Company Name:	The	Ponderosa T	Felephone Co.	U#:	1014-C	Report Year:	2017
Reporting Unit Type:	Total Company	Exchange	Wire Center	Reporti	ng Unit Name:	Total Company	

				Date filed			Date filed (08/15/17)			Date filed	\ \	Date filed (2/15/18)		
	Measurement (Cor	npile monthly, file quarterly)		(05/15/17) st Quarter			(08/15/17) 2nd Quarte			(11/15/2017) 3rd Quarter	/		(2/15/18) 4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	0.00	0.00	0.00	0	2.82	0	Jui	Aug	Sep	001	NOV	Dec
	allation Interval	Total # of service orders	0.00	0.00	0.00	0	1.00	0						<u> </u>
Min.	standard = 5 bus. days	Avg. # of business days	0.00	0.00	0.00	0.00	2.82	0.00						<u> </u>
		Total # of installation commitments	0.00	0.00	0.00	0.00	1.00	0.00						<u> </u>
Insta	allation Commitment	Total # of installation commitment met	0.00	0.00	0.00	0	1.00	0						
Min.	standard = 95% commitment	Total # of installation commitment met	0.00	0.00	0.00	0.00	0.00	0.00						
met				100.00%			100.00%	100.00%						
C	4	% of commitment met	100.00%		100.00%	100.00%								
	tomers	Acct # for voice or bundle, res+bus	36	37	35	34	34	34						├ ───
Cus	tomer Trouble Report	Total # of working lines												
	6% (6 per 100 working lines for	Total # of working lines												
p	units w/ 3,000 lines)	% of trouble reports												
dar		Total # of working lines												
ano	8% (8 per 100 working lines for	Total # of trouble reports												
st	units w/ 1,001 - 2,999 lines) 10 10% (10 per 100 working lines To for units w/ 1,000 lines)	% of trouble reports												
in.		Total # of working lines	66	67	89	86	89	77						
Σ		Total # of trouble reports	8	1	1	1	0	1		-				
	for units w/ 1,000 lines)	% of trouble reports	12.12%	1.49%	1.12%	1.16%	0.00%	1.30%	-	1				<u> </u>
		Total # of outage report tickets	12.12/0	1.4970	0	1.10%	0.00%	0		-				<u> </u>
		Total # of repair tickets restored in < 24hrs	1	1	0	1	0	0		-				
	usted Out	% of repair tickets restored 24 Hours	100%	100%	100%	100%	100%	100%						
	ervice Report	Sum of the duration of all outages (hh:mm)	2.37	0.47	0.00	20	0	0						
Min.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	2.37	0.47	0.00	20.40	0.00	0.00		-				
		Indicate if catastrophic event is in a month	no	no	no	20.40 no	no	no						<u> </u>
		Total # of unadjusted outage report tickets	8	1	1	1	0	0						
Una	djusted Out	Total # of repair tickets restored in < 24hrs	3	1	0	1	0	0						
	ervice Report	% of repair tickets restored 24 Hours	37.50%	100.00%	0.00%	100.00%	100.00%	100.00%		1				
0.0		Sum of the duration of all outages (hh:mm)	376.07	0.47	48.82	20.40	0.00	0.00						
		Avg. outage duration (hh:mm)	47.01	0.47	48.82	20.40	0.00	0.00						<u> </u>
Refu	unds	Number of customers who received refunds	1	4	0	0	0.00	0.00						
		Monthly anount of refunds	6.99	95.16	0	0	0	0						<u> </u>
			0.00		, v	Ű	ŭ	Ű				1	1	·
Ansv	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
	orts,Billing & Non-Billing) Min.													
	dard = 80% of calls 60	Total # of call seconds to reach live agent												
	onds to reach live agent (w/ a	% 60 seconds												
	u option to reach live agent)													
	a spassi to rough into agent)													

Primary Utility Contact Information

Name: Linda J. Roller

Phone: 559-868-6310

Email: lroller@ponderosatel.com

Company Name:	The	Ponderosa T	elephone Co.	U#:	1014-C	Rep	oort Year:	2017
Reporting Unit Type:	🔄 Total Company	Exchange	🗌 Wire Genter	Reporting	g Unit Name:	Friant		

