

**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: 2024  
Reporting Unit Name: Single Exchange Company

Measurement (Compile monthly, file quarterly)		05/02/24												
		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	73	34	17										
	Total # of service orders	8	7	3										
	Avg. # of business days	9.13	4.86	5.67										
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	8	7	3										
	Total # of installation commitment met	8	7	2										
	Total # of installation commitment missed	0	0	1										
	% of commitment met	100%	100%	67%										
<b>Customers</b>	Acct # for voice or bundle, res+bus	274	276	273										
<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	510	517	521									
		Total # of trouble reports	12	7	6									
		% of trouble reports	2.35%	1.35%	1.15%									
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	12	5	4										
	Total # of repair tickets restored in < 24hrs	12	5	4										
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%										
	Sum of the duration of all outages (hh:mm)	21.63	33.27	10.55										
	Avg. outage duration (hh:mm)	1.80	6.65	2.64										
Indicate if catastrophic event is in a month														
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	12	5	4										
	Total # of repair tickets restored in < 24hrs	3	1	2										
	% of repair tickets restored ≤ 24 Hours	25%	20%	50%										
	Sum of the duration of all outages (hh:mm)	1071.62	484.97	149.03										
	Avg. outage duration (hh:mm)	89.30	96.99	37.26										
<b>Refunds</b>	Number of customers who received refunds	6	1	1										
	Monthly amount of refunds	\$ 151.91	\$ 53.90	\$ 27.00										
<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													

**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..