

**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			11/8/2023			2/5/2024			
		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	9	8	31	61	1	18	
	Total # of service orders	3	4	4	1	3	1	2	2	4	7	1	5	
	Avg. # of business days	3.33	4.00	3.00	4.00	3.67	4.00	4.50	4.00	7.75	8.71	1.00	3.60	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	3	4	4	1	3	1	2	2	4	7	1	5	
	Total # of installation commitment met	3	4	4	1	3	1	2	2	4	6	1	5	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	1	0	0	
Customers	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	86%	100%	100%	
	Acct # for voice or bundle, res+bus	276	278	278	274	272	270	271	270	270	270	265	266	
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	526	529	527	527	517	514
		Total # of trouble reports	24	4	2	1	1	3	2	7	6	4	2	2
		% of trouble reports	4.44%	0.74%	0.37%	0.18%	0.18%	0.56%	0.38%	1.32%	1.14%	0.76%	0.39%	0.39%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	22	4	2	0	1	1	2	6	6	4	2	1	
	Total # of repair tickets restored in < 24hrs	22	4	2	0	1	1	2	6	5	4	2	1	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	83%	100%	100%	100%	
	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	5.63	3.93	0	
	Avg. outage duration (hh:mm)	2.11	6.14	1.89	#DIV/0!	1.72	1.88	4.69	2.49	37.78	1.41	1.97	0.00	
Indicate if catastrophic event is in a month														
Unadjusted Out of Service Report	Total # of outage report tickets	22	4	2	0	1	1	2	6	6	4	2	1	
	Total # of repair tickets restored in < 24hrs	21	3	0	0	1	0	1	1	1	1	1	1	
	% of repair tickets restored ≤ 24 Hours	95%	75%	0%	100%	100%	0%	50%	17%	17%	25%	50%	100%	
	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	289.79	92.55	9.82	
	Avg. outage duration (hh:mm)	3.52	12.48	51.60	#DIV/0!	4.08	69.45	28.09	38.61	151.71	72.45	46.28	9.82	
Refunds	Number of customers who received refunds	0	0	2	0	0	0	0	0	3	1	0	0	
	Monthly amount of refunds	\$ -	\$ -	\$ 66.40	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 62.47	\$ 27.00	\$ -	\$ -	
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..