				Date filed (05/15/17)			Date filed (08/15/17)			Date filed (11/15/2017)	Date filed (2/15/18)		
	Measurement (Cor	npile monthly, file quarterly)		st Quarter			2nd Quarte	r		3rd Quarter	/		4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inote	allation Interval	Total # of business days	7.06	11.25	6.21	3.29	4.97	4.97					1	
	standard = 5 bus. days	Total # of service orders	3.00	4.00	5.00	2.00	2.00	2.00						
IVIII1.	standard = 5 bus. days	Avg. # of business days	2.35	2.81	1.24	1.65	2.49	2.49						
		Total # of installation commitments	3.00	4.00	5.00	2.00	2.00	2.00						
	allation Commitment	Total # of installation commitment met	3.00	4.00	5.00	2.00	2.00	2.00						
met	standard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00						
met		% of commitment met	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%						
Cust	tomers	Acct # for voice or bundle, res+bus	472	477	481	475	468	453						
	tomer Trouble Report	, · · · · · · · · · · · · · · · · · · ·								1				
	6% (6 por 100 working lines for	Total # of working lines											1	
	6% (6 per 100 working lines for	Total # of trouble reports											1	
Standard	units w/ 3,000 lines)	% of trouble reports											1	
ğ	8% (8 per 100 working lines for	Total # of working lines											1	
taı		Total # of trouble reports												
s.	10% (10 per 100 working lines T for units w/ 1000 lines)	% of trouble reports											1	
Mir		Total # of working lines	819	849	856	849	849	836						
-		Total # of trouble reports	11	8	12	3	10	6						
	for units w/ 1,000 lines)	% of trouble reports	1.34%	0.94%	1.40%	0.35%	1.18%	0.72%						
		Total # of outage report tickets	4	5	5	1	5	2						
Adju	sted Out	Total # of repair tickets restored in \leq 24hrs	4	5	5	1	5	2						
	ervice Report	% of repair tickets restored 24 Hours	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%						
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	11.80	30.37	25.87	1.83	67.97	0.52						
IVIII I.	standard = 90 % within 24 ms	Avg. outage duration (hh:mm)	2.95	6.07	5.17	1.83	13.59	0.26						
		Indicate if catastrophic event is in a month	no	no	no	no	no	no						
		Total # of unadjusted outage report tickets	4	8	6	1	5	3						
		Total # of repair tickets restored in \leq 24hrs	4	5	6	1	5	2						
of Se	ervice Report	% of repair tickets restored 24 Hours	100.00%	62.50%	100.00%	100.00%	100.00%	66.67%						
		Sum of the duration of all outages (hh:mm)	11.80	304.07	28.58	2	68	722						
		Avg. outage duration (hh:mm)	2.95	60.81	4.76	1.83	13.59	360.87						
Refu	Inds	Number of customers who received refunds	1	0	0	0	1	0						
		Monthly anount of refunds	6.68	0	0	0	25.15	0						
				-						_		-		
	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
	orts,Billing & Non-Billing) Min. dard = 80% of calls 60	Total # of call seconds to reach live agent											ļ!	
	onds to reach live agent (w/ a	% 60 seconds												
	u option to reach live agent)													

Primary Utility Contact Information

Name: Linda J. Roller

Phone: 559-868-6310

Email: lroller@ponderosatel.com

Company Name:	The	Ponderosa T	elephone Co.	U#:	1014-C	Report Year:	2017
Reporting Unit Type:	🕢 Total Company	Exchange	🗌 Wire Center	Reporti	ng Unit Name:	Shaver	

	M	unile menthels file mentented		Date filed (05/15/17)			Date filed (08/15/17)			Date filed (11/15/2017)			Date filed (2/15/18)	
	Measurement (Cor	npile monthly, file quarterly)	1	st Quarter			2nd Quarte	r		3rd Quarter			4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inote	Illation Interval	Total # of business days	22.96	12.36	23.41	11.73	45.66	20.62						
	standard = 5 bus. days	Total # of service orders	8.00	6.00	15.00	8.00	13.00	8.00						
IVIII I.	standard = 5 bus. days	Avg. # of business days	2.87	2.06	1.56	1.47	3.51	2.58						
la sta		Total # of installation commitments	8.00	6.00	15.00	8.00	13.00	8.00						
	Illation Commitment standard = 95% commitment	Total # of installation commitment met	8.00	6.00	15.00	8.00	13.00	8.00						
	standard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00					1	
met		% of commitment met	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%					1	
Cust	omers	Acct # for voice or bundle, res+bus	1517	1528	1525	1528	1524	1530					1	
Cust	omer Trouble Report													
	6% (6 per 100 working lines for	Total # of working lines												
	units w/ 3,000 lines)	Total # of trouble reports												
ard	units w/ 3,000 lines)	% of trouble reports												
ğ	Image: System 100 working lines for the system 100 working lines for the system 100 working lines for the system 100 working lines for units w/ 1,000 lines) Transfer to the system 100 working lines for the system 100 working lines for the system 100 working lines for units w/ 1,000 lines)	Total # of working lines	1572	1568	1560	1578	1630	1660						
itaı		Total # of trouble reports	14	22	27	7	16	50						
		% of trouble reports	0.89%	1.40%	1.73%	0.44%	0.98%	3.01%						
Mir		Total # of working lines												
		Total # of trouble reports												
	Ior units w/ 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	7	7	11	2	8	22						
Adju	sted Out	Total # of repair tickets restored in < 24hrs	7	7	11	2	7	22						
	ervice Report	% of repair tickets restored 24 Hours	100.00%	100.00%	100.00%	100.00%	87.50%	100.00%						
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	49.32	55.62	125.12	21.67	106.77	137.93						
IVIII I.	standard = 90 % within 24 ms	Avg. outage duration (hh:mm)	7.05	7.95	11.37	10.83	13.35	6.27						
i		Indicate if catastrophic event is in a month	no	no	no	no	no	no						
		Total # of unadjusted outage report tickets	11	9	16	3	12	33						
		Total # of repair tickets restored in < 24hrs	8	7	14	3	7	26						
of Se	ervice Report	% of repair tickets restored 24 Hours	72.73%	77.78%	87.50%	100.00%	58.33%	78.79%						
		Sum of the duration of all outages (hh:mm)	265.83	125.72	208.08	28.82	547.67	1358.22						
		Avg. outage duration (hh:mm)	24.17	13.97	13.01	9.61	45.64	41.16						
Refu	nds	Number of customers who received refunds	0	1	0	0	0	0						
		Monthly anount of refunds	0	14.63	0	0	0	0						
	ver Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
	orts,Billing & Non-Billing) Min. dard = 80% of calls 60	Total # of call seconds to reach live agent												
seco	onds to reach live agent (w/ a	% 60 seconds											<u> </u>	
men	u option to reach live agent)													

Primary Utility Contact Information

Name: Linda J. Roller

Phone: 559-868-6310

Email: lroller@ponderosatel.com

Company Name:	The	Ponderosa T	elephone Co.	U#:	1014-C	Report Year:	2017
Reporting Unit Type:	🕢 Total Company	Exchange	🗌 Wire Genter	Report	ing Unit Name:	Auberry	

