

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

Company Name: Happy Valley Telephone Company

U#: 1021

Report Year: 2022

Reporting Unit Type: Total E | W

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed						081122			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	50	40	18	28	70	45										
	Total # of service orders	8	14	5	9	11	8										
	Avg. # of business days	6.25	2.86	3.60	3.11	6.36	5.63	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!				
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	8	14	5	9	11	8										
	Total # of installation commitment met	6	12	5	9	10	7										
	Total # of installation commitment missed	2	2	0	0	1	1										
	% of commitment met	75%	86%	100%	100%	91%	88%	#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	1,559	1,554	1,552													
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	1798	1798	1790	1790	1754	1745									
		Total # of trouble reports	35	28	31	28	22	72									
		% of trouble reports	1.95%	1.56%	1.73%	1.56%	1.25%	4.13%									
	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	26	17	25	17	14	28										
	Total # of repair tickets restored in ≤ 24hrs	22	14	21	16	13	26										
	% of repair tickets restored ≤ 24 Hours	84.62%	82.35%	84.00%	94.12%	92.86%	92.86%										
	Sum of the duration of all outages (hh:mm)	866.75	326.93	558.76	180.72	86.78	221.53										
	Avg. outage duration (hh:mm)	33.34	19.23	22.35	10.63	6.20	7.91										
	Indicate if catastrophic event is in a month																
Unadjusted Out of Service Report	Total # of outage report tickets	26	17	25	17	14	28										
	Total # of repair tickets restored in ≤ 24hrs	10	6	14	6	5	5										
	% of repair tickets restored ≤ 24 Hours	38.46%	35.29%	56.00%	35.29%	35.71%	17.86%										
	Sum of the duration of all outages (hh:mm)	3564.92	2902.27	1743.68	1770.72	656.17	2762.43										
	Avg. outage duration (hh:mm)	137.11	170.72	69.75	104.16	46.87	98.66										
Refunds	Number of customers who received refunds	12	9	6	6	5	8										
	Monthly amount of refunds	\$ 437.40	\$ 254.88	\$ 227.00	\$ 197.10	\$ 160.62	\$ 262.12										
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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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)