

**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 | 10 | 1 | 1 | | | | | | | | | |
| | Total # of service orders | 3 | 1 | 1 | | | | | | | | | |
| | Avg. # of business days | 3.33 | 1.00 | 1.00 | | | | | | | | | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 3 | 1 | 1 | | | | | | | | | |
| | Total # of installation commitment met | 3 | 1 | 1 | | | | | | | | | |
| | Total # of installation commitment missed | 0 | 0 | 0 | | | | | | | | | |
| | % of commitment met | 0% | 100% | 100% | | | | | | | | | |
| Customers | Acct # for voice or bundle, res+bus | 291 | 290 | 289 | | | | | | | | | |
| 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 | 336 | 333 | 331 | | | | | | | | |
| | | Total # of trouble reports | 6 | 18 | 6 | | | | | | | | |
| | | % of trouble reports | 1.79% | 5.41% | 1.81% | | | | | | | | |
| Adjusted Out of Service Report Min. standard = 90% within 24 hrs | Total # of outage report tickets | 6 | 18 | 2 | | | | | | | | | |
| | Total # of repair tickets restored in < 24hrs | 6 | 4 | 2 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 100.00% | 450.00% | 100.00% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 21.32 | 1698.85 | 6.38 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 3.55 | 94.38 | 3.19 | | | | | | | | | |
| | Indicate if catastrophic event is in a month | | | | | | | | | | | | |
| Unadjusted Out of Service Report | Total # of outage report tickets | 6 | 18 | 2 | | | | | | | | | |
| | Total # of repair tickets restored in < 24hrs | 2 | 2 | 0 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 33% | 11% | 0% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 270.63 | 2172.47 | 145.50 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 45.11 | 120.69 | 72.75 | | | | | | | | | |
| Refunds | Number of customers who received refunds | 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: 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 | 0 | 0 | 0 | | | | | | | | | |
| | Total # of service orders | 0 | 0 | 0 | | | | | | | | | |
| | Avg. # of business days | #DIV/0! | #DIV/0! | #DIV/0! | | | | | | | | | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 0 | 0 | 0 | | | | | | | | | |
| | Total # of installation commitment met | 0 | 0 | 0 | | | | | | | | | |
| | Total # of installation commitment missed | 0 | 0 | 0 | | | | | | | | | |
| | % of commitment met | #DIV/0! | #DIV/0! | #DIV/0! | | | | | | | | | |
| Customers | Acct # for voice or bundle, res+bus | 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 | 92 | 92 | 92 | | | | | | | | |
| | | Total # of trouble reports | 0 | 0 | 4 | | | | | | | | |
| | | % of trouble reports | 0.00% | 0.00% | 4.35% | | | | | | | | |
| Adjusted Out of Service Report Min. standard = 90% within 24 hrs | Total # of outage report tickets | 0 | 0 | 3 | | | | | | | | | |
| | Total # of repair tickets restored in < 24hrs | 0 | 0 | 1 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | #DIV/0! | #DIV/0! | 33.33% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 0 | 0 | 346.38 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | #DIV/0! | #DIV/0! | 115.46 | | | | | | | | | |
| Indicate if catastrophic event is in a month | | | | | | | | | | | | | |
| Unadjusted Out of Service Report | Total # of outage report tickets | 0 | 0 | 3 | | | | | | | | | |
| | Total # of repair tickets restored in < 24hrs | 0 | 0 | 1 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | #DIV/0! | #DIV/0! | 33% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 0.00 | 0.00 | 591.28 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | #DIV/0! | #DIV/0! | 197.09 | | | | | | | | | |
| Refunds | Number of customers who received refunds | 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 | 52 | 56 | 32 | | | | | | | | | |
| | Total # of service orders | 11 | 9 | 10 | | | | | | | | | |
| | Avg. # of business days | 4.73 | 6.22 | 3.20 | | | | | | | | | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 11 | 9 | 10 | | | | | | | | | |
| | Total # of installation commitment met | 11 | 9 | 10 | | | | | | | | | |
| | Total # of installation commitment missed | 0 | 0 | 0 | | | | | | | | | |
| | % of commitment met | 100% | 100% | 100% | | | | | | | | | |
| Customers | Acct # for voice or bundle, res+bus | 1155 | 1150 | 1147 | | | | | | | | | |
| 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 | 1291 | 1282 | 1278 | | | | | | | | |
| | | Total # of trouble reports | 9 | 22 | 14 | | | | | | | | |
| | | % of trouble reports | 0.70% | 1.72% | 1.10% | | | | | | | | |
