

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

Company Name: Winterhaven Telephone Company

U#: 1021

Report Year: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Single Exchange Company

Measurement (Compile monthly, file quarterly)		Date filed			Date filed			Date filed			Date filed		
		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						
	Total # of service orders	1	4	2	2	0	2						
	Avg. # of business days	4.00	3.00	2.50	3.00	#DIV/0!	3.50	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	4	2	2	0	2						
	Total # of installation commitment met	1	4	2	2	0	2						
	Total # of installation commitment missed	0	0	0	0	0	0						
Customers	% of commitment met	100%	100%	100%	100%	#DIV/0!	100%	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!	
	Acct # for voice or bundle, res+bus	234	237	233	234	233	235						
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						
	Total # of trouble reports	15	11	6	28	12	4						
	% of trouble reports	2.85%	2.10%	1.14%	5.32%	2.29%	0.77%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!		
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	13	6	4	20	8	3						
	Total # of repair tickets restored in < 24hrs	13	6	4	16	8	2						
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	80%	100%	67%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!		
	Sum of the duration of all outages (hh:mm)	65.72	15.28	18.85	293.75	48.72	36						
	Avg. outage duration (hh:mm)	5.06	2.55	4.71	14.69	6.09	12.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!		
Indicate if catastrophic event is in a month													
Unadjusted Out of Service Report	Total # of outage report tickets	13	6	4	20	8	3						
	Total # of repair tickets restored in < 24hrs	8	5	3	6	7	0						
	% of repair tickets restored ≤ 24 Hours	62%	83%	75%	30%	88%	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!		
	Sum of the duration of all outages (hh:mm)	246.02	157.35	93.12	797.03	110.02	149						
	Avg. outage duration (hh:mm)	18.92	26.23	23.28	39.85	13.75	49.67	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!		
Refunds	Number of customers who received refunds	1	10	1	2	44	3						
	Monthly amount of refunds	\$ 18.00	\$ 306.94	\$ 27.00	\$ 72.00	\$ 24,849.44	\$ 72.87						
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

Name: Gail Long

Phone: 541-516-8210

Email: gail.long@tdstelecom.com

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)