)	92.22	41.07	2.98	75.58	4.22	478.97						
	Avg. outage duration (hh:mm)	30.74	13.69	2.98	37.79	4.22	36.84						
Refunds	Number of customers who received refunds	0	0	0	1	0	1						
	Monthly amount of refunds	$ -	$ -	$ -	$ 41.35	$ -	$ 40.30						
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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California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D

Company Name: Happy Valley Telephone Company   **U#:** 1010   **Report Year:** 2018

Reporting Unit Type: ☐ Total Company ☑ Exchange ☐ Wire Center   **Reporting Unit Name:** Minersville

Measurement (Compile monthly, file quarterly)		Date filed 1st Quarter			Date filed 2nd Quarter			Date filed 3rd Quarter			Date filed 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	2	0	0	0	0	0						
	Total # of service orders	1	0	0	0	0	0						
	Avg. # of business days	2.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	0	0	0	0	0						
	Total # of installation commitment met	1	0	0	0	0	0						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!						
Customers	Acct # for voice or bundle, res+bus	61	61	59	60	60	60						
Customer Trouble Report													
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	96	95	95	94	97	97						
	Total # of trouble reports	0	1	0	2	0	1						
	% of trouble reports	0.00%	1.05%	0.00%	2.13%	0.00%	1.03%						
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	1	0	0	0	1						
	Total # of repair tickets restored in ≤ 24hrs	0	1	0	0	0	0						
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	100.00%	#DIV/0!	#DIV/0!	#DIV/0!	0.00%						
	Sum of the duration of all outages (hh:mm)	0	2.23	0	0	0	28.45						
	Avg. outage duration (hh:mm)	#DIV/0!	2.23	#DIV/0!	#DIV/0!	#DIV/0!	28.45						
	Indicate if catastrophonc event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	0	1	0	0	0	1						
	Total # of repair tickets restored in ≤ 24hrs	0	1	0	0	0	0						
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!	0.00%						
	Sum of the duration of all outages (hh:mm)	0.00	5.48	0.00	0	0	28.43						
	Avg. outage duration (hh:mm)	#DIV/0!	5.48	#DIV/0!	#DIV/0!	#DIV/0!	28.43						
Refunds	Number of customers who received refunds	0	0	0	0	0	0						
	Monthly amount of refunds	$ -	$ -	$ -	$ -	$ -	$ -						
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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California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D

Company Name:	Happy Valley Telephone Company		U#:	1010	Report Year:	2018

Reporting Unit Type: ☐ Total Company ☑ Exchange ☐ Wire Center   **Reporting Unit Name:** Olinda

Measurement (Compile monthly, file quarterly)			Date filed			Date filed			Date filed			Date filed		
			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	28	43	21	63	23	31						
		Total # of service orders	9	8	5	10	7	7						
		Avg. # of business days	3.11	5.38	4.20	6.30	3.29	4.43						
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitments	9	8	5	10	7	7						
		Total # of installation commitment met	9	8	5	10	7	6						
		Total # of installation commitment missed	0	0	0	0	0	1						
		% of commitment met	100%	100%	100%	100%	100%	86%						
Customers		Acct # for voice or bundle, res+bus	1208	1200	1192	1193	1188	1179						
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	1357	1347	1337	1333	1332	1324						
		Total # of trouble reports	9	5	7	1	1	8						
		% of trouble reports	0.66%	0.37%	0.52%	0.08%	0.08%	0.60%						
	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	5	0	2	0	1	6						
		Total # of repair tickets restored in ≤ 24hrs	4	0	2	0	1	6						
		% of repair tickets restored ≤ 24 Hours	80.00%	#DIV/0!	100.00%	#DIV/0!	100.00%	100.00%						
		Sum of the duration of all outages (hh:mm)	68.25	0	102.8	0	3.18	33.88						
		Avg. outage duration (hh:mm)	13.65	#DIV/0!	51.40	#DIV/0!	3.18	5.65						
		Indicate if catastrophonc event is in a month												
Unadjusted **Out of Service Report**		Total # of outage report tickets	5	0	2	0	1	6						
		Total # of repair tickets restored in ≤ 24hrs	3	0	1	0	1	6						
		% of repair tickets restored ≤ 24 Hours	60%	#DIV/0!	50%	#DIV/0!	100.00%	100.00%						
		Sum of the duration of all outages (hh:mm)	158.62	0.00	58.37	0	3.78	33.83						
		Avg. outage duration (hh:mm)	31.72	#DIV/0!	29.19	#DIV/0!	3.78	5.64						
Refunds		Number of customers who received refunds	0	0	0	0	0	0						
		Monthly amount of refunds	$ -	$ -	$ -	$ -	$ -	$ -						
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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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:** 2018

