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	38	146	58			
		Total # of service orders	14	11	9	14	14	9	10	21	12			
		Avg. # of business days	5.00	4.64	4.00	5.00	4.00	3.89	3.80	6.95	4.83			
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitments	14	11	9	14	14	9	10	21	12			
		Total # of installation commitment met	14	11	9	14	14	8	10	21	11			
		Total # of installation commitment missed	0	0	0	0	0	1	0	0	1			
		% of commitment met	100%	100%	100%	100%	100%	89%	100%	100%	92%			
Customers		Acct # for voice or bundle, res+bus	1,901	1,888	1,876	1878	1872	1862	1,850	1,842	1,827			
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	2205	2196	2182	2175	2178	2168	2155	2148	2134			
		Total # of trouble reports	16	15	12	11	10	30	31	22	17			
		% of trouble reports	0.73%	0.68%	0.55%	0.51%	0.46%	1.38%	1.44%	1.02%	0.80%			
	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	14	17	9			
		Total # of repair tickets restored in < 24hrs	7	6	4	3	4	16	12	12	7			
		% of repair tickets restored ≤ 24 Hours	87.50%	100.00%	100.00%	75.00%	100.00%	69.57%	85.71%	70.59%	77.78%			
		Sum of the duration of all outages (hh:mm)	101.28	35.53	23.88	60.57	36.25	408.18	180.6	712.37	208.85			
		Avg. outage duration (hh:mm)	12.66	5.92	5.97	15.14	9.06	17.75	12.90	41.90	23.21			
		Indicate if catastrophonc event is in a month												
Unadjusted **Out of Service Report**		Total # of outage report tickets	8	6	4	4	4	23	14	17	9			
		Total # of repair tickets restored in < 24hrs	4	4	2	2	4	15	8	5	2			
		% of repair tickets restored ≤ 24 Hours	50.00%	66.67%	50.00%	50.00%	100.00%	65.22%	57.14%	29.41%	22.22%			
		Sum of the duration of all outages (hh:mm)	250.83	106.57	280.35	151.06	35.5	646.4	370.10	1364.45	433.02			
		Avg. outage duration (hh:mm)	31.35	17.76	70.09	37.77	8.88	28.10	26.44	80.26	48.11			
Refunds		Number of customers who received refunds	0	0	0	1	0	1	1	0	1			
		Monthly amount of refunds	$ -	$ -	$ -	$ 41.35	$ -	$ 40.30	$ 18.97	$ -	$ 24.35			
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

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	0	10	1			
	Total # of service orders	0	3	2	1	2	2	0	2	1			
	Avg. # of business days	#DIV/0!	2.67	3.00	1.00	5.50	2.00	#DIV/0!	5.00	1.00			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	3	2	1	2	2	0	2	1			
	Total # of installation commitment met	0	3	2	1	2	2	0	2	1			
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
	% of commitment met	#DIV/0!	100%	100%	100%	100%	100%	#DIV/0!	100%	100%			
Customers	Acct # for voice or bundle, res+bus	314	310	310	308	305	306	304	296	291			
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	363	357	354	354	350	349	350	346	339			
	Total # of trouble reports	5	5	3	4	6	17	3	6	1			
	% of trouble reports	1.38%	1.40%	0.85%	1.13%	1.71%	4.87%	0.86%	1.73%	0.29%			
Adjusted **Out of Service Report** Min. standard = 90% within 24 hrs	Total # of outage report tickets	3	3	1	2	1	13	3	6	0			
	Total # of repair tickets restored in < 24hrs	3	3	1	1	1	8	2	3	0			
	% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%	50.00%	100.00%	61.54%	66.67%	50.00%	#DIV/0!			
	Sum of the duration of all outages (hh:mm)	33.03	8.13	1.4	51.75	5.57	288.73	37.76	585.95	0			
	Avg. outage duration (hh:mm)	11.01	2.71	1.40	25.88	5.57	22.21	12.59	97.66	#DIV/0!			
	Indicate if catastrophonc event is in a month							Yes	Yes				
Unadjusted **Out of Service Report**	Total # of outage report tickets	3	3	1	2	1	13	3	6	0			
	Total # of repair tickets restored in < 24hrs	1	2	1	1	1	8	1	1	0			
	% of repair tickets restored ≤ 24 Hours	33%	67%	100%	50.00%	100.00%	61.54%	33%	17%	#DIV/0!			
