

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

Company Name: Winterhaven Telephone Company
Reporting Unit Type: Total Company Exchange Wire Center

U#: 1021 Report Year: 2022
Reporting Unit Name: Single Exchange Company

Measurement (Compile monthly, file quarterly)		Date Filed			08/11/22			Date Filed			Date Filed		
		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	33	17	8	13	25	39						
	Total # of service orders	5	4	3	4	5	10						
	Avg. # of business days	6.60	4.25	2.67	3.25	5.00	3.90						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	5	4	3	4	5	10						
	Total # of installation commitment met	3	4	3	4	4	9						
	Total # of installation commitment missed	2	0	0	0	1	1						
Customers	% of commitment met	60%	100%	100%	100%	80%	90%						
	Acct # for voice or bundle, res+bus	249	252	250	252	240	246						
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											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	515	518	522	527	529	516					
		Total # of trouble reports	6	4	3	4	2	10					
		% of trouble reports	1.17%	0.77%	0.57%	0.76%	0.38%	1.94%					
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	5	4	2	2	0	8						
	Total # of repair tickets restored in ≤ 24hrs	4	4	2	2	0	7						
	% of repair tickets restored ≤ 24 Hours	80%	100%	100%	100%	#DIV/0!	88%						
	Sum of the duration of all outages (hh:mm)	304.02	12.27	5.8	8.22	0	71.68						
	Avg. outage duration (hh:mm)	60.80	3.07	2.90	4.11	#DIV/0!	8.96						
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	5	4	2	2	0	8						
	Total # of repair tickets restored in ≤ 24hrs	2	4	2	0	0	4						
	% of repair tickets restored ≤ 24 Hours	40%	100%	100%	0%	#DIV/0!	50%						
	Sum of the duration of all outages (hh:mm)	399.88	48.1	17.63	142.17	0	346.8						
	Avg. outage duration (hh:mm)	79.98	12.03	8.82	71.09	#DIV/0!	43.35						
Refunds	Number of customers who received refunds	1	2	0	1	1	1						
	Monthly amount of refunds	\$ 27.00	\$ 73.84	\$ -	\$ 27.00	\$ 43.95	\$ 28.75						
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)