

**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: 2023
Reporting Unit Name: Single Exchange Company

Measurement (Compile monthly, file quarterly)		Date Filed 05/10/23			8/15/2023								
		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	10	16	12	4	11	4						
	Total # of service orders	3	4	4	1	3	1						
	Avg. # of business days	3.33	4.00	3.00	4.00	3.67	4.00						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	3	4	4	1	3	1						
	Total # of installation commitment met	3	4	4	1	3	1						
	Total # of installation commitment missed	0	0	0	0	0	0						
Customers	% of commitment met	100%	100%	100%	100%	100%	100%						
	Acct # for voice or bundle, res+bus	276	278	278	274	272	270						
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	540	544	546	541	541	532					
		Total # of trouble reports	24	4	2	1	1	3					
		% of trouble reports	4.44%	0.74%	0.37%	0.18%	0.18%	0.56%					
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	22	4	2	0	1	1						
	Total # of repair tickets restored in ≤ 24hrs	22	4	2	0	1	1						
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	#DIV/0!	100%	100%						
	Sum of the duration of all outages (hh:mm)	46.35	24.55	3.77	0	1.72	1.88						
	Avg. outage duration (hh:mm)	2.11	6.14	1.89	#DIV/0!	1.72	1.88						
Indicate if catastrophic event is in a month													
Unadjusted Out of Service Report	Total # of outage report tickets	22	4	2	0	1	1						
	Total # of repair tickets restored in ≤ 24hrs	21	3	0	0	1	0						
	% of repair tickets restored ≤ 24 Hours	95%	75%	0%	#DIV/0!	100%	0%						
	Sum of the duration of all outages (hh:mm)	77.5	49.93	103.2	0	4.08	69.45						
	Avg. outage duration (hh:mm)	3.52	12.48	51.60	#DIV/0!	4.08	69.45						
Refunds	Number of customers who received refunds	0	0	2	0	0	0						
	Monthly amount of refunds	\$ -	\$ -	\$ 66.40	\$ -	\$ -	\$ -						
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..