

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

Company Name: Winterhaven Telephone Company

U#: 1021

Report Year: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Single Exchange Company

Measurement (Compile monthly, file quarterly)		Date filed (05/10/2017)			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	16	52	6									
	Total # of service orders	5	7	4									
	Avg. # of business days	3.20	7.43	1.50									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	5	8	4									
	Total # of installation commitment met	4	8	4									
	Total # of installation commitment missed	1	0	0									
	% of commitment met	80%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	312	315	316									
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	643	640	642								
		Total # of trouble reports	27	31	10								
		% of trouble reports	4.20%	4.84%	1.56%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	17	22	4									
	Total # of repair tickets restored in ≤ 24hrs	16	21	4									
	% of repair tickets restored ≤ 24 Hours	94%	95%	100%									
	Sum of the duration of all outages (hh:mm)	162.98	129.2	9.97									
	Avg. outage duration (hh:mm)	9.59	5.87	2.49									
	Indicate if catastrophic event is in a month	no	no	no									
Unadjusted Out of Service Report	Total # of outage report tickets	17	22	4									
	Total # of repair tickets restored in ≤ 24hrs	8	17	1									
	% of repair tickets restored ≤ 24 Hours	47%	77%	25%									
	Sum of the duration of all outages (hh:mm)	672.89	364.63	81									
	Avg. outage duration (hh:mm)	39.58	16.57	20.25									
Refunds	Number of customers who received refunds	4	4	1									
	Monthly amount of refunds	\$ 140.69	\$ 103.54	\$ 26.50									
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)