

UNADJUSTED

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

Company Name: Happy Valley Telephone Company
Reporting Unit Type: Total E | W

U#: 1021 Report Year: 2019
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	67	61	41	52	88	78	25	59	53	50	91	44	
	Total # of service orders	15	11	13	10	18	14	8	14	14	12	19	8	
	Avg. # of business days	4.47	5.55	3.15	5.20	4.89	5.57	3.13	4.21	3.79	4.17	4.79	5.50	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	15	11	13	10	18	14	8	14	14	12	19	8	
	Total # of installation commitment met	15	11	13	9	16	11	7	13	12	9	17	7	
	Total # of installation commitment missed	0	0	0	1	2	3	1	1	2	3	2	1	
Customers	% of commitment met	100%	100%	100%	90%	89%	79%	88%	93%	86%	75%	89%	88%	
	Acct # for voice or bundle, res+bus	1,818	1,810	1,810	1,799	1,792	1,780	1,766	1,762	1,757	1,740	1,733	1,724	
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	2109	2099	2092	2089	2080	2072	2064	2049	2051	2,033	2,023	2,013
		Total # of trouble reports	19	44	29	25	26	19	18	22	17	18	14	28
		% of trouble reports	0.90%	2.10%	1.39%	1.20%	1.25%	0.92%	0.87%	1.07%	0.83%	0.89%	0.69%	1.39%
	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	13	30	15	12	19	11	7	18	10	10	10	17	
	Total # of repair tickets restored in ≤ 24hrs	12	13	8	10	17	11	6	15	6	5	9	12	
	% of repair tickets restored ≤ 24 Hours	92.31%	43.33%	53.33%	83.33%	89.47%	100.00%	85.71%	83.33%	60.00%	50.00%	90.00%	70.59%	
	Sum of the duration of all outages (hh:mm)	136.68	2067.8	1058.17	1369.27	246.97	66.07	49.88	318.18	335.15	257.03	128.08	641.7	
	Avg. outage duration (hh:mm)	10.51	68.93	70.54	114.11	13.00	6.01	7.13	17.68	33.52	25.70	12.81	37.75	
Indicate if catastrophic event is in a month		Yes	Yes											
Unadjusted Out of Service Report	Total # of outage report tickets	13	30	15	12	19	11	7	18	10	10	10	17	
	Total # of repair tickets restored in ≤ 24hrs	4	3	2	4	2	4	4	9	2	5	5	0	
	% of repair tickets restored ≤ 24 Hours	30.77%	10.00%	13.33%	33.33%	10.53%	36.36%	57.14%	50.00%	20.00%	50.00%	50.00%	0.00%	
	Sum of the duration of all outages (hh:mm)	530.50	3078.77	2379.47	2113.72	1631.30	668.80	197.37	643.00	734.50	351.17	514.63	2161.05	
	Avg. outage duration (hh:mm)	40.81	102.63	158.63	176.14	85.86	60.80	28.20	35.72	73.45	35.12	51.46	127.12	
Refunds	Number of customers who received refunds	0	0	4	1	2	3	1	3	4	0	1	1	
	Monthly amount of refunds	\$ -	\$ -	\$ 78.11	\$ 26.35	\$ 70.90	\$ 86.72	\$ 48.20	\$ 86.25	\$ 118.55	\$ -	\$ 35.85	\$ 43.92	
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													

This report is UNADJUSTED for the severe weather in February/March/April and the Fires in the 4th quarter.

Primary Utility Contact Information

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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)