

**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: 2021  
Reporting Unit Name: Single Exchange Company

Measurement (Compile monthly, file quarterly)		05/05/21			08/11/21			11/09/21			Date filed		
		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	4	12	5	6	0	7	21	5	11			
	Total # of service orders	1	4	2	2	0	2	5	2	3			
	Avg. # of business days	4.00	3.00	2.50	3.00	#DIV/0!	3.50	4.20	2.50	3.67			
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	1	4	2	2	0	2	5	2	3			
	Total # of installation commitment met	1	4	2	2	0	2	5	2	2			
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	1			
	% of commitment met	100%	100%	100%	100%	#DIV/0!	100%	100%	100%	67%			
<b>Customers</b>	Acct # for voice or bundle, res+bus	234	237	233	234	233	235	235	235	236			
<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	526	523	526	526	523	520	523	521	520		
		Total # of trouble reports	15	11	6	28	12	4	9	8	4		
		% of trouble reports	2.85%	2.10%	1.14%	5.32%	2.29%	0.77%	1.72%	1.54%	0.77%		
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	13	6	4	20	8	3	5	7	4			
	Total # of repair tickets restored in ≤ 24hrs	13	6	4	16	8	2	5	7	4			
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	80%	100%	67%	100%	100%	100%			
	Sum of the duration of all outages (hh:mm)	65.72	15.28	18.85	293.75	48.72	36	18.3	25.72	31.27			
	Avg. outage duration (hh:mm)	5.06	2.55	4.71	14.69	6.09	12.00	3.66	3.67	7.82			
Indicate if catastrophic event is in a month													
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	13	6	4	20	8	3	5	7	4			
	Total # of repair tickets restored in ≤ 24hrs	8	5	3	6	7	0	3	3	2			
	% of repair tickets restored ≤ 24 Hours	62%	83%	75%	30%	88%	0%	60%	43%	50%			
	Sum of the duration of all outages (hh:mm)	246.02	157.35	93.12	797.03	110.02	149	135.93	318.05	225.12			
	Avg. outage duration (hh:mm)	18.92	26.23	23.28	39.85	13.75	49.67	27.19	45.44	56.28			
<b>Refunds</b>	Number of customers who received refunds	1	10	1	2	44	3	1	0	1			
	Monthly amount of refunds	\$ 18.00	\$ 306.94	\$ 27.00	\$ 72.00	\$ 24,849.44	\$ 72.87	\$ 27.00	\$ -	\$ 34.25			
<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												

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**

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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)