Installation Interval Min. standard = 5 bus. days Total # of Dusiness days 12.55 43.85 30.80 43.83 25.86 30.02 Image: Comparison of Comparin Comparison of Comparison of Comparison of Comparison		Massurament (Car	nnile monthly file quarterly)		Date filed (05/15/17)			Date filed (08/15/17)			Date filed (11/15/2017))	Date filed (2/15/18)		
Installation Interval Mm. standard = 5 bus. days Total # of Dusiness days Total # of Dusine days Dusine days <t< th=""><th></th><th>Measurement (Con</th><th>nplie monthly, file quarterly)</th><th>1</th><th>st Quarter</th><th></th><th></th><th>2nd Quarte</th><th>r</th><th></th><th>3rd Quarter</th><th></th><th></th><th>4th Quarter</th><th></th></t<>		Measurement (Con	nplie monthly, file quarterly)	1	st Quarter			2nd Quarte	r		3rd Quarter			4th Quarter	
Installation inferval Min. standard = 50%. commitment Min. standard = 5%. commitment Min. standard =				Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Min. standard = 5 bus. days Installation Commitment 7 20 12 16 bit 10.00 10.00 10.00 Installation Commitment Arg. # of business days 7 20 12 16 bit 10.00	Incto	llation Interval	Total # of business days	12.55			43.83	25.88	30.02						
Installation Commitment Mn. standard = 95% commitment met No. 9 and one commitment Total # of installation commitment miss Total # of installation commitment met 7.00 20.00 12.00 10.00			Total # of service orders	7	20	12	16.00	10.00	10.00						
Installation Commitment met Open Minute Total # of installation commitment met 7.00 20.00 16.00 9.00 10.00 Image: Commitment met Image: Commitment met <thimage: commitment="" met<="" th=""> Image: Commitment met</thimage:>	IVIII1.	standard = 5 bus. days	Avg. # of business days	1.79	2.19	3.01	2.74	2.59	3.00						
Min. standard = 95% comminent Total # of instalation comminent met 7.00 20.00 16.00 9.00 10.00 0.00 0.00 Customer Could of instalation comminent met 100.00%			Total # of installation commitments	7.00	20.00	12.00	16.00	10.00	10.00						
met Total # of installation commitment missed 0.00 0.00 0.00 1.00 1.00 0.00 <td></td> <td></td> <td>Total # of installation commitment met</td> <td>7.00</td> <td>20.00</td> <td>12.00</td> <td>16.00</td> <td>9.00</td> <td>10.00</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>			Total # of installation commitment met	7.00	20.00	12.00	16.00	9.00	10.00						
Mint Mode Mode <th< td=""><td></td><td>standard = 95% commitment</td><td>Total # of installation commitment missed</td><td>0.00</td><td>0.00</td><td>0.00</td><td>0.00</td><td>1.00</td><td>0.00</td><td></td><td></td><td></td><td></td><td></td><td></td></th<>		standard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00	0.00	1.00	0.00						
Customers Act # for voice or bundle, res-bus 2203 2215 2228 2234 2213 Image: Control of the control of t	met														
Customer Trouble Report Income Provide Income Provide <t< td=""><td>Cust</td><td>omers</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></t<>	Cust	omers													
B 6% (6 per 100 working lines for units w' 3,000 lines) Total # of working lines for units w' 3,000 lines) Total # of working lines for units w' 3,000 lines) Total # of working lines for units w' 1,000 r. 2,999 lines) Total # of working lines for units w' 1,000 lines) Total # of working lines for units w' 1,000 lines) Total # of working lines for units w' 1,000 lines) Total # of working lines for units w' 1,000 lines) Total # of working lines for units w' 1,000 lines) Total # of working lines for units w' 1,000 lines) Total # of working lines for units w' 1,000 lines) Total # of working lines for units w' 1,000 lines) Total # of working lines for units w' 1,000 lines) Total # of outgat report lickets 42 32 23 11 10 29 Adjusted Min. standard = 90% within 24 hrs Total # of routgat report lickets 42 32 23 11 10 29 20 10 100,00% <t< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td><u> </u></td></t<>															<u> </u>
By (b per 100 working lines for vis (k per 100 working lines) Total # of trouble reports Image: second sec			Total # of working lines						1						
No No Totolbe reports Construction Constreaconstruction Constreaconstruction </td <td></td>															
g % of trouble reports 2.33% 1.98% 1.44% 0.66% 1.16% 1.67% Image: Constraint of the image: Constread: Constread: Constraint of the image: Constraint of the image:	Б	units w/ 3,000 lines)													
g % of trouble reports 2.33% 1.98% 1.44% 0.66% 1.16% 1.67% Image: Constraint of the image: Constread: Constread: Constraint of the image: Constraint of the image:	qa			2574	2577	2576	2595	2592	2571						
E % of trouble reports 2.33% 1.98% 1.44% 0.66% 1.16% 1.67% Image: Constraint of the image: Constrenearchimage: Constraint of the image: Constraint of the image: C	tan	10% (10 per 100 working lines To		-	-										
§ Total # of working lines for units w/ 1,000 lines) Total # of truble reports Total # of truble reports Image: Construct of truble Image: Construct of truble reports Image: Construct of truble reports Image: Construct of truble Image: Con				2.33%	1.98%	1.44%	0.66%	1.16%	1.67%						
