

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

Company Name: Winterhaven Telephone Company

U#: 1021

Report Year: 2020

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	14	4	0	9	15	10	44	13	13			
	Total # of service orders	4	1	0	3	4	3	4	2	3			
	Avg. # of business days	3.50	4.00	#DIV/0!	3.00	3.75	3.33	11.00	6.50	4.33	#DIV/0!	#DIV/0!	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	4	1	0	3	4	3	4	2	3			
	Total # of installation commitment met	3	1	0	3	4	3	1	2	3			
	Total # of installation commitment missed	1	0	0	0	0	0	3	0	0			
	% of commitment met	75%	100%	#DIV/0!	100%	100%	100%	25%	100%	100%	#DIV/0!	#DIV/0!	
Customers	Acct # for voice or bundle, res+bus	237	237	233	234	238	242	242	239	238			
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	524	524	524	521	523	527	530	533	531		
		Total # of trouble reports	5	6	30	9	5	6	7	9	7		
		% of trouble reports	0.95%	1.15%	5.73%	1.73%	0.96%	1.14%	1.32%	1.69%	1.32%	#DIV/0!	#DIV/0!
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	5	3	24	7	3	5	6	7	5			
	Total # of repair tickets restored in ≤ 24hrs	5	3	22	6	3	5	6	6	4			
	% of repair tickets restored ≤ 24 Hours	100%	100%	92%	86%	100%	100%	100%	86%	80%	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	30.82	12.1	318.95	71.37	16.13	17	20.85	49.77	53.48			
	Avg. outage duration (hh:mm)	6.16	4.03	13.29	10.20	5.38	3.40	3.48	7.11	10.70	#DIV/0!	#DIV/0!	
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	5	3	24	7	3	5	6	7	5			
	Total # of repair tickets restored in ≤ 24hrs	5	2	9	2	1	4	1	6	2			
	% of repair tickets restored ≤ 24 Hours	100%	67%	38%	29%	33%	80%	17%	86%	40%	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	65.42	49.5	1144.9	381.75	106.87	62.98	346.93	83.78	137.83			
	Avg. outage duration (hh:mm)	13.08	16.50	47.70	54.54	35.62	12.60	57.82	11.97	27.57	#DIV/0!	#DIV/0!	
Refunds	Number of customers who received refunds	1	0	7	1	6	0	2	0	0			
	Monthly amount of refunds	\$ 44.55	\$ -	\$ 201.24	\$ 27.00	\$ 159.02	\$ -	\$ 65.45	\$ -	\$ -			
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)