

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

Company Name: Winterhaven Telephone Company

U#: 1021

Report Year: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Single Exchange Company

| Measurement (Compile monthly, file quarterly) | | Date filed | | | Date filed | | | Date filed | | | Date filed | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|------------------------------------------------|--------|-------|-------------|-----|-----|-------------|-----|------|-------------|-----|-----|
| | | 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 | 9 | 17 | 9 | | | | | | | | | |
| | Total # of service orders | 3 | 5 | 3 | | | | | | | | | |
| | Avg. # of business days | 3.00 | 3.40 | 3.00 | | | | | | | | | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 3 | 5 | 3 | | | | | | | | | |
| | Total # of installation commitment met | 3 | 5 | 3 | | | | | | | | | |
| | Total # of installation commitment missed | 0 | 0 | 0 | | | | | | | | | |
| | % of commitment met | 100% | 100% | 100% | | | | | | | | | |
| Customers | | Acct # for voice or bundle, res+bus | 263 | 262 | 259 | | | | | | | | |
| 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 | 563 | 562 | 561 | | | | | | | | |
| | | Total # of trouble reports | 12 | 9 | 9 | | | | | | | | |
| | | % of trouble reports | 2.13% | 1.60% | 1.60% | | | | | | | | |
| Adjusted Out of Service Report Min. standard = 90% within 24 hrs | Total # of outage report tickets | 10 | 8 | 6 | | | | | | | | | |
| | Total # of repair tickets restored in < 24hrs | 9 | 8 | 5 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 90% | 100% | 83% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 73.15 | 31.5 | 78.25 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 7.32 | 3.94 | 13.04 | | | | | | | | | |
| | Indicate if catastrophic event is in a month | | | | | | | | | | | | |
| Unadjusted Out of Service Report | Total # of outage report tickets | 10 | 8 | 6 | | | | | | | | | |
| | Total # of repair tickets restored in < 24hrs | 4 | 6 | 5 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 40% | 75% | 83% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 370.1 | 130.82 | 137.2 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 37.01 | 16.35 | 22.87 | | | | | | | | | |
| Refunds | | Number of customers who received refunds | | | | | | | | | | | |
| | | Monthly amount of refunds | | | | | | | | | | | |
| 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)