

**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)		04/28/22			08/11/22			11/07/22			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	60	182	115			
	Total # of service orders	8	14	5	9	11	8	10	13	10			
	Avg. # of business days	6.25	2.86	3.60	3.11	6.36	5.63	6.00	14.00	11.50	#DIV/0!	#DIV/0!	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	8	14	5	9	11	8	10	13	10			
	Total # of installation commitment met	6	12	5	9	10	7	9	12	9			
	Total # of installation commitment missed	2	2	0	0	1	1	1	2	1			
	% of commitment met	75%	86%	100%	100%	91%	88%	90%	92%	90%	#DIV/0!	#DIV/0!	
Customers	Acct # for voice or bundle, res+bus	1,559	1,554	1,552	1,512	1,508	1,490	1,486	1,482	1,471			
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	1724	1723	1713		
		Total # of trouble reports	35	28	31	28	22	72	26	24	31		
		% of trouble reports	1.95%	1.56%	1.73%	1.56%	1.25%	4.13%	1.51%	1.39%	1.81%	#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	26	17	25	17	14	28	14	19	19			
	Total # of repair tickets restored in ≤ 24hrs	22	14	21	16	13	26	13	19	18			
	% of repair tickets restored ≤ 24 Hours	84.62%	82.35%	84.00%	94.12%	92.86%	92.86%	92.86%	100.00%	94.74%	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	866.75	326.93	558.76	180.72	86.78	221.53	120.87	49.48	99.88			
	Avg. outage duration (hh:mm)	33.34	19.23	22.35	10.63	6.20	7.91	8.63	2.60	5.26	#DIV/0!	#DIV/0!	
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	26	17	25	17	14	28	14	19	19			
	Total # of repair tickets restored in ≤ 24hrs	10	6	14	6	5	5	5	9	6			
	% of repair tickets restored ≤ 24 Hours	38.46%	35.29%	56.00%	35.29%	35.71%	17.86%	35.71%	47.37%	31.58%	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	3564.92	2902.27	1743.68	1770.72	656.17	2762.43	952.27	1888.30	1379.25			
	Avg. outage duration (hh:mm)	137.11	170.72	69.75	104.16	46.87	98.66	68.02	99.38	72.59	#DIV/0!	#DIV/0!	
Refunds	Number of customers who received refunds	12	9	6	6	5	8	7	2	2			
	Monthly amount of refunds	\$ 437.40	\$ 254.88	\$ 227.00	\$ 197.10	\$ 160.62	\$ 262.12	\$ 235.33	\$ 68.90	\$ 57.63			
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)