

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

Company Name: Winterhaven Telephone Company

U#: 1021

Report Year: 2025

Reporting Unit Type: ☒ Total Company ☒ Exchange ☒ Wire Center

Reporting Unit Name: Single Exchange Company

Measurement (Compile monthly, file quarterly)		05/05/25											
		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	4	9									
	Total # of service orders	1	2	2									
	Avg. # of business days	4.00	2.00	4.50									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	2	2									
	Total # of installation commitment met	1	2	2									
	Total # of installation commitment missed	0	0	0									
Customers	% of commitment met	100%	100%	100%									
	Acct # for voice or bundle, res+bus	252	249	247									
Customer Trouble Report													
Min. Standard	Total # of working lines												
	6% (6 per 100 working lines for units w/ ≥ 3,000 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)												
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of working lines	487	482	476									
	Total # of trouble reports	5	2	2									
	% of trouble reports	1.03%	0.41%	0.42%									
	Total # of outage report tickets	5	1	2									
	Total # of repair tickets restored in ≤ 24hrs	5	0	2									
	% of repair tickets restored ≤ 24 Hours	100%	0%	100%									
	Sum of the duration of all outages (hh:mm)	3.83	29.05	1.03									
	Avg. outage duration (hh:mm)	0.77	29.05	0.52									
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	5	1	2									
	Total # of repair tickets restored in ≤ 24hrs	5	0	2									
	% of repair tickets restored ≤ 24 Hours	100%	0%	100%									
	Sum of the duration of all outages (hh:mm)	9.68	53.06	1.06									
	Avg. outage duration (hh:mm)	1.94	53.06	0.53									
Refunds	Number of customers who received refunds	0	1	0									
	Monthly amount of refunds	\$ -	\$ 47.70	\$ -									
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..