Or (or puls solutions) Total # of trouble reports Image: constraint of trouble reports	li														
Adjusted of Service Report Min. standard = 90% within 24 hrs Number of customer shore customer in < 24hrs 42 32 23 11 10 29 Image: Control of the standard stan															
Adjusted of Service Report Total # of outage report tickets 42 32 23 11 10 29 Image: Construct and the second secon		for units w/ 1,000 lines)													
Adjusted of Service Report Total # of repair tickets restored in < 24hrs 41 29 23 11 10 29 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 29 10 11 10 </td <td></td> <td>•</td> <td></td> <td>42</td> <td>32</td> <td>23</td> <td>11</td> <td>10</td> <td>29</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>		•		42	32	23	11	10	29						
Adjusted Oth % of repair tickets restored 24 Hours 97.62% 90.63% 100.00% 100.10% 100.10% 100.10% 100.10% 100.10% 100.10% 100.10% 100.10% 100.10% 100.10% 100.10% 100.10% <				41	29	23	11	10	29						
Of Service Report Min. standard = 90% within 24 hrs Sum of the duration of all outages (hh:mm) 268.73 204.08 114.00 87 45 232 Image: Constraint of the duration of all outages (hi:mm) Avg. outage duration (hi:mm) 6.40 6.38 4.96 7.94 4.52 7.98 Image: Constraint of the duration of all outages (hi:mm) Constraint of the duration o		••••		97.62%	90.63%	100.00%	100.00%	100.00%	100.00%						
Min. standard = 90% Within 24 hrs Avg. outage duration (hh:mm) 6.40 6.38 4.96 7.94 4.52 7.98 Image: Constraint of the standard															
Indicate if catastrophic event is in a month no n	Min.														
Unadjusted of Service Report Out Mode Total # of repair tickets restored in ≤ 24hrs 41 29 24 12 10 29 Image: Construct of the second				no	no	no	no	no							
of Service Report % of repair tickets restored 24 Hours 91.11% 85.29% 92.31% 100.00% 100.00% 96.67% Image: Control of a			Total # of unadjusted outage report tickets	45	34	26	12	10	30						
of Service Report % of repair tickets restored 24 Hours 91.11% 85.29% 92.31% 100.00% 100.00% 96.67% Image: Control of the duration of all outages (hh:mm) 494.62 295.00 186.85 92 66 257 Image: Control of all outages (hh:mm) 494.62 295.00 186.85 92 66 257 Image: Control of all outages (hh:mm) 494.62 295.00 186.85 92 66 257 Image: Control of all outages (hh:mm) 494.62 295.00 186.85 92 66 257 Image: Control of all outages (hh:mm) 494.62 295.00 186.85 92 66 257 Image: Control of all outages (hh:mm) 494.62 295.00 186.85 92 66 257 Image: Control of all outages (hi:mm) 494.62 295.00 186.85 92 66 257 Image: Control of all outages (hi:mm) 494.62 295.00 186.85 92 66 257 Image: Control of all outages (hi:mm) 494.62 295.00 186.85 92 66 257 Image: Contro on outages (hi:mm) 400.00 100.0	Unad	ljusted Out	, ,	-				-							<u> </u>
Sum of the duration of all outages (hh:mm) 494.62 295.00 186.85 92 66 257 Image: Constraint of all outages (hi:mm) Avg. outage duration (hi:mm) 10.99 8.68 7.19 7.64 6.56 8.56 Image: Constraint of all outages (hi:mm) 10.99 8.68 7.19 7.64 6.56 8.56 Image: Constraint of all outages (hi:mm) 10.99 8.68 7.19 7.64 6.56 8.56 Image: Constraint of all outages (hi:mm) 10.99 8.68 7.19 7.64 6.56 8.56 Image: Constraint of all outages (hi:mm) 10.99 8.68 7.19 7.64 6.56 8.56 Image: Constraint of all outages (hi:mm) 10.99 8.68 7.19 7.64 6.56 8.56 Image: Constraint of all outages (hi:mm) 10.99 8.68 7.19 7.64 6.56 8.56 Image: Constraint of all outages (hi:mm) 10.99 8.68 7.19 7.64 6.56 8.56 Image: Constraint of all outages (hi:mm) 10.99 9.28 0 10 10 10 10 10 10 10	of Se	ervice Report	% of repair tickets restored 24 Hours	91.11%	85.29%	92.31%	100.00%	100.00%	96.67%						
Avg. outage duration (hh:mm) 10.99 8.68 7.19 7.64 6.56 8.56 Image: Constraint of the second		·													
Refunds Number of customers who received refunds 0 1 0 0 1 0 0 1 0 0 1 0 0 1 0 0 1 0 0 1 0 0 1 0 0 1 0 1 0 0 1 0 1 0 1 0 1 0 1 0 1 0 1 0 1<							7.64	6.56							
Monthly anount of refunds 0 20.33 0 0 28.58 0 Image: Constraint of the constraint of t	Refu	nds				0	0	1							<u> </u>
Answer Time (Trouble Reports,Billing & Non-Billing) Min. standard = 80% of calls 60 seconds to reach live agent (w/ a Total # of calls for TR, Billing & Non-Billing Total # of call seconds to reach live agent Image: Constraint of call seconds to reach live agent Image: Constraint of call seconds to reach live agent % 60 seconds 60 seconds 60				-	20.33	0	0	28.58	0						<u> </u>
Reports,Billing & Non-Billing) Min. Total # of call seconds to reach live agent Image: Control of calls								'							
Reports,Billing & Non-Billing) Min. Total # of call seconds to reach live agent Image: Control of calls	Ansv	ver Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
standard = 80% of calls 60 seconds to reach live agent (w/a															
seconds to reach live agent (w/ a % 60 seconds			Total # of call seconds to reach live agent						<u> </u>						┣────
			% 60 seconds												
menu option to reach live agent)		u option to reach live agent)													

