

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

Company Name: Winterhaven Telephone Company

U#: 1021

Report Year: 2024

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Single Exchange Company

Measurement (Compile monthly, file quarterly)		05/02/24			8/5/2024			11/8/2024					
		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	73	34	17	31	21	4	22	22	10			
	Total # of service orders	8	7	3	3	6	1	3	4	3			
	Avg. # of business days	9.13	4.86	5.67	10.33	3.50	4.00	7.33	5.50	3.33			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	8	7	3	3	6	1	3	4	3			
	Total # of installation commitment met	8	7	2	3	6	1	3	3	3			
	Total # of installation commitment missed	0	0	1	0	0	0	0	1	0			
	% of commitment met	100%	100%	67%	100%	100%	100%	100%	75%	100%			
Customers	Acct # for voice or bundle, res+bus	274	276	273	270	268	265	265	261	260			
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	510	517	521	513	502	501	498	497	490		
		Total # of trouble reports	12	7	6	4	2	4	5	2	3		
		% of trouble reports	2.35%	1.35%	1.15%	0.78%	0.40%	0.80%	1.00%	0.40%	0.61%		
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	12	5	4	3	1	4	5	2	3			
	Total # of repair tickets restored in ≤ 24hrs	12	5	4	3	1	4	5	2	3			
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%			
	Sum of the duration of all outages (hh:mm)	21.63	33.27	10.55	6.53	1.9	11.53	9.82	2.65	23.42			
	Avg. outage duration (hh:mm)	1.80	6.65	2.64	2.18	1.90	2.88	1.96	1.33	7.81			
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of outage report tickets	12	5	4	3	1	4	5	2	3			
	Total # of repair tickets restored in ≤ 24hrs	3	1	2	3	1	3	0	2	2			
	% of repair tickets restored ≤ 24 Hours	25%	20%	50%	100%	100%	75%	0%	100%	67%			
	Sum of the duration of all outages (hh:mm)	1071.62	484.97	149.03	47.64	7.6	46.74	359.89	29.05	82.16			
	Avg. outage duration (hh:mm)	89.30	96.99	37.26	15.88	7.60	11.69	71.98	14.53	27.39			
Refunds	Number of customers who received refunds	6	1	1	0	0	0	5	0	1			
	Monthly amount of refunds	\$ 151.91	\$ 53.90	\$ 27.00	\$ -	\$ -	\$ -	\$ 125.50	\$ -	\$ 27.00			
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..