

**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: 2021
Reporting Unit Name: Single Exchange Company

Measurement (Compile monthly, file quarterly)		05/05/21			08/11/21			11/09/21			2/07/22			
		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	4	12	5	6	0	7	21	5	11	12	47	8	
	Total # of service orders	1	4	2	2	0	2	5	2	3	2	8	2	
	Avg. # of business days	4.00	3.00	2.50	3.00	#DIV/0!	3.50	4.20	2.50	3.67	6.00	5.88	4.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	4	2	2	0	2	5	2	3	2	8	2	
	Total # of installation commitment met	1	4	2	2	0	2	5	2	2	2	7	2	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	1	0	1	0	
Customers	% of commitment met	100%	100%	100%	100%	#DIV/0!	100%	100%	100%	67%	100%	88%	100%	
	Acct # for voice or bundle, res+bus	234	237	233	234	233	235	235	235	236	237	244	245	
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	526	523	526	526	523	520	523	521	520	521	510	513
		Total # of trouble reports	15	11	6	28	12	4	9	8	4	6	4	2
		% of trouble reports	2.85%	2.10%	1.14%	5.32%	2.29%	0.77%	1.72%	1.54%	0.77%	1.15%	0.78%	0.39%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	13	6	4	20	8	3	5	7	4	5	2	2	
	Total # of repair tickets restored in ≤ 24hrs	13	6	4	16	8	2	5	7	4	5	2	2	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	80%	100%	67%	100%	100%	100%	100%	100%	100%	
	Sum of the duration of all outages (hh:mm)	65.72	15.28	18.85	293.75	48.72	36	18.3	25.72	31.27	33.23	9.03	6.67	
	Avg. outage duration (hh:mm)	5.06	2.55	4.71	14.69	6.09	12.00	3.66	3.67	7.82	6.65	4.52	3.34	
Indicate if catastrophic event is in a month														
Unadjusted Out of Service Report	Total # of outage report tickets	13	6	4	20	8	3	5	7	4	5	2	2	
	Total # of repair tickets restored in ≤ 24hrs	8	5	3	6	7	0	3	3	2	4	0	1	
	% of repair tickets restored ≤ 24 Hours	62%	83%	75%	30%	88%	0%	60%	43%	50%	80%	0%	50%	
	Sum of the duration of all outages (hh:mm)	246.02	157.35	93.12	797.03	110.02	149	135.93	318.05	225.12	82.62	57.9	57.23	
	Avg. outage duration (hh:mm)	18.92	26.23	23.28	39.85	13.75	49.67	27.19	45.44	56.28	16.52	28.95	28.62	
Refunds	Number of customers who received refunds	1	10	1	2	44	3	1	0	1	0	1	1	
	Monthly amount of refunds	\$ 18.00	\$ 306.94	\$ 27.00	\$ 72.00	\$ 24,849.44	\$ 72.87	\$ 27.00	\$ -	\$ 34.25	\$ -	\$ 30.49	\$ 32.25	
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													

Credits in May were given due to the Central Office Fire that occurred on March 18, 2021. Service was restored to customers on April 3, 2021.

Primary Utility Contact Information

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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)