	Sum of the duration of all outages (hh:mm)	92.22	41.07	2.98	75.58	4.22	478.97	60.12	911.93	0.00			
	Avg. outage duration (hh:mm)	30.74	13.69	2.98	37.79	4.22	36.84	20.04	151.99	#DIV/0!			
Refunds	Number of customers who received refunds	0	0	0	1	0	1	0	0	0			
	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:

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: **Minersville**

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	2	0	0	0	0	0	0	0	0			
	Total # of service orders	1	0	0	0	0	0	0	0	0			
	Avg. # of business days	2.00	#DIV/0!	#DIV/0!	#DIV/0!	#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	0	0	0			
	Total # of installation commitment met	1	0	0	0	0	0	0	0	0			
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
	% of commitment met	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
Customers	Acct # for voice or bundle, res+bus	61	61	59	60	60	60	60	60	60			
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	96	95	95	94	97	97	97	97	97			
	Total # of trouble reports	0	1	0	2	0	1	2	0	0			
	% of trouble reports	0.00%	1.05%	0.00%	2.13%	0.00%	1.03%	2.06%	0.00%	0.00%			
Adjusted **Out of Service Report** Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	1	0	0	0	1	1	0	0			
	Total # of repair tickets restored in < 24hrs	0	1	0	0	0	0	1	0	0			
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	100.00%	#DIV/0!	#DIV/0!	#DIV/0!	0.00%	100.00%	#DIV/0!	#DIV/0!			
	Sum of the duration of all outages (hh:mm)	0	2.23	0	0	0	28.45	3.82	0	0			
	Avg. outage duration (hh:mm)	#DIV/0!	2.23	#DIV/0!	#DIV/0!	#DIV/0!	28.45	3.82	#DIV/0!	#DIV/0!			
	Indicate if catastrophonc event is in a month												
Unadjusted **Out of Service Report**	Total # of outage report tickets	0	1	0	0	0	1	1	0	0			
	Total # of repair tickets restored in < 24hrs	0	1	0	0	0	0	1	0	0			
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!	0.00%	100%	#DIV/0!	#DIV/0!			
	Sum of the duration of all outages (hh:mm)	0.00	5.48	0.00	0	0	28.43	20.82	0.00	0.00			
	Avg. outage duration (hh:mm)	#DIV/0!	5.48	#DIV/0!	#DIV/0!	#DIV/0!	28.43	20.82	#DIV/0!	#DIV/0!			
Refunds	Number of customers who received refunds	0	0	0	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: _____

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:** 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	38	135	35			
	Total # of service orders	9	8	5	10	7	7	10	18	8			
	Avg. # of business days	3.11	5.38	4.20	6.30	3.29	4.43	3.80	7.50	4.38			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	9	8	5	10	7	7	10	18	8			
	Total # of installation commitment met	9	8	5	10	7	6	10	18	8			
	Total # of installation commitment missed	0	0	0	0	0	1	0	0	0			
	% of commitment met	100%	100%	100%	100%	100%	86%	100%	100%	100%			
Customers	Acct # for voice or bundle, res+bus	1208	1200	1192	1193	1188	1179	1170	1173	1161			
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												
Min. Standard — 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	1357	1347	1337	1333	1332	1324	1311	1309	1305			
	Total # of trouble reports	9	5	7	1	1	8	22	8	11			
	% of trouble reports	0.66%	0.37%	0.52%	0.08%	0.08%	0.60%	1.68%	0.61%	0.84%			
Min. Standard — 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	9	5	7			
	Total # of repair tickets restored in ≤ 24hrs	4	0	2	0	1	6	9	5	6			
	% of repair tickets restored ≤ 24 Hours	80.00%	#DIV/0!	100.00%	#DIV/0!	100.00%	100.00%	100.00%	100.00%	85.71%			
	Sum of the duration of all outages (hh:mm)	68.25	0	102.8	0	3.18	33.88	62.53	14.62	129.97			
	Avg. outage duration (hh:mm)	13.65	#DIV/0!	51.40	#DIV/0!	3.18	5.65	6.95	2.92	18.57			
	Indicate if catastrophonc event is in a month												
Unadjusted **Out of Service Report**	Total # of outage report tickets	5	0	2	0	1	6	9	5	7			
	Total # of repair tickets restored in ≤ 24hrs	3	0	1	0	1	6	6	1	2			
	% of repair tickets restored ≤ 24 Hours	60%	#DIV/0!	50%	#DIV/0!	100.00%	100.00%	67%	20%	29%			
	Sum of the duration of all outages (hh:mm)	158.62	0.00	58.37	0	3.78	33.83	188.70	305.95	280.32			
	Avg. outage duration (hh:mm)	31.72	#DIV/0!	29.19	#DIV/0!	3.78	5.64	20.97	61.19	40.05			
