

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

Company Name: Winterhaven Telephone Company

U#: 1021

Report Year: 2018

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	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	13	26	0	10	10	10	11	5	5	8	12	4	
	Total # of service orders	3	2	0	2	3	2	2	1	2	3	2	1	
	Avg. # of business days	4.33	13.00	#DIV/0!	5.00	3.33	5.00	5.50	5.00	2.50	2.67	6.00	4.00	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	3	2	0	2	3	2	2	1	2	3	2	1	
	Total # of installation commitment met	3	2	0	2	3	2	2	1	2	3	2	1	
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0	
<b>Customers</b>	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
<b>Customer Trouble Report</b>	Acct # for voice or bundle, res+bus	284	283	277	272	271	269	267	264	264	261	263	263	
<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	602	591	590	585	585	580	578	568	566	566	563	563
		Total # of trouble reports	11	10	12	5	15	8	13	11	8	21	7	15
		% of trouble reports	1.83%	1.69%	2.03%	0.85%	2.56%	1.38%	2.25%	1.94%	1.41%	3.71%	1.24%	2.66%
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	11	7	7	5	10	7	10	9	5	14	5	13	
	Total # of repair tickets restored in ≤ 24hrs	10	4	6	4	5	6	9	8	4	11	3	13	
	% of repair tickets restored ≤ 24 Hours	91%	57%	86%	80%	50%	86%	90%	89%	80%	79%	60%	100%	
	Sum of the duration of all outages (hh:mm)	101.02	103.05	145.43	31.82	345.9	80.7	61.12	81.38	58.72	223.65	128.58	48.22	
	Avg. outage duration (hh:mm)	9.18	14.72	20.78	6.36	34.59	11.53	6.11	9.04	11.74	15.98	25.72	3.71	
	Indicate if catastrophic event is in a month													
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	11	7	7	5	10	7	10	9	5	15	5	13	
	Total # of repair tickets restored in ≤ 24hrs	9	2	5	3	4	6	6	5	3	6	2	9	
	% of repair tickets restored ≤ 24 Hours	82%	29%	71%	60%	40%	86%	60%	56%	60%	40%	40%	69%	
	Sum of the duration of all outages (hh:mm)	364.03	174.6	229.85	87.66	480.08	83.8	279.27	239.7	100.57	572.75	561.57	314.82	
	Avg. outage duration (hh:mm)	33.09	24.94	32.84	17.53	48.01	11.97	27.93	26.63	20.11	38.18	112.31	24.22	
<b>Refunds</b>	Number of customers who received refunds	1	1	0	0	2	1	1	0	1	0	0	1	
	Monthly amount of refunds	\$ 52.55	\$ 48.70	\$ -	\$ -	\$ 74.70	\$ 36.00	\$ 49.45	\$ -	\$ 45.00	\$ -	\$ -	\$ 52.50	
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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	63	45	58	36	50	39	49	41	37	86	43	106	
	Total # of call seconds to reach live agent	5544	2160	6496	216	2100	5382	1813	13776	13579	43430	7181	25440	
	% ≤ 60 seconds	82.1%	89.4%	81.3%	100.0%	88.0%	61.0%	76.0%	65.2%	73.8%	55.9%	60.0%	62.3%	

**Primary Utility Contact Information**

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Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)