

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

Company Name: Happy Valley Telephone Company  
Reporting Unit Type:  Total Company  Exchange  Wire Center

U#: 1021 Report Year: 2023  
Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date Filed 05/10/23			8/15/2023			11/8/2023			4th Quarter		
		1st Quarter			2nd Quarter			3rd Quarter			Oct	Nov	Dec
		Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept			
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	17	54	67	11	109	45	39	59	2			
	Total # of service orders	6	6	8	2	6	6	5	10	2			
	Avg. # of business days	2.83	9.00	8.38	5.50	18.17	7.50	7.80	5.90	1.00	#DIV/0!	#DIV/0!	#DIV/0!
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	6	6	8	2	6	6	5	10	2			
	Total # of installation commitment met	6	4	8	2	6	5	4	10	2			
	Total # of installation commitment missed	0	2	0	0	0	1	1	0	0			
<b>Customers</b>	% of commitment met	100%	67%	100%	100%	100%	83%	80%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!
<b>Customer Trouble Report</b>	Acct # for voice or bundle, res+bus	1,415	1,403	1,400	1,379	1,368	1,357	1,345	1,340	1,326			
<b>Min. Standard</b>	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	1617	1601	1592	1574	1566	1557		
		Total # of trouble reports	37	24	43	25	21	85	40	26	24		
		% of trouble reports	2.24%	1.46%	2.63%	1.55%	1.31%	5.34%	2.54%	1.66%	1.54%		
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	27	11	17	7	12	39	31	19	19			
	Total # of repair tickets restored in ≤ 24hrs	23	10	15	6	11	36	27	19	17			
	% of repair tickets restored ≤ 24 Hours	85.19%	90.91%	88.24%	85.71%	91.67%	92.31%	87.10%	100.00%	89.47%			
	Sum of the duration of all outages (hh:mm)	291.82	125.72	149.54	186.88	176.38	231.8	933.22	68.83	309.82			
	Avg. outage duration (hh:mm)	10.81	11.43	8.80	26.70	14.70	5.94	30.10	3.62	16.31			
	Indicate if catastrophic event is in a month												
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	27	11	17	7	12	39	31	19	19			
	Total # of repair tickets restored in ≤ 24hrs	9	3	2	1	4	18	14	7	4			
	% of repair tickets restored ≤ 24 Hours	33.33%	27.27%	11.76%	14.29%	33.33%	46.15%	45.16%	36.84%	21.05%			
	Sum of the duration of all outages (hh:mm)	1634.78	582.22	2321.85	675.45	1151.10	4209.46	4654.09	1223.08	3454.85			
	Avg. outage duration (hh:mm)	60.55	52.93	136.58	96.49	95.93	107.93	150.13	64.37	181.83			
<b>Refunds</b>	Number of customers who received refunds	18	3	12	2	3	5	3	8	6			
	Monthly amount of refunds	\$ 532.75	\$ 117.72	\$ 342.70	\$ 62.74	\$ 112.98	\$ 224.60	\$ 98.55	\$ 254.97	\$ 225.95			
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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: Gail Long

Phone: 608-664-2923

Email: Gail.long@tdstelecom.com

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)

\*The new raw data format can be found in the last 3 tabs of this excel file - beginning Q2 2023.