

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

Company Name: Happy Valley Telephone Company

U#: 1021

Report Year: 2024

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		05/02/24			2nd Quarter			3rd Quarter			4th Quarter			
		1st Quarter			Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	
		Jan	Feb	Mar										
Installation Interval Min. standard = 5 bus. days	Total # of business days	6	29	48										
	Total # of service orders	2	6	6										
	Avg. # of business days	3.00	4.83	8.00										
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2	6	6										
	Total # of installation commitment met	2	6	5										
	Total # of installation commitment missed	0	0	1										
	% of commitment met	100%	100%	83%										
Customers	Acct # for voice or bundle, res+bus	1,280	1,270	1,265										
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	1511	1488	1483									
		Total # of trouble reports	37	33	44									
		% of trouble reports	2.45%	2.22%	2.97%									
	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	28	20	21										
	Total # of repair tickets restored in ≤ 24hrs	27	19	20										
	% of repair tickets restored ≤ 24 Hours	96.43%	95.00%	95.24%										
	Sum of the duration of all outages (hh:mm)	234.98	213	121.8										
	Avg. outage duration (hh:mm)	8.39	10.65	5.80										
	Indicate if catastrophic event is in a month													
Unadjusted Out of Service Report	Total # of outage report tickets	28	20	21										
	Total # of repair tickets restored in ≤ 24hrs	9	7	2										
	% of repair tickets restored ≤ 24 Hours	32.14%	35.00%	9.52%										
	Sum of the duration of all outages (hh:mm)	2039.88	1497.47	1632.97										
	Avg. outage duration (hh:mm)	72.85	74.87	77.76										
	Number of customers who received refunds	18	8	11										
Refunds	Monthly amount of refunds	\$ 512.51	\$ 242.89	\$ 290.71										
	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)