

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

Company Name: Happy Valley Telephone Company

U#: 1010C

Report Year: 2025

Reporting Unit Type: ☒ Total Company ☐ Exchange ☐ Wire Center

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		5/5/2025			8/13/2025			11/6/2025					
		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	18	12	16	18	9	0	26	48	10			
	Total # of service orders	6	6	5	6	4	0	5	7	4			
	Avg. # of business days	3.00	2.00	3.20	3.00	2.25	#DIV/0!	5.20	6.86	2.50			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	6	6	5	6	4	0	5	7	4			
	Total # of installation commitment met	5	6	5	6	4	0	4	3	4			
	Total # of installation commitment missed	1	0	0	0	0	0	1	4	0			
	% of commitment met	83%	100%	100%	100%	100%	#DIV/0!	80%	43%	100%			
Customers	Acct # for voice or bundle, res+bus	1,148	1,138	1,126	1,111	1,097	1,080	1069	1,056	1,040			
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	1350	1341	1326	1311	1301	1274	1265	1252	1235		
		Total # of trouble reports	22	15	24	25	20	41	11	21	15		
		% of trouble reports	1.63%	1.12%	1.81%	1.91%	1.54%	3.22%	0.87%	1.68%	1.21%		
	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	17	10	11	11	12	12	8	18	10			
	Total # of repair tickets restored in ≤ 24hrs	17	9	11	9	12	9	8	14	8			
	% of repair tickets restored ≤ 24 Hours	100.00%	90.00%	100.00%	81.82%	100.00%	75.00%	100.00%	77.78%	80.00%			
	Sum of the duration of all outages (hh:mm)	87.4	65.82	52.22	2601.32	20.22	287.48	36.37	405	229.78			
	Avg. outage duration (hh:mm)	5.14	6.58	4.75	236.48	1.69	23.96	4.55	22.50	22.98			
	Indicate if catastrophonic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	17	10	11	11	12	12	8	18	10			
	Total # of repair tickets restored in ≤ 24hrs	5	6	4	4	2	3	2	4	2			
	% of repair tickets restored ≤ 24 Hours	29.41%	60.00%	36.36%	36.36%	16.67%	25.00%	25.00%	22.22%	20.00%			
	Sum of the duration of all outages (hh:mm)	1121.06	245.46	496.41	3664.38	1636.70	973.75	502.51	3037.83	870.55			
	Avg. outage duration (hh:mm)	65.94	24.55	45.13	333.13	136.39	81.15	62.81	168.77	87.06			
Refunds	Number of customers who received refunds	7	3	3	8	7	6	6	2	4			
	Monthly amount of refunds	\$ 173.95	\$ 85.04	\$ 80.04	\$ 263.92	\$ 199.92	\$ 208.66	\$ 203.45	\$ 96.15	\$ 151.99			
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)

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