

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

Company Name: Happy Valley Telephone Company

U#: 1021

Report Year: 2022

Reporting Unit Type: Total E | W

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		04/28/22			08/11/22			11/07/22			01/24/23			
		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	50	40	18	28	70	45	60	182	115	31	27	36	
	Total # of service orders	8	14	5	9	11	8	10	13	10	10	5	5	
	Avg. # of business days	6.25	2.86	3.60	3.11	6.36	5.63	6.00	14.00	11.50	3.10	5.40	7.20	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	8	14	5	9	11	8	10	13	10	10	5	5	
	Total # of installation commitment met	6	12	5	9	10	7	9	12	9	9	5	5	
	Total # of installation commitment missed	2	2	0	0	1	1	1	2	1	1	0	0	
	% of commitment met	75%	86%	100%	100%	91%	88%	90%	92%	90%	90%	100%	100%	
Customers	Acct # for voice or bundle, res+bus	1,559	1,554	1,552	1,512	1,508	1,490	1,486	1,482	1,471	1,461	1,440	1,427	
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	1798	1798	1790	1790	1754	1745	1724	1723	1713	1,703	1,683	1,670
		Total # of trouble reports	35	28	31	28	22	72	26	24	31	24	12	37
		% of trouble reports	1.95%	1.56%	1.73%	1.56%	1.25%	4.13%	1.51%	1.39%	1.81%	1.41%	0.71%	2.22%
	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	26	17	25	17	14	28	14	19	19	15	9	26	
	Total # of repair tickets restored in ≤ 24hrs	22	14	21	16	13	26	13	19	18	11	5	21	
	% of repair tickets restored ≤ 24 Hours	84.62%	82.35%	84.00%	94.12%	92.86%	92.86%	92.86%	100.00%	94.74%	73.33%	55.56%	80.77%	
	Sum of the duration of all outages (hh:mm)	866.75	326.93	558.76	180.72	86.78	221.53	120.87	49.48	99.88	279.18	366.95	391.30	
	Avg. outage duration (hh:mm)	33.34	19.23	22.35	10.63	6.20	7.91	8.63	2.60	5.26	18.61	40.77	15.05	
	Indicate if catastrophic event is in a month													
Unadjusted Out of Service Report	Total # of outage report tickets	26	17	25	17	14	28	14	19	19	15	9	26	
	Total # of repair tickets restored in ≤ 24hrs	10	6	14	6	5	5	5	9	6	2	2	5	
	% of repair tickets restored ≤ 24 Hours	38.46%	35.29%	56.00%	35.29%	35.71%	17.86%	35.71%	47.37%	31.58%	13.33%	22.22%	19.23%	
	Sum of the duration of all outages (hh:mm)	3564.92	2902.27	1743.68	1770.72	656.17	2762.43	952.27	1888.30	1379.25	2425.43	774.85	1809.08	
	Avg. outage duration (hh:mm)	137.11	170.72	69.75	104.16	46.87	98.66	68.02	99.38	72.59	161.70	86.09	69.58	
	Number of customers who received refunds	12	9	6	6	5	8	7	2	2	13	17	6	
Refunds	Monthly amount of refunds	\$ 437.40	\$ 254.88	\$ 227.00	\$ 197.10	\$ 160.62	\$ 262.12	\$ 235.33	\$ 68.90	\$ 57.63	\$ 377.76	\$ 468.58	\$ 167.69	
	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)