Reporting Unit Type: ☐ Total Company ☑ Exchange ☐ Wire Center   **Reporting Unit Name:** Platina

Measurement (Compile monthly, file quarterly)		Date filed			Date filed			Date filed			Date filed		
		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	7	0	0	1	0	0						
	Total # of service orders	2	0	0	1	0	0						
	Avg. # of business days	3.50	#DIV/0!	#DIV/0!	1.00	#DIV/0!	#DIV/0!						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2	0	0	1	0	0						
	Total # of installation commitment met	2	0	0	1	0	0						
	Total # of installation commitment missed	0	0	0	0	0	0						
	% of commitment met	100%	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!						
Customers	Acct # for voice or bundle, res+bus	63	63	61	60	58	58						
Customer Trouble Report													
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	98	99	99	97	96	94						
	Total # of trouble reports	0	4	0	2	1	0						
	% of trouble reports	0.00%	4.04%	0.00%	2.06%	1.04%	0.00%						
Adjusted **Out of Service Report** Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	2	0	2	1	0						
	Total # of repair tickets restored in ≤ 24hrs	0	2	0	2	1	0						
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	100.00%	#DIV/0!	100.00%	100.00%	#DIV/0!						
	Sum of the duration of all outages (hh:mm)	0	25.17	0	8.82	6.13	0						
	Avg. outage duration (hh:mm)	#DIV/0!	12.59	#DIV/0!	4.41	6.13	#DIV/0!						
	Indicate if catastrophonc event is in a month												
Unadjusted **Out of Service Report**	Total # of outage report tickets	0	2	0	2	1	0						
	Total # of repair tickets restored in ≤ 24hrs	0	1	0	1	1	0						
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	50%	#DIV/0!	50.00%	100.00%	#DIV/0!						
	Sum of the duration of all outages (hh:mm)	0.00	60.02	0.00	75.48	6.12	0						
	Avg. outage duration (hh:mm)	#DIV/0!	30.01	#DIV/0!	37.74	6.12	#DIV/0!						
Refunds	Number of customers who received refunds	0	0	0	0	0	0						
	Monthly amount of refunds	$ -	$ -	$ -	$ -	$ -	$ -						
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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California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D

Company Name: **Happy Valley Telephone Company**   U#: **1010**   Report Year: **2018**

Reporting Unit Type: ☐ Total Company ☑ Exchange ☐ Wire Center   Reporting Unit Name: **Trinity Center**

Measurement (Compile monthly, file quarterly)		Date filed			Date filed			Date filed			Date filed		
		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	33	0	9	5	22	0						
	Total # of service orders	2	0	2	2	5	0						
	Avg. # of business days	16.50	#DIV/0!	4.50	2.50	4.40	#DIV/0!						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2	0	2	0	0	0						
	Total # of installation commitment met	2	0	2	2	5	0						
	Total # of installation commitment missed	0	0	0	2	5	0						
	% of commitment met	100%	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!						
Customers	Acct # for voice or bundle, res+bus	255	254	254	257	261	259						
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	297	298	297	297	303	304						
	Total # of trouble reports	2	0	2	2	2	4						
	% of trouble reports	0.67%	0.00%	0.67%	0.67%	0.66%	1.32%						
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	1	0	1	3						
	Total # of repair tickets restored in ≤ 24hrs	0	0	1	0	1	2						
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	100.00%	#DIV/0!	100.00%	66.67%						
	Sum of the duration of all outages (hh:mm)	0	0	5.35	0	21.37	57.12						
	Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	5.35	#DIV/0!	21.37	19.04						
	Indicate if catastrophonc event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	0	0	1	0	1	3						
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	1	1						
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	0%	#DIV/0!	100.00%	33.33%						
	Sum of the duration of all outages (hh:mm)	0.00	0.00	219.00	0	21.37	105.17						
	Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	219.00	#DIV/0!	21.37	35.06						
Refunds	Number of customers who received refunds	0	0	0	0	0	0						
	Monthly amount of refunds	$ -	$ -	$ -	$ -	$ -	$ -						
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

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