

**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: 2026

Reporting Unit Name: Single Exchange Company

Measurement (Compile monthly, file quarterly)		5/14/2026			8/14/2026			3rd Quarter			4th Quarter		
		1st Quarter			2nd Quarter								
		Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	5	13	71	0	4	8						
	Total # of service orders	1	4	2	0	1	1						
	Avg. # of business days	5.00	3.25	35.50	#DIV/0!	4.00	8.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1	4	2	0	1	1						
	Total # of installation commitment met	1	4	1	0	1	0						
	Total # of installation commitment missed	0	0	1	0	0	1						
	% of commitment met	100%	100%	50%	#DIV/0!	100%	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Customers	Acct # for voice or bundle, res+bus	213	209	204	202	198	195						
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	434	429	412	409	418	413					
		Total # of trouble reports	4	2	1	0	1	1					
		% of trouble reports	0.92%	0.47%	0.24%	0.00%	0.24%	0.24%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	3	2	0	0	1	0						
	Total # of repair tickets restored in < 24hrs	3	2	0	0	1	0						
	% of repair tickets restored ≤ 24 Hours	100%	100%	#DIV/0!	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	Sum of the duration of all outages (hh:mm)	8.15	5.92	0	0	1.55	0						
	Avg. outage duration (hh:mm)	2.72	2.96	#DIV/0!	#DIV/0!	1.55	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Unadjusted Out of Service Report	Indicate if catastrophic event is in a month												
	Total # of outage report tickets	3	2	0	0	1	0						
	Total # of repair tickets restored in < 24hrs	1	0	0	0	0	0						
	% of repair tickets restored ≤ 24 Hours	33%	0%	#DIV/0!	#DIV/0!	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	Sum of the duration of all outages (hh:mm)	81.09	122.41	0	0	35.85	0						
Refunds	Avg. outage duration (hh:mm)	27.03	61.21	#DIV/0!	#DIV/0!	35.85	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	Number of customers who received refunds	0	1	0	0	0	0						
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).	Monthly amount of refunds	\$ -	\$ 43.95	\$ -	\$ -	\$ -	\$ -						
	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% < 60 seconds												

Primary Utility Contact Information

Name: Chris Puyear

Phone: 406-431-2499

Email: chris.puyear@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..