Primary Utility Contact Information

Name: Linda J. Roller

Phone: 559-868-6310

Email: lroller@ponderosatel.com

Company Name:	The	Ponderosa T	elephone Co.	U#:	1014-C	Report Year:	2017
Reporting Unit Type:	🕢 Total Company	Exchange	🔲 Wire Center	Reporti	ng Unit Name:	Wishon	

	Massurament (Con	npile monthly, file quarterly)	(Date filed (05/15/17)			Date filed (08/15/17)			Date filed (11/15/2017)		Date filed (2/15/18)		
	Weasurement (Con	nplie montiny, file quarterry)	1	st Quarter			2nd Quarte	r		3rd Quarter			4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Insta	allation Interval	Total # of business days	0.00	0.00	0.00	0	2.82	0						ļ
	standard - 5 bus days	Total # of service orders	0	0	0	0	1.00	0						ļ
		Avg. # of business days	0.00	0.00	0.00	0.00	2.82	0.00						. <u> </u>
Incto	allation Commitment	Total # of installation commitments	0	0	0	0	1.00	0						,
	standard = 95% commitment	Total # of installation commitment met	0.00	0.00	0.00	0	1.00	0						1
met	standard = 33 % communent	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00						
mot		% of commitment met	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%						
Cust	omers	Acct # for voice or bundle, res+bus	36	37	35	34	34	34						
Cust	omer Trouble Report													
	6% (6 per 100 working lines for	Total # of working lines												·
_	units w/ 3,000 lines)	Total # of trouble reports												
ard	units w/ 3,000 lines)	% of trouble reports												
p	8% (8 per 100 working lines for Tc units w/ 1,001 - 2,999 lines) Tc Tc y/9% 10% (10 per 100 working lines for Units w/ 1,000 lines) Tc Tc y/6%	Total # of working lines												
îtai		Total # of trouble reports												
		% of trouble reports												
Mir		Total # of working lines	66	67	89	86	89	77						
		Total # of trouble reports	8	1	1	1	0	1						
	for units w/ 1,000 lines)	% of trouble reports	12.12%	1.49%	1.12%	1.16%	0.00%	1.30%						
		Total # of outage report tickets	1	1	0	1	0	0						
Adju	sted Out	Total # of repair tickets restored in < 24hrs	1	1	0	1	0	0						
	ervice Report	% of repair tickets restored 24 Hours	100%	100%	100%	100%	100%	100%						
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	2.37	0.47	0.00	20	0	0						
IVIII I.	stanuaru = 90 % within 24 ms	Avg. outage duration (hh:mm)	2.37	0.47	0.00	20.40	0.00	0.00						
		Indicate if catastrophic event is in a month	no	no	no	no	no	no						
		Total # of unadjusted outage report tickets	8	1	1	1	0	0						
		Total # of repair tickets restored in < 24hrs	3	1	0	1	0	0						
of Se	ervice Report	% of repair tickets restored 24 Hours	37.50%	100.00%	0.00%	100.00%	100.00%	100.00%						
		Sum of the duration of all outages (hh:mm)	376.07	0.47	48.82	20.40	0.00	0.00						
		Avg. outage duration (hh:mm)	47.01	0.47	48.82	20.40	0.00	0.00						
Refu		Number of customers who received refunds	1	4	0	0	0	0						
		Monthly anount of refunds	6.99	95.16	0	0	0	0						
		Total # of calls for TR, Billing & Non-Billing												
	orts,Billing & Non-Billing) Min. dard = 80% of calls 60	Total # of call seconds to reach live agent												
	onds to reach live agent (w/ a	% 60 seconds												<u>. </u>
men	u option to reach live agent)													

Primary Utility Contact Information

Name: Linda J. Roller

Phone: 559-868-6310

Email: lroller@ponderosatel.com

Company Name:	The	Ponderosa T	elephone Co.	U#:	1014-C	Report Year:	2017
Reporting Unit Type:	🔽 Total Company	Exchange	🔲 Wire Center	Reporti	ng Unit Name:	O'Neals	

