

**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	39	47	106	
	Total # of service orders	14	11	9	14	14	9	10	21	12	13	13	19	
	Avg. # of business days	5.00	4.64	4.00	5.00	4.00	3.89	3.80	6.95	4.83	3.00	3.62	5.58	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	14	11	9	14	14	9	10	21	12	13	13	19	
	Total # of installation commitment met	14	11	9	14	14	8	10	21	11	13	13	19	
	Total # of installation commitment missed	0	0	0	0	0	1	0	0	1	0	0	0	
	% of commitment met	100%	100%	100%	100%	100%	89%	100%	100%	92%	100%	100%	100%	
Customers	Acct # for voice or bundle, res+bus	1,901	1,888	1,876	1878	1872	1862	1,850	1,842	1,827	1816	1815	1821	
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	2,124	2,104	2,105
		Total # of trouble reports	16	15	12	11	10	30	31	22	17	16	26	13
		% of trouble reports	0.73%	0.68%	0.55%	0.51%	0.46%	1.38%	1.44%	1.02%	0.80%	0.75%	1.24%	0.62%
	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	13	14	7	
	Total # of repair tickets restored in ≤ 24hrs	7	6	4	3	4	16	12	12	7	1	14	6	
	% of repair tickets restored ≤ 24 Hours	87.50%	100.00%	100.00%	75.00%	100.00%	69.57%	85.71%	70.59%	77.78%	7.69%	100.00%	85.71%	
	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	13485.35	49.13	56.85	
	Avg. outage duration (hh:mm)	12.66	5.92	5.97	15.14	9.06	17.75	12.90	41.90	23.21	1037.33	3.51	8.12	
Indicate if catastrophic event is in a month														
Unadjusted Out of Service Report	Total # of outage report tickets	8	6	4	4	4	23	14	17	9	13	14	7	
	Total # of repair tickets restored in ≤ 24hrs	4	4	2	2	4	15	8	5	2	1	6	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%	7.69%	42.86%	28.57%	
	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	16192.03	437.48	333.88	
	Avg. outage duration (hh:mm)	31.35	17.76	70.09	37.77	8.88	28.10	26.44	80.26	48.11	1245.54	31.25	47.70	
Refunds	Number of customers who received refunds	0	0	0	1	0	1	1	0	1	0	0	0	
	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

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	0	10	1	5	1	2	
	Total # of service orders	0	3	2	1	2	2	0	2	1	3	1	2	
	Avg. # of business days	#DIV/0!	2.67	3.00	1.00	5.50	2.00	#DIV/0!	5.00	1.00	1.67	1.00	1.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	3	2	1	2	2	0	2	1	3	1	2	
	Total # of installation commitment met	0	3	2	1	2	2	0	2	1	3	1	2	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	#DIV/0!	100%	100%	100%	100%	100%	#DIV/0!	100%	100%	100%	100%	100%	
Customers	Acct # for voice or bundle, res+bus	314	310	310	308	305	306	304	296	291	294	294	294	
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	350	346	339	336	337	338
		Total # of trouble reports	5	5	3	4	6	17	3	6	1	13	11	4
		% of trouble reports	1.38%	1.40%	0.85%	1.13%	1.71%	4.87%	0.86%	1.73%	0.29%	3.87%	3.26%	1.18%
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	1	7	4	
	Total # of repair tickets restored in < 24hrs	3	3	1	1	1	8	2	3	0	1	7	3	
	% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%	50.00%	100.00%	61.54%	66.67%	50.00%	#DIV/0!	100.00%	100.00%	75.00%	
	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	0.65	21.12	34.85	
	Avg. outage duration (hh:mm)	11.01	2.71	1.40	25.88	5.57	22.21	12.59	97.66	#DIV/0!	0.65	3.02	8.71	
	Indicate if catastrophic 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	1	7	4	
	Total # of repair tickets restored in < 24hrs	1	2	1	1	1	8	1	1	0	1	3	1	
	% of repair tickets restored ≤ 24 Hours	33%	67%	100%	50.00%	100.00%	61.54%	33%	17%	#DIV/0!	100.00%	42.86%	25.00%	
	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	0.65	217.85	176.4	
	Avg. outage duration (hh:mm)	30.74	13.69	2.98	37.79	4.22	36.84	20.04	151.99	#DIV/0!	0.65	31.12	44.10	
Refunds	Number of customers who received refunds	0	0	0	1	0	1	0	0	0	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	0	0	
	Total # of service orders	1	0	0	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!	#DIV/0!	#DIV/0!	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	0	0	0	0	0	0	0	0	0	0	
	Total # of installation commitment met	1	0	0	0	0	0	0	0	0	0	0	
	Total # of installation commitment missed	0	0	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!	#DIV/0!	#DIV/0!	
