

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

Company Name: Happy Valley Telephone Company

U#: 1010C

Report Year: 2026

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

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		5/14/2026			8/14/2026			3rd Quarter			4th Quarter		
		1st Quarter			2nd Quarter			July	Aug	Sept	Oct	Nov	Dec
		Jan	Feb	Mar	Apr	May	Jun						
Installation Interval Min. standard = 5 bus. days	Total # of business days	1	0	2	6	9	4						
	Total # of service orders	1	0	1	3	3	4						
	Avg. # of business days	1.00	#DIV/0!	2.00	2.00	3.00	1.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	0	1	3	3	4						
	Total # of installation commitment met	1	0	1	3	3	4						
	Total # of installation commitment missed	0	0	0	0	0	0						
Customers	% of commitment met	100%	#DIV/0!	100%	100%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	Acct # for voice or bundle, res+bus	998	987	979	964	954	943						
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	1174	1164	1071	1058	1132	1127					
		Total # of trouble reports	10	5	5	6	12	10					
		% of trouble reports	0.85%	0.43%	0.47%	0.57%	1.06%	0.89%	#DIV/0!	#DIV/0!	#DIV/0!	#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	7	4	4	4	9	8						
	Total # of repair tickets restored in ≤ 24hrs	5	3	4	4	7	7						
	% of repair tickets restored ≤ 24 Hours	71.43%	75.00%	100.00%	100.00%	77.78%	87.50%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	Sum of the duration of all outages (hh:mm)	212.8	52.48	17.58	9.88	270.12	98.67						
	Avg. outage duration (hh:mm)	30.40	13.12	4.40	2.47	30.01	12.33	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	7	4	4	4	9	8						
	Total # of repair tickets restored in ≤ 24hrs	0	3	3	3	6	6						
	% of repair tickets restored ≤ 24 Hours	0.00%	75.00%	75.00%	75.00%	66.67%	75.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	Sum of the duration of all outages (hh:mm)	738.74	68.18	39.89	151.32	415.48	127.48						
	Avg. outage duration (hh:mm)	105.53	17.05	9.97	37.83	46.16	15.94	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Refunds	Number of customers who received refunds	8	3	1	0	0	0						
	Monthly amount of refunds	\$ 282.31	\$ 66.16	\$ 62.25	\$ -	\$ -	\$ -						
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

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..