

**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)		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	33	17	8	13	25	39	74	74	27	13	26	8	
	Total # of service orders	5	4	3	4	5	10	12	11	5	3	5	2	
	Avg. # of business days	6.60	4.25	2.67	3.25	5.00	3.90	6.17	6.73	5.40	4.33	5.20	4.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	5	4	3	4	5	10	12	11	5	3	5	2	
	Total # of installation commitment met	3	4	3	4	4	9	11	11	3	3	4	2	
	Total # of installation commitment missed	2	0	0	0	1	1	1	0	2	0	1	0	
	% of commitment met	60%	100%	100%	100%	80%	90%	92%	100%	60%	100%	80%	100%	
Customers	Acct # for voice or bundle, res+bus	249	252	250	252	240	246	258	271	272	271	272	273	
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	516	527	540	544	543	540
		Total # of trouble reports	6	4	3	4	2	10	4	8	9	8	2	5
		% of trouble reports	1.17%	0.77%	0.57%	0.76%	0.38%	1.94%	0.78%	1.52%	1.67%	1.47%	0.37%	0.93%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	5	4	2	2	0	8	2	8	7	7	2	4	
	Total # of repair tickets restored in ≤ 24hrs	4	4	2	2	0	7	2	8	7	6	2	4	
	% of repair tickets restored ≤ 24 Hours	80%	100%	100%	100%	#DIV/0!	88%	100%	100%	100%	86%	100%	100%	
	Sum of the duration of all outages (hh:mm)	304.02	12.27	5.8	8.22	0	71.68	3.7	20.82	29.38	78.23	9.5	16.9	
	Avg. outage duration (hh:mm)	60.80	3.07	2.90	4.11	#DIV/0!	8.96	1.85	2.60	4.20	11.18	4.75	4.23	
	Indicate if catastrophic event is in a month													
Unadjusted Out of Service Report	Total # of outage report tickets	5	4	2	2	0	8	2	8	7	7	2	4	
	Total # of repair tickets restored in ≤ 24hrs	2	4	2	0	0	4	1	4	2	5	2	4	
	% of repair tickets restored ≤ 24 Hours	40%	100%	100%	0%	#DIV/0!	50%	50%	50%	29%	71%	100%	100%	
	Sum of the duration of all outages (hh:mm)	399.88	48.1	17.63	142.17	0	346.8	47.5	317.8	315.9	150.4	9.48	41.18	
	Avg. outage duration (hh:mm)	79.98	12.03	8.82	71.09	#DIV/0!	43.35	23.75	39.73	45.13	21.49	4.74	10.30	
Refunds	Number of customers who received refunds	1	2	0	1	1	1	3	1	1	3	4	0	
	Monthly amount of refunds	\$ 27.00	\$ 73.84	\$ -	\$ 27.00	\$ 43.95	\$ 28.75	\$ 37.22	\$ 3.00	\$ 28.75	\$ 86.70	\$ 127.85	\$ -	
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
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 Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)