Customers	Acct # for voice or bundle, res+bus	61	61	59	60	60	60	60	60	60	59	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	96	95	95	94	97	97	97	97	97	97	92
		Total # of trouble reports	0	1	0	2	0	1	2	0	0	0	1
		% of trouble reports	0.00%	1.05%	0.00%	2.13%	0.00%	1.03%	2.06%	0.00%	0.00%	0.00%	1.09%
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	0	1	
	Total # of repair tickets restored in < 24hrs	0	1	0	0	0	0	1	0	0	0	1	
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	100.00%	#DIV/0!	#DIV/0!	#DIV/0!	0.00%	100.00%	#DIV/0!	#DIV/0!	#DIV/0!	100.00%	
	Sum of the duration of all outages (hh:mm)	0	2:23	0	0	0	28:45	3:82	0	0	0	18:58	
	Avg. outage duration (hh:mm)	#DIV/0!	2:23	#DIV/0!	#DIV/0!	#DIV/0!	28:45	3:82	#DIV/0!	#DIV/0!	#DIV/0!	0:00	
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	0	1	0	0	0	1	1	0	0	0	1	
	Total # of repair tickets restored in < 24hrs	0	1	0	0	0	0	1	0	0	0	1	
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!	0.00%	100%	#DIV/0!	#DIV/0!	#DIV/0!	50.00%	
	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	0	25:97	
	Avg. outage duration (hh:mm)	#DIV/0!	5:48	#DIV/0!	#DIV/0!	#DIV/0!	28:43	20:82	#DIV/0!	#DIV/0!	#DIV/0!	25:97	
Refunds	Number of customers who received refunds	0	0	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	33	43	85	
	Total # of service orders	9	8	5	10	7	7	10	18	8	9	11	14	
	Avg. # of business days	3.11	5.38	4.20	6.30	3.29	4.43	3.80	7.50	4.38	3.67	3.91	6.07	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	9	8	5	10	7	7	10	18	8	9	11	14	
	Total # of installation commitment met	9	8	5	10	7	6	10	18	8	9	11	14	
	Total # of installation commitment missed	0	0	0	0	0	1	0	0	0	0	0	0	
	% of commitment met	100%	100%	100%	100%	100%	86%	100%	100%	100%	100%	100%	100%	
Customers	Acct # for voice or bundle, res+bus	1208	1200	1192	1193	1188	1179	1170	1173	1161	1151	1150	1155	
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	1311	1309	1305	1298	1283	1288
		Total # of trouble reports	9	5	7	1	1	8	22	8	11	1	13	5
		% of trouble reports	0.66%	0.37%	0.52%	0.08%	0.08%	0.60%	1.68%	0.61%	0.84%	0.08%	1.01%	0.39%
	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	0	6	1	
	Total # of repair tickets restored in ≤ 24hrs	4	0	2	0	1	6	9	5	6	0	6	1	
	% of repair tickets restored ≤ 24 Hours	80.00%	#DIV/0!	100.00%	#DIV/0!	100.00%	100.00%	100.00%	100.00%	85.71%	#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	62.53	14.62	129.97	0	28.02	3.42	
	Avg. outage duration (hh:mm)	13.65	#DIV/0!	51.40	#DIV/0!	3.18	5.65	6.95	2.92	18.57	#DIV/0!	4.67	3.42	
	Indicate if catastrophic event is in a month													
Unadjusted Out of Service Report	Total # of outage report tickets	5	0	2	0	1	6	9	5	7	0	6	1	
	Total # of repair tickets restored in ≤ 24hrs	3	0	1	0	1	6	6	1	2	0	3	0	
	% of repair tickets restored ≤ 24 Hours	60%	#DIV/0!	50%	#DIV/0!	100.00%	100.00%	67%	20%	29%	#DIV/0!	50.00%	0.00%	
	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	0	193.67	74.43	
	Avg. outage duration (hh:mm)	31.72	#DIV/0!	29.19	#DIV/0!	3.78	5.64	20.97	61.19	40.05	#DIV/0!	32.28	74.43	
	Avg. outage duration (hh:mm)	31.72	#DIV/0!	29.19	#DIV/0!	3.78	5.64	20.97	61.19	40.05	#DIV/0!	32.28	74.43	
Refunds	Number of customers who received refunds	0	0	0	0	0	0	1	0	0	0	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: _____

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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	0	0	0	
	Total # of service orders	2	0	0	1	0	0	0	0	1	0	0	0	
	Avg. # of business days	3.50	#DIV/0!	#DIV/0!	1.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	5.00	#DIV/0!	#DIV/0!	#DIV/0!	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2	0	0	1	0	0	0	0	1	0	0	0	
	Total # of installation commitment met	2	0	0	1	0	0	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	100%	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0%	#DIV/0!	#DIV/0!	#DIV/0!	
