

**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	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	16	52	6	7	21	1	3	8	2	11	11	7	
	Total # of service orders	5	7	4	7	8	1	1	3	2	2	2	2	
	Avg. # of business days	3.20	7.43	1.50	1.00	2.63	1.00	3.00	2.67	1.00	5.50	5.50	3.50	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	5	8	4	7	8	1	1	3	2	2	2	2	
	Total # of installation commitment met	4	8	4	7	8	1	1	3	2	2	2	2	
	Total # of installation commitment missed	1	0	0	0	0	0	0	0	0	0	0	0	
	% of commitment met	80%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	312	315	316	311	309	307				298	296	293	
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	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	642	635	634	632	625	622	620	613	605
		Total # of trouble reports	27	31	10	4	9	9	8	17	47	11	13	5
		% of trouble reports	4.20%	4.84%	1.56%	0.62%	1.42%	1.42%	1.27%	2.72%	7.56%	1.77%	2.12%	0.83%
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	17	22	4	4	3	0	7	12	42	8	11	4	
	Total # of repair tickets restored in ≤ 24hrs	16	21	4	4	2	0	7	12	42	8	11	4	
	% of repair tickets restored 24 Hours	94%	95%	100%	100%	67%	#DIV/0!	100%	100%	100%	100%	100%	100%	
	Sum of the duration of all outages (hh:mm)	162.98	129.2	9.97	10.13	64.83	0	33.15	27.62	296.02	24.48	51.83	22.53	
	Avg. outage duration (hh:mm)	9.59	5.87	2.49	2.53	21.61	0.00	4.74	2.30	7.05	3.06	4.71	0.00	
	Indicate if catastrophic event is in a month													
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	17	22	4	4	3	0	7	12	42	8	11	4	
	Total # of repair tickets restored in ≤ 24hrs	8	17	1	4	2	0	5	7	35	6	10	4	
	% of repair tickets restored 24 Hours	47%	77%	25%	100%	67%	#DIV/0!	71%	58%	83%	75%	91%	100%	
	Sum of the duration of all outages (hh:mm)	672.89	364.63	81	31.67	86.1	0	151	261.18	606.98	111.28	126.58	32.63	
	Avg. outage duration (hh:mm)	39.58	16.57	20.25	7.92	28.70	#DIV/0!	21.58	21.77	14.45	13.91	11.51	8.16	
<b>Refunds</b>	Number of customers who received refunds	4	4	1	0	0	0	0	2	1	1	0	0	
	Monthly amount of refunds	\$ 140.69	\$ 103.54	\$ 26.50	\$ -	\$ -	\$ -	\$ -	\$ 39.42	\$ 28.75	\$ 9.22	\$ -	\$ -	
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: 541-516-8210

Email: [gail.long@tdstelecom.com](mailto: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)