

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

Company Name: Winterhaven Telephone Company

U#: 1021

Report Year: 2023

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Single Exchange Company

Measurement (Compile monthly, file quarterly)		Date Filed 05/10/23			8/15/2023			11/8/2023					
		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	4	11	4	9	8	31			
	Total # of service orders	3	4	4	1	3	1	2	2	4			
	Avg. # of business days	3.33	4.00	3.00	4.00	3.67	4.00	4.50	4.00	7.75			
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	3	4	4	1	3	1	2	2	4			
	Total # of installation commitment met	3	4	4	1	3	1	2	2	4			
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			
<b>Customers</b>	Acct # for voice or bundle, res+bus	276	278	278	274	272	270	271	270	270			
<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	541	541	532	526	529	527		
		Total # of trouble reports	24	4	2	1	1	3	2	7	6		
		% of trouble reports	4.44%	0.74%	0.37%	0.18%	0.18%	0.56%	0.38%	1.32%	1.14%		
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	22	4	2	0	1	1	2	6	6			
	Total # of repair tickets restored in ≤ 24hrs	22	4	2	0	1	1	2	6	5			
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	83%			
	Sum of the duration of all outages (hh:mm)	46.35	24.55	3.77	0	1.72	1.88	9.37	14.92	226.7			
	Avg. outage duration (hh:mm)	2.11	6.14	1.89	0.00	1.72	1.88	4.69	2.49	37.78			
	Indicate if catastrophic event is in a month												
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	22	4	2	0	1	1	2	6	6			
	Total # of repair tickets restored in ≤ 24hrs	21	3	0	0	1	0	1	1	1			
	% of repair tickets restored ≤ 24 Hours	95%	75%	0%	#DIV/0!	100%	0%	50%	17%	17%			
	Sum of the duration of all outages (hh:mm)	77.5	49.93	103.2	0	4.08	69.45	56.18	231.64	910.25			
	Avg. outage duration (hh:mm)	3.52	12.48	51.60	#DIV/0!	4.08	69.45	28.09	38.61	151.71			
<b>Refunds</b>	Number of customers who received refunds	0	0	2	0	0	0	0	0	3			
	Monthly amount of refunds	\$ -	\$ -	\$ 66.40	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 62.47			
<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)

\*The new raw data format can be found in the last 3 tabs of this excel file - beginning Q2 2023..