Customers	Acct # for voice or bundle, res+bus	63	63	61	60	58	58	58	56	58	58	58	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	93	93	93
		Total # of trouble reports	0	4	0	2	1	0	0	6	4	1	1	0
		% of trouble reports	0.00%	4.04%	0.00%	2.06%	1.04%	0.00%	0.00%	6.45%	4.40%	1.08%	1.08%	0.00%
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	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	0	2	0	2	1	0	0	4	1	0	0	0	
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	100.00%	#DIV/0!	100.00%	100.00%	#DIV/0!	#DIV/0!	66.67%	50.00%	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	0	25.17	0	8.82	6.13	0	0	111.8	78.88	0	0	0	
	Avg. outage duration (hh:mm)	#DIV/0!	12.59	#DIV/0!	4.41	6.13	#DIV/0!	#DIV/0!	18.63	39.44	#DIV/0!	#DIV/0!	#DIV/0!	
Indicate if catastrophic event is in a month														
Unadjusted Out of Service Report	Total # of outage report tickets	0	2	0	2	1	0	0	6	2	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	0	1	0	1	1	0	0	3	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	#DIV/0!	50%	#DIV/0!	50.00%	100.00%	#DIV/0!	#DIV/0!	50%	0%	#DIV/0!	#DIV/0!	#DIV/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	0	0	0	
	Avg. outage duration (hh:mm)	#DIV/0!	30.01	#DIV/0!	37.74	6.12	#DIV/0!	#DIV/0!	24.43	76.35	#DIV/0!	#DIV/0!	#DIV/0!	
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	1	0	0	0	
	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	1	17	1	3	19		
	Total # of service orders	2	0	2	2	5	0	1	2	1	1	3		
	Avg. # of business days	16.50	#DIV/0!	4.50	2.50	4.40	#DIV/0!	#DIV/0!	1.00	8.50	1.00	6.33		
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2	0	2	0	0	0	1	2	1	1	3		
	Total # of installation commitment met	2	0	2	2	5	0	1	2	1	1	3		
	Total # of installation commitment missed	0	0	0	2	5	0	0	0	0	0	0		
	% of commitment met	100%	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100%	100%	100%	100%		
Customers	Acct # for voice or bundle, res+bus	255	254	254	257	261	259	258	257	257	254	255	256	
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	300	299	294
		Total # of trouble reports	2	0	2	2	2	4	4	2	1	1	0	2
		% of trouble reports	0.67%	0.00%	0.67%	0.67%	0.66%	1.32%	1.32%	0.66%	0.33%	0.33%	0.00%	0.68%
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	0	0		
	Total # of repair tickets restored in < 24hrs	0	0	1	0	1	2	0	0	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!	#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	0	0		
	Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	5:35	#DIV/0!	21:37	19:04	76:48	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!		
	Indicate if catastrophic event is in a month													
Unadjusted Out of Service Report	Total # of outage report tickets	0	0	1	0	1	3	1	0	0	0	0		
	Total # of repair tickets restored in < 24hrs	0	0	0	0	1	1	0	0	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!	#DIV/0!	#DIV/0!		
	Sum of the duration of all outages (hh:mm)	0:00	0:00	2:19:00	0	21:37	105:17	100:47	0:00	2:19:00	0	0		
	Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	2:19:00	#DIV/0!	21:37	35:06	100:47	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!		
Refunds	Number of customers who received refunds	0	0	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: _____

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