| | 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 | 4 | 11 | 7 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 3 | 8 | 4 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 75.00% | 72.73% | 57.14% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 97.97 | 362.82 | 400.33 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 24.49 | 32.98 | 57.19 | | | | | | | | | |
| | Indicate if catastrophic event is in a month | | | | | | | | | | | | |
| Unadjusted Out of Service Report | Total # of outage report tickets | 4 | 11 | 7 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 2 | 1 | 1 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 50% | 9% | 14% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 137.90 | 776.46 | 871.35 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 34.48 | 70.59 | 124.48 | | | | | | | | | |
| Refunds | Number of customers who received refunds | 0 | 0 | 4 | | | | | | | | | |
| | Monthly amount of refunds | \$ - | \$ - | \$ 78.11 | | | | | | | | | |
| 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 | 0 | 0 | 0 | | | | | | | | | |
| | Total # of service orders | 0 | 0 | 0 | | | | | | | | | |
| | Avg. # of business days | #DIV/0! | #DIV/0! | #DIV/0! | | | | | | | | | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 0 | 0 | 0 | | | | | | | | | |
| | Total # of installation commitment met | 0 | 0 | 0 | | | | | | | | | |
| | Total # of installation commitment missed | 0 | 0 | 0 | | | | | | | | | |
| | % of commitment met | #DIV/0! | #DIV/0! | #DIV/0! | | | | | | | | | |
| Customers | Acct # for voice or bundle, res+bus | 58 | 55 | 57 | | | | | | | | | |
| 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 | 93 | 93 | 92 | | | | | | | | |
| | | Total # of trouble reports | 0 | 2 | 1 | | | | | | | | |
| | | % of trouble reports | 0.00% | 2.15% | 1.09% | | | | | | | | |
| Adjusted Out of Service Report Min. standard = 90% within 24 hrs | Total # of outage report tickets | 0 | 1 | 0 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 0 | 1 | 0 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | #DIV/0! | 100.00% | #DIV/0! | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 0 | 6.13 | 0 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | #DIV/0! | 6.13 | #DIV/0! | | | | | | | | | |
| | Indicate if catastrophic event is in a month | | | | | | | | | | | | |
| Unadjusted Out of Service Report | Total # of outage report tickets | 0 | 1 | 0 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 0 | 0 | 0 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | #DIV/0! | 0% | #DIV/0! | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 0.00 | 129.83 | 0.00 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | #DIV/0! | 129.83 | #DIV/0! | | | | | | | | | |
| Refunds | Number of customers who received refunds | 0 | 0 | 0 | | | | | | | | | |
| | Monthly amount of refunds | \$ 0 | \$ 0 | \$ 0 | | | | | | | | | |
| 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: 2019

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 | 5 | 4 | 8 | | | | | | | | | |
| | Total # of service orders | 1 | 1 | 2 | | | | | | | | | |
| | Avg. # of business days | 5.00 | 4.00 | 4.00 | | | | | | | | | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 1 | 1 | 2 | | | | | | | | | |
| | Total # of installation commitment met | 1 | 1 | 2 | | | | | | | | | |
| | Total # of installation commitment missed | 0 | 0 | 0 | | | | | | | | | |
| | % of commitment met | 100% | 100% | 100% | | | | | | | | | |
| Customers | Acct # for voice or bundle, res+bus | 256 | 257 | 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 | 299 | 299 | | | | | | | | |
| | | Total # of trouble reports | 4 | 2 | 4 | | | | | | | | |
| | | % of trouble reports | 1.35% | 0.67% | 1.34% | | | | | | | | |
| Adjusted Out of Service Report Min. standard = 90% within 24 hrs | Total # of outage report tickets | 3 | 0 | 3 | | | | | | | | | |
| | Total # of repair tickets restored in < 24hrs | 3 | 0 | 1 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 100.00% | #DIV/0! | 33.33% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 17.4 | 0 | 305.07 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 5.80 | #DIV/0! | 101.69 | | | | | | | | | |
| | Indicate if catastrophic event is in a month | | | | | | | | | | | | |
| Unadjusted Out of Service Report | Total # of outage report tickets | 3 | 0 | 3 | | | | | | | | | |
| | Total # of repair tickets restored in < 24hrs | 0 | 0 | 0 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 0% | #DIV/0! | 0% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 121.96 | 0.00 | 771.35 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 40.65 | #DIV/0! | 257.12 | | | | | | | | | |
| Refunds | Number of customers who received refunds | 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)