

Adjusted

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

Company Name: Happy Valley Telephone Company

U#: 1021

Report Year: 2023

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date Filed 05/10/23												
		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	17	54	67										
	Total # of service orders	6	6	8										
	Avg. # of business days	2.83	9.00	8.38	#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	6	6	8										
	Total # of installation commitment met	6	4	8										
	Total # of installation commitment missed	0	2	0										
	% of commitment met	100%	67%	100%	#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	1,415	1,403	1,400										
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	1652	1641	1633									
		Total # of trouble reports	37	24	43									
		% of trouble reports	2.24%	1.46%	2.63%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	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	27	11	17										
	Total # of repair tickets restored in ≤ 24hrs	23	10	15										
	% of repair tickets restored ≤ 24 Hours	85.19%	90.91%	88.24%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	291.82	125.72	149.54										
	Avg. outage duration (hh:mm)	10.81	11.43	8.80	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#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	27	11	17										
	Total # of repair tickets restored in ≤ 24hrs	9	3	2										
	% of repair tickets restored ≤ 24 Hours	33.33%	27.27%	11.76%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	1634.78	582.22	2321.85										
	Avg. outage duration (hh:mm)	60.55	52.93	136.58	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Monthly amount of refunds	\$ 532.75	\$ 117.72	\$ 342.70										
Refunds	Number of customers who received refunds	18	3	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)

*TDS is working to implement the new report format for Q2 2023. Sourcing all of the requested data is complex.