

**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			2nd Quarter			3rd Quarter			4th Quarter			
		1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	
		Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	10	16	12										
	Total # of service orders	3	4	4										
	Avg. # of business days	3.33	4.00	3.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	3	4	4										
	Total # of installation commitment met	3	4	4										
	Total # of installation commitment missed	0	0	0										
<b>Customers</b>	% of commitment met	100%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Acct # for voice or bundle, res+bus	276	278	278										
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	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									
		Total # of trouble reports	24	4	2									
		% of trouble reports	4.44%	0.74%	0.37%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	22	4	2										
	Total # of repair tickets restored in ≤ 24hrs	22	4	2										
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	46.35	24.55	3.77										
	Avg. outage duration (hh:mm)	2.11	6.14	1.89	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Indicate if catastrophic event is in a month														
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	22	4	2										
	Total # of repair tickets restored in ≤ 24hrs	21	3	0										
	% of repair tickets restored ≤ 24 Hours	95%	75%	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	77.5	49.93	103.2										
	Avg. outage duration (hh:mm)	3.52	12.48	51.60	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
<b>Refunds</b>	Number of customers who received refunds	0	0	2										
	Monthly amount of refunds	\$ -	\$ -	\$ 66.40										
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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)

\*TDS is working to implement the new report format for Q2 2023. Sourcing all of the requested data is complex.