	Magguramont (Car	npile monthly, file quarterly)		Date filed (05/15/17)			Date filed (08/15/17)			Date filed (11/15/2017)			Date filed (2/15/18)	
	weasurement (Cor	nplie monthly, file quarterly)	1	st Quarter			2nd Quarte	r		3rd Quarter	•		4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Incta	Illation Interval	Total # of business days	7.35	8.79	4.57	3.71	0	2.60						
	standard = 5 bus. days	Total # of service orders	2	3	2	1.00	0	2.00						l
IVIII I.	standard = 5 bus. days	Avg. # of business days	3.67	2.93	2.28	3.71	0.00	1.30						
	H -sile O - H -sile - H -sil	Total # of installation commitments	2	3	2	1.00	0	2.00						
	Illation Commitment standard = 95% commitment	Total # of installation commitment met	2.00	3.00	2.00	1.00	0	2.00						
	standard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00		1				
met		% of commitment met	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		1				
Cust	omers	Acct # for voice or bundle, res+bus	259	261	269	269	266	265		1				
Cust	omer Trouble Report							1						[
		Total # of working lines						1						[
	6% (6 per 100 working lines for	Total # of trouble reports						1						(
Standard	units w/ 3,000 lines)	% of trouble reports												(
lde		Total # of working lines								1				
tar	8% (8 per 100 working lines for	Total # of trouble reports												
	up 10% (10 per 100 working lines for units w/ 1 000 lines)	% of trouble reports								1				
Min		Total # of working lines	326	324	325	327	325	326						(
		Total # of trouble reports	15	19	4	9	1	16						(
	for units w/ 1,000 lines)	% of trouble reports	4.60%	5.86%	1.23%	2.75%	0.31%	4.91%						
	•	Total # of outage report tickets	6	5	2	4	1	1						(
Adju	sted Out	Total # of repair tickets restored in \leq 24hrs	6	5	2	4	1	1						(
	ervice Report	% of repair tickets restored 24 Hours	100%	100%	100%	100%	100%	100%						
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	13	30	21	69	1	7						
iviin.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	2.21	5.95	10.53	17.18	1.08	7.33						(
		Indicate if catastrophic event is in a month	no	no	no	no	no	no						
		Total # of unadjusted outage report tickets	7	6	2	6	1	1						
Unad	djusted Out	Total # of repair tickets restored in < 24hrs	6	6	2	4	1	1						
of Se	ervice Report	% of repair tickets restored 24 Hours	85.71%	100.00%	100.00%	66.67%	100.00%	100.00%						
		Sum of the duration of all outages (hh:mm)	60.17	50.78	21.07	293.52	1.08	7.33						
		Avg. outage duration (hh:mm)	8.60	8.46	10.53	48.92	1.08	7.33						
Refu	nds	Number of customers who received refunds	0	0	0	0	0	0						(
		Monthly anount of refunds	0	0	0	0	0	0						í
Ansv	ver Time (Trouble	Total # of calls for TR, Billing & Non-Billing												í
	orts,Billing & Non-Billing) Min. dard = 80% of calls 60	Total # of call seconds to reach live agent												
	onds to reach live agent (w/ a	% 60 seconds												i
men	u option to reach live agent)													

Primary Utility Contact Information

Name: Linda J. Roller

Phone: 559-868-6310

Email: lroller@ponderosatel.com

Company Name:	The	Ponderosa T	elephone Co.	U#:	1014-C	Report Year:	2017
Reporting Unit Type:	🕢 Total Company	Exchange	🗌 Wire Center	Reporti	ng Unit Name:	North Fork	

	Measurement (Cor	npile monthly, file quarterly)		Date filed Date filed Date filed Date filed (05/15/17) (08/15/17) (11/15/2017) 1st Quarter 2nd Quarter 3rd Quarter Jan Feb Mar Apr May Jun Jul Aug Sep 4.77 4.00 0.00 <td< th=""><th colspan="4">Date filed (2/15/18) 4th Quarter</th></td<>					Date filed (2/15/18) 4th Quarter			
					Mar					Oct	Nov	Dec
lucto	llation Interval	Total # of business days	4.75	12.30	20.06	21.63	28.36	10.67				[
	standard = 5 bus. days	Total # of service orders	3	8.00	6	11.00	11.00	6.00				[
IVIII1. 3	standard = 5 bus. days	Avg. # of business days	1.58	1.54	3.34	1.97	2.58	1.78				ſ
la et e	Westley, Octoor 1999 - 199	Total # of installation commitments	3	8	6	11.00	11.00	6.00				
	Ilation Commitment	Total # of installation commitment met	3.00	8.00	6.00	11.00	11.00	6.00				Í
	standard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00				
met		% of commitment met	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%				
Cust	omers	Acct # for voice or bundle, res+bus	1533	1540	1549	1551	1545	1533				
	omer Trouble Report										1	
	•	Total # of working lines									1	
	6% (6 per 100 working lines for	Total # of trouble reports									1	
Standard	units w/ 3,000 lines)	% of trouble reports										ſ
gpt		Total # of working lines	1740	1735	1737	1736	1740	1734				
tar	8% (8 per 100 working lines for	Total # of trouble reports	45	50	54	54	19	42				ſ
	units w/ 1,001 - 2,999 lines)	% of trouble reports	2.59%	2.88%	3.11%	3.11%	1.09%	2.42%				ſ
Min.	10% (10 per 100 werking lines	Total # of working lines										[
	10% (10 per 100 working lines for units w/ 1,000 lines)	Total # of trouble reports										
	for units w/ 1,000 lines)	% of trouble reports										[
		Total # of outage report tickets	25	35	40	28	14	22				[
Adju	sted Out	Total # of repair tickets restored in < 24hrs	23	35	40	27	14	21				
	ervice Report	% of repair tickets restored 24 Hours	92%	100%	100%	96%	100%	95%				[
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	173	146	198	108.57	86.80	163.72				ſ
IVIII1. 3	standard = 90% within 24 ms	Avg. outage duration (hh:mm)	6.92	4.18	4.96	3.88	6.20	7.44				[
		Indicate if catastrophic event is in a month	no	no	no	no	no	no				ſ
		Total # of unadjusted outage report tickets	26	35	41	32	14	25				
Unac	ljusted Out	Total # of repair tickets restored in \leq 24hrs	23	35	40	26	14	22				
of Se	ervice Report	% of repair tickets restored 24 Hours	88.46%	100.00%	97.56%	81.25%	100.00%	88.00%				
		Sum of the duration of all outages (hh:mm)	236.40	146.38	242.52	416.10	86.80	243.78				Í
		Avg. outage duration (hh:mm)	9.09	4.18	5.92	13.00	6.20	9.75				Í
Refu	nds	Number of customers who received refunds	0	0	0	2	2	0				
		Monthly anount of refunds	0	0	0	95.48	34.95	0				
Ansv	ver Time (Trouble	Total # of calls for TR, Billing & Non-Billing										
	orts,Billing & Non-Billing) Min. dard = 80% of calls 60	Total # of call seconds to reach live agent										
seco	nds to reach live agent (w/ a	% 60 seconds										
ment	u option to reach live agent)											

