

**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 | | | 1/30/2025 | | | |
|---|---|---|----------|----------|-------------|-------|-------|-------------|--------|----------|-------------|----------|----------|--------|
| | | 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 | 3 | 22 | 29 | |
| | Total # of service orders | 8 | 7 | 3 | 3 | 6 | 1 | 3 | 4 | 3 | 1 | 5 | 3 | |
| | Avg. # of business days | 9.13 | 4.86 | 5.67 | 10.33 | 3.50 | 4.00 | 7.33 | 5.50 | 3.33 | 3.00 | 4.40 | 9.67 | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 8 | 7 | 3 | 3 | 6 | 1 | 3 | 4 | 3 | 1 | 5 | 3 | |
| | Total # of installation commitment met | 8 | 7 | 2 | 3 | 6 | 1 | 3 | 3 | 3 | 1 | 5 | 3 | |
| | Total # of installation commitment missed | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | |
| | % of commitment met | 100% | 100% | 67% | 100% | 100% | 100% | 100% | 75% | 100% | 100% | 100% | 100% | |
| Customers | Acct # for voice or bundle, res+bus | 274 | 276 | 273 | 270 | 268 | 265 | 265 | 261 | 260 | 258 | 256 | 256 | |
| 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) | 510 | 517 | 521 | 513 | 502 | 501 | 498 | 497 | 490 | 486 | 489 | 488 | |
| 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 | 3 | 2 | 2 | |
| | Total # of repair tickets restored in ≤ 24hrs | 12 | 5 | 4 | 3 | 1 | 4 | 5 | 2 | 3 | 3 | 2 | 2 | |
| | % of repair tickets restored ≤ 24 Hours | 100% | 100% | 100% | 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 | 8.37 | 2.22 | 3.97 | |
| | Avg. outage duration (hh:mm) | 1.80 | 6.65 | 2.64 | 2.18 | 1.90 | 2.88 | 1.96 | 1.33 | 7.81 | 2.79 | 1.11 | 1.99 | |
| | 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 | 3 | 2 | 2 |
| | | Total # of repair tickets restored in ≤ 24hrs | 3 | 1 | 2 | 3 | 1 | 3 | 0 | 2 | 2 | 2 | 1 | 0 |
| | | % of repair tickets restored ≤ 24 Hours | 25% | 20% | 50% | 100% | 100% | 75% | 0% | 100% | 67% | 67% | 50% | 0% |
| | | 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 | 70.63 | 93.15 | 163.98 |
| Avg. outage duration (hh:mm) | | 89.30 | 96.99 | 37.26 | 15.88 | 7.60 | 11.69 | 71.98 | 14.53 | 27.39 | 23.54 | 46.58 | 81.99 | |
| Refunds | Number of customers who received refunds | 6 | 1 | 1 | 0 | 0 | 0 | 5 | 0 | 1 | 1 | 1 | 1 | |
| | Monthly amount of refunds | \$ 151.91 | \$ 53.90 | \$ 27.00 | \$ - | \$ - | \$ - | \$ 125.50 | \$ - | \$ 27.00 | \$ 27.00 | \$ 27.00 | \$ 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

Name: Gail Long

Phone: 608-664-2923

Email: gail.long@tdstelecom.com

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..