

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

Company Name: Happy Valley Telephone Company

U#: 1010C

Report Year: 2024

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		05/02/24			8/5/2024			11/8/2024			1/30/2025			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	6	29	48	41	39	16	21	28	13	10	10	12	
	Total # of service orders	2	6	6	7	7	4	6	3	5	4	4	3	
	Avg. # of business days	3.00	4.83	8.00	5.86	5.57	4.00	3.50	9.33	2.60	2.50	2.50	4.00	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	2	6	6	7	7	4	6	3	5	4	4	3	
	Total # of installation commitment met	2	6	5	5	7	3	6	3	5	4	4	3	
	Total # of installation commitment missed	0	0	1	2	0	1	0	0	0	0	0	0	
	% of commitment met	100%	100%	83%	71%	100%	75%	100%	100%	100%	100%	100%	100%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	1,280	1,270	1,265	1,254	1,245	1,234	1,215	1,204	1,194	1,184	1,174	1,159	
<b>Customer Trouble Report</b>														
<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	1511	1488	1483	1473	1468	1454	1446	1427	1415	1,405	1,391	1,366
		Total # of trouble reports	37	33	44	35	29	27	21	30	18	28	20	24
		% of trouble reports	2.45%	2.22%	2.97%	2.38%	1.98%	1.86%	1.45%	2.10%	1.27%	1.99%	1.44%	1.76%
	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	28	20	21	25	11	14	11	25	9	15	18	16	
	Total # of repair tickets restored in ≤ 24hrs	27	19	20	25	10	13	10	24	8	14	16	15	
	% of repair tickets restored ≤ 24 Hours	96.43%	95.00%	95.24%	100.00%	90.91%	92.86%	90.91%	96.00%	88.89%	93.33%	88.89%	93.75%	
	Sum of the duration of all outages (hh:mm)	234.98	213	121.8	97.87	512.47	75.83	68.5	187.63	100.05	96.78	153.98	111.03	
	Avg. outage duration (hh:mm)	8.39	10.65	5.80	3.91	46.59	5.42	6.23	7.51	11.12	6.45	8.55	6.94	
	Indicate if catastrophic event is in a month													
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	28	20	21	25	11	13	11	25	9	15	18	16	
	Total # of repair tickets restored in ≤ 24hrs	9	7	2	8	2	4	7	14	3	5	4	4	
	% of repair tickets restored ≤ 24 Hours	32.14%	35.00%	9.52%	32.00%	18.18%	30.77%	63.64%	56.00%	33.33%	33.33%	22.22%	25.00%	
	Sum of the duration of all outages (hh:mm)	2039.88	1497.47	1632.97	2057.24	1159.45	886.35	442.68	1042.21	633.87	709.88	651.07	1320.42	
	Avg. outage duration (hh:mm)	72.85	74.87	77.76	82.29	105.40	68.18	40.24	41.69	70.43	47.33	36.17	82.53	
<b>Refunds</b>	Number of customers who received refunds	18	8	11	9	6	6	3	4	2	2	3	4	
	Monthly amount of refunds	\$ 512.51	\$ 242.89	\$ 290.71	\$ 243.10	\$ 170.10	\$ 127.62	\$ 75.55	\$ 108.40	\$ 56.70	\$ 50.70	\$ 81.55	\$ 101.40	
<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..