Primary Utility Contact Information

Name: Linda J. Roller

Phone: 559-868-6310

Email: lroller@ponderosatel.com

Company Name:	The	Ponderosa T	elephone Co.	U#:	1014-C	Report Year:	2017
Reporting Unit Type:	🕢 Total Company	Exchange	🔲 Wire Center	Reporti	ng Unit Name:	Big Creek	

	Magazinamant (Car	mile menthly file supertails)	Date (05/1				Date filed (08/15/17)					Date filed (2/15/18)				
Min. s Instal Min. s met Custo Custo Custo Custo Custo Custo S custo S d Juso of Se Min. s	weasurement (Cor	npile monthly, file quarterly)	1	st Quarter		2nd Quarter 3rd Quarter				3rd Quarter			017) (2/15/18) Inter 4th Quarter	4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
Incto	allation Interval	Total # of business days	0.84	0.30	1.37	0.00	7.96	11.42								
	standard = 5 bus. days	Total # of service orders	2	1	1	0	3.00	3.00								
IVIII I.	standard = 5 bus: days	Avg. # of business days	0.42	0.30	1.37	0.00	2.65	3.81								
		Total # of installation commitments	2	1	1	0	3.00	3.00								
	allation Commitment standard = 95% commitment	Total # of installation commitment met	2.00	1.00	1.00	0.00	3.00	3.00								
	standard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00		1	1					
met		% of commitment met	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		1	1					
Cust	omers	Acct # for voice or bundle, res+bus	405	405	406	405	404	405								
Cust	omer Trouble Report	,						1					1			
		Total # of working lines											1			
	6% (6 per 100 working lines for	Total # of trouble reports								1	1					
Ird	units w/ 3,000 lines)	% of trouble reports								1	1					
g		Total # of working lines								1	1					
tar	8% (8 per 100 working lines for	Total # of trouble reports								1	1					
	units w/ 1,001 - 2,999 lines)	% of trouble reports														
-lin		Total # of working lines	344	341	341	340	358	437		1	1					
	10% (10 per 100 working lines	Total # of trouble reports	5	2	6	4	11	17		1	1					
	for units w/ 1,000 lines)	% of trouble reports	1.45%	0.59%	1.76%	1.18%	3.07%	3.89%		1	1					
	•	Total # of outage report tickets	0	1	2	3	3	15								
A	sted Out	Total # of repair tickets restored in < 24hrs	0	1	2	3	2	13		1	1					
	• • • •	% of repair tickets restored 24 Hours	100%	100%	100%	100%	67%	87%								
	ervice Report standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	0	3	6	28.77	49.90	256.53					1			
iviin.	standard = 90% Within 24 hrs	Avg. outage duration (hh:mm)	0.00	2.93	2.95	9.59	16.63	17.10		1	1					
		Indicate if catastrophic event is in a month	no	no	no	no	no	no								
		Total # of unadjusted outage report tickets	0	2	2	4	8	15					1			
Unac	djusted Out	Total # of repair tickets restored in \leq 24hrs	0	1	2	3	2	13					1			
of Se	ervice Report	% of repair tickets restored 24 Hours	100.00%	50.00%	100.00%	75.00%	25.00%	86.67%					1			
	-	Sum of the duration of all outages (hh:mm)	0.00	98.88	5.90	76.90	3925.32	304.53								
		Avg. outage duration (hh:mm)	0	49.44	2.95	19.22	490.66	20.30								
Refu	Inds	Number of customers who received refunds	0	1	0	0	2	0								
		Monthly anount of refunds	0	9	0	0	89	0					1			
Ansv	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing											1			
	orts,Billing & Non-Billing) Min.	Total # of call seconds to reach live agent														
	dard = 80% of calls 60 onds to reach live agent (w/ a	% 60 seconds														
	u option to reach live agent (w/ a		·				•	•				•		h-		

Primary Utility Contact Information

Name: Linda J. Roller

Phone: 559-868-6310

Email: lroller@ponderosatel.com

Company Name:	The	Ponderosa T	elephone Co.	U#:	1014-C		Report Year:	2017
Reporting Unit Type:	🕢 Total Company	Exchange	Wire Center	Reporti	ng Unit Name:	Cima		