Refunds	Number of customers who received refunds	0	0	0	0	0	0	1	0	0			
	Monthly amount of refunds	$ -	$ -	$ -	$ -	$ -	$ -	$ 18.97	$ -	$ -			
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	**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	0	0	5			
	Total # of service orders	2	0	0	1	0	0	0	0	1			
	Avg. # of business days	3.50	#DIV/0!	#DIV/0!	1.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	5.00			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2	0	0	1	0	0	0	0	1			
	Total # of installation commitment met	2	0	0	1	0	0	0	0	0			
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
	% of commitment met	100%	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0%			
Customers	Acct # for voice or bundle, res+bus	63	63	61	60	58	58	58	56	58			
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	98	99	99	97	96	94	93	93	91			
	Total # of trouble reports	0	4	0	2	1	0	0	6	4			
	% of trouble reports	0.00%	4.04%	0.00%	2.06%	1.04%	0.00%	0.00%	6.45%	4.40%			
Adjusted **Out of Service Report** Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	2	0	2	1	0	0	6	2			
	Total # of repair tickets restored in < 24hrs	0	2	0	2	1	0	0	4	1			
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	100.00%	#DIV/0!	100.00%	100.00%	#DIV/0!	#DIV/0!	66.67%	50.00%			
	Sum of the duration of all outages (hh:mm)	0	25.17	0	8.82	6.13	0	0	111.8	78.88			
	Avg. outage duration (hh:mm)	#DIV/0!	12.59	#DIV/0!	4.41	6.13	#DIV/0!	#DIV/0!	18.63	39.44			
	Indicate if catastrophonc event is in a month												
Unadjusted **Out of Service Report**	Total # of outage report tickets	0	2	0	2	1	0	0	6	2			
	Total # of repair tickets restored in < 24hrs	0	1	0	1	1	0	0	3	0			
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	50%	#DIV/0!	50.00%	100.00%	#DIV/0!	#DIV/0!	50%	0%			
	Sum of the duration of all outages (hh:mm)	0.00	60.02	0.00	75.48	6.12	0	0.00	146.57	152.70			
	Avg. outage duration (hh:mm)	#DIV/0!	30.01	#DIV/0!	37.74	6.12	#DIV/0!	#DIV/0!	24.43	76.35			
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	1			
	Monthly amount of refunds	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 24.35			
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**	**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	0	1	17			
	Total # of service orders	2	0	2	2	5	0	0	1	2			
	Avg. # of business days	16.50	#DIV/0!	4.50	2.50	4.40	#DIV/0!	#DIV/0!	1.00	8.50			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2	0	2	0	0	0	0	1	2			
	Total # of installation commitment met	2	0	2	2	5	0	0	1	2			
	Total # of installation commitment missed	0	0	0	2	5	0	0	0	0			
	% of commitment met	100%	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100%	100%			
Customers	Acct # for voice or bundle, res+bus	255	254	254	257	261	259	258	257	257			
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	304	303	302			
	Total # of trouble reports	2	0	2	2	2	4	4	2	1			
	% of trouble reports	0.67%	0.00%	0.67%	0.67%	0.66%	1.32%	1.32%	0.66%	0.33%			
Adjusted **Out of Service Report** Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	1	0	1	3	1	0	0			
	Total # of repair tickets restored in < 24hrs	0	0	1	0	1	2	0	0	0			
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	100.00%	#DIV/0!	100.00%	66.67%	0.00%	#DIV/0!	#DIV/0!			
	Sum of the duration of all outages (hh:mm)	0	0	5.35	0	21.37	57.12	76.48	0	0			
	Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	5.35	0	21.37	19.04	76.48	#DIV/0!	#DIV/0!			
	Indicate if catastrophonc event is in a month												
Unadjusted **Out of Service Report**	Total # of outage report tickets	0	0	1	0	1	3	1	0	0			
	Total # of repair tickets restored in < 24hrs	0	0	0	0	1	1	0	0	0			
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	0%	#DIV/0!	100.00%	33.33%	0%	#DIV/0!	#DIV/0!			
	Sum of the duration of all outages (hh:mm)	0.00	0.00	219.00	0	21.37	105.17	100.47	0.00	219.00			
	Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	219.00	#DIV/0!	21.37	35.06	100.47	#DIV/0!	#DIV/0!			
Refunds	Number of customers who received refunds	0	0	0	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:** _____