

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

Company Name: Winterhaven Telephone Company

U#: 1021

Report Year: 2016

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Single Exchange Company

Revised

Measurement (Compile monthly, file quarterly)		Date filed (05/16/2016)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (03/06/2017)			
		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	13	20	17	30	15	11	14	13	15	12	8	6	
	Total # of service orders	4	5	13	12	7	7	2	3	8	4	2	2	
	Avg. # of business days	3.25	4.00	1.31	2.50	2.14	1.57	7.00	4.33	1.88	3.00	4.00	3.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	4	5	13	12	7	7	2	3	8	4	2	2	
	Total # of installation commitment met	4	5	13	12	7	7	2	3	8	4	2	2	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
Customers	Acct # for voice or bundle, res+bus							328	328	323	320	314		
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	676	673	676	682	675	673	666	662	662	657	651	646
		Total # of trouble reports	9	16	8	26	5	8	4	5	5	13	24	22
		% of trouble reports	1.33%	2.38%	1.18%	3.81%	0.74%	1.19%	0.60%	0.76%	0.76%	1.98%	3.69%	3.41%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	5	10	5	18	4	6	4	4	4	10	17	12	
	Total # of repair tickets restored in ≤ 24hrs	4	9	5	18	4	6	4	4	4	10	17	12	
	% of repair tickets restored ≤ 24 Hours	80%	90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Sum of the duration of all outages (hh:mm)	82.5	156.45	31.43	88.57	7.25	16.43	18.22	20.65	13.55	33.6	74.62	32.37	
	Avg. outage duration (hh:mm)	16.50	15.65	6.29	4.92	1.81	2.74	4.56	5.16	3.39	3.36	4.39	2.70	
	Indicate if catastrophic event is in a month							No	No	No	No	No	No	
Unadjusted Out of Service Report	Total # of outage report tickets							4	4	10	17	12		
	Total # of repair tickets restored in ≤ 24hrs							1	1	7	12	6		
	% of repair tickets restored ≤ 24 Hours							25%	25%	70%	71%	50%		
	Sum of the duration of all outages (hh:mm)							121.66	108.88	259.63	351.98	570.32		
	Avg. outage duration (hh:mm)							30.42	27.22	25.96	20.70	47.53		
Refunds	Number of customers who received refunds							4	2	-	2	2		
	Monthly amount of refunds							\$ 45.93	\$ 60.18	\$ -	\$ 58.25	\$ 45.01		
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)