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Installation Interval Min. standard = 5 bus. days Total # of service orders 0 0 0.00	Date filed (2/15/18)			Date filed Date filed Date filed 05/15/17) (08/15/17) (11/15/2017) it Quarter 2nd Quarter 3rd Quarter						(1	pile monthly, file quarterly)	Measurement (Con		
Installation Interval Min. standard = 5 bus. days Total # of business days 0.00 <th< th=""><th></th><th></th><th>Oct</th><th>Son</th><th></th><th></th><th></th><th></th><th></th><th>Mar</th><th></th><th></th><th></th><th></th></th<>			Oct	Son						Mar				
Installation interval Min. standard = 5 bus. days Total # of service orders 0	NOV Dec	NOV	UCI	Sep	Aug	Jui							Total # of business days	
Min. standard = 5 bus. days Avg. # of business days 0.00 0														allation Interval
Installation Commitment Min, standard = 95% commitment met Total # of installation commitment met 0.0 0.0 0.0 0.00 0.	(2/15/18) 4th Quarter				-	-		-	-	-		etandard – 5 bue dave		
Installation Commitment Min. standard = 95% commitment met Total # of installation commitment met 0.00 <th< td=""><td></td><td><u> </u></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></th<>		<u> </u>												
Min. standard = 95% commitment Total # of installation commitment missed 0.00 0.		<u> </u>					-	-	Ţ	-	-	-		allation Commitment
Image: Note of Service Report % of commitment met 100.00%														standard = 95% commitment
Customers Acct # for voice or bundle, res+bus 38 37 38<														
Customer Trouble Report Total # of working lines for trouble reports Total # of working lines for trouble reports Image: Control of trotal # of trouble reports <thimage: con<="" td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></thimage:>														
Properties Total # of working lines for inits w/ 3,000 lines) Total # of working lines for Total # of trouble reports Total # of working lines for Total # of trouble reports Total # of working lines for total # of trouble reports Total # of working lines for total # of working lines Total # of working lines Image: Comparison of total # of working lines Image: Comparison of total # of working lines 10% (10 per 100 working lines) Total # of working lines Total # of working lines Total # of working lines Image: Comparison of total # of total							38	38	38	38	31	38	ACCL # IOF VOICE OF DUNDIE, FES+DUS	
By the period working lines of units w/ 3,000 lines) Total # of trouble reports Image: Constraint o													Total # of working lines	
properties units w/ 3,000 lines) % of trouble reports model model <td><u> </u></td> <td></td>	<u> </u>													
Sector 10% of trouble reports Control 10% <thcontrol 10%<="" th=""> Control 10% <th< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>1 (inite w) = 3 (000 (ineq))</td></th<></thcontrol>														1 (inite w) = 3 (000 (ineq))
Section % of trouble reports C <thc< th=""> C <thc< th=""> C<</thc<></thc<>														
Section % of trouble reports C <thc< th=""> C <thc< th=""> C<</thc<></thc<>														
Image: Second state Total # of working lines for units w/ 1,000 lines) Total # of working lines 45 45 45 45 46 Image: Second state Image: Second state <th< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>$10000 \pm 10000 \pm 10000000000000000000000$</td></th<>														$10000 \pm 10000 \pm 10000000000000000000000$
Total # of trouble reports 1 0 1 1 2 0 0 0 0 for units w/ 1,000 lines) 0 of trouble reports 2.22% 0.00% 2.22% 2.22% 4.44% 0.00% 0 0 0 Adjusted of Service Report Total # of outage report tickets restored in ≤ 24hrs 0							40	45	15	45	45	45		
Ior units w/ 1,000 lines) % of trouble reports 2.22% 0.00% 2.22% 4.44% 0.00% Image: constraint of the second sec										45	-	45		
Adjusted of Service Report Total # of outage report tickets 0 0 0 1 0 0 0 0 1 0 0 0 0 1 0 0 0 1 0 0 0 1 0 0 1 0 0 1 0 0 1 0 0 1 0 0 1 0 0 1 0 0 1 0 0 1 0 0 1 0 0 1 0 0 1 0							-			1	•	1		
Adjusted of Service Report Total # of repair tickets restored in ≤ 24hrs 0 0 1 0 0 0 1 0 0 1 0 0 1 0 0 1 0 0 1 0 0 1 0 0 1 0 0 1 0 0 1 0 0 1 0 0 1 0 0 1 0 0 1 0 0 1 0 0 1 0 0 1 0 0 1 0 0 1 0														
Adjusted Ord % of repair tickets restored 24 Hours 100% 000							-	-		-	•	-	Total # of outage report tickets	
Of Service Report Sum of the duration of all outages (hh:mm) 0 0 0 3.65 0.00 0.00 0 <th< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>-</td><td>-</td><td></td><td>I otal # of repair tickets restored in < 24nrs</td><td>usted Out</td></th<>										-	-		I otal # of repair tickets restored in < 24nrs	usted Out
Min. standard = 90% within 24 hrs Avg. outage duration (hh:mm) 0.00 0 0.65 0.00 0.00 0 0.00 0 0.00 0 0.00 0 0.00 0 0.00 0 0.00 0 0.00 0 0.00 0 0.00 0 0.00 0 0.00 0 0.00 0 0.00 0 0.00 0														arvice Report
Indicate if catastrophic event is in a month no no <thn< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>•</td><td>ů</td><td></td><td></td><td></td></thn<>										•	ů			
Unadjusted of Service Report Total # of unadjusted outage report tickets 1 0 0 1 0 <										v	ů,			
Unadjusted of Service Report Out Sum of the duration of all outages (hh:mm) 0							-	-	-	-	-	no		
of Service Report % of repair tickets restored 24 Hours 0.00% 100% 0% 100% 100% 0 Image: Constraint of and the second se		+					÷	-		-	-	1		
Sum of the duration of all outages (hh:mm) 26.68 0.00 0.00 313 0 0 Image: Constraint of all outages (hh:mm) Avg. outage duration (hh:mm) 26.68 0 0 312.77 0 0 Image: Constraint of all outages (hh:mm) 0							-	-	-	-		-		
Avg. outage duration (hh:mm) 26.68 0 0 312.77 0 0 Image: Comparison of the second se														
							ÿ							
IRefunds INumber of customers who received retunds I IIII 0 0 0 0 0 0		<u> </u>					÷	-	-	-	-			
							÷		0	÷	-	0		
Monthly anount of refunds 0 0 0 0 0 0 0 0							0	0	0	0	0	0	Monthly anount of refunds	
Answer Time (Trouble Total # of calls for TR, Billing & Non-Billing		+											I otal # of calls for IR, Billing & Non-Billing	
Reports, Billing & Non-Billing) Min. Total # of call seconds to reach live agent standard = 80% of calls 60													Total # of call seconds to reach live agent	
scandard = 80% of calls 60 seconds to reach live agent (w/ a % 60 seconds													% 60 seconds	
menu option to reach live agent	· · · ·													

Primary Utility Contact Information

Name: Linda J. Roller

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