Company Name:		The Ponderosa Telephone Co			abilo otili	11103 001		<u>1014-C</u>			Report Ye	ar:	<u>2017</u>	•
Reporting Unit Type:		Check Box C C					Reporting	յ Unit Name) :	Total Com	pany			<u>-</u>
Measurement (Comp	oile monthly, file quart	erly)		Date filed (05/15/17)	r		Date filed (8/15/17) 2nd Quarte	ar		Date filed (11/15/17) 3rd Quarte	•		Date filed (2/15/18) 4th Quarte	r
			Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	55.51	88.86	91.70	7461	ıay	June	- Gui	7 tag	ООР		1107	200
Installation Interval		Total # of service orders	25.00	42.00	41.00									
Min. standard = 5 bus. day	/S	Avg. # of business days	2.22	2.12	2.24									
		Total # of installation commitments	25.00	42.00	41.00									
Installation Commitment	:	Total # of installation commitment met	25.00	42.00	41.00									
Min. standard = 95% com	mitment met	Total # of installation commitment missed	0.00	0.00	0.00									
		% of commitment met	100.00%	100.00%	100.00%									
Customers		Acct # for voice or bundle, res+bus	6463	6500	6531									
Customer Trouble Report	rt													
•	6% (6 per 100 working	Total # of working lines												
	lines for units w/ ≥ 3,000	Total # of trouble reports												
<u>p</u>	lines)	% of trouble reports												
Standard	8% (8 per 100 working	Total # of working lines	5886	5880	5873									
itar	lines for units w/ 1,001 -	Total # of trouble reports	119	123	118									
	2,999 lines)	% of trouble reports	2.02%	2.09%	2.01%									
Min	10% (10 per 100 working	Total # of working lines	1600	1626	1656									
	lines for units w/ ≤ 1,000	Total # of trouble reports	40	30	24									
	lines)	% of trouble reports	2.50%	1.85%	1.45%									
	•	Total # of outage report tickets	85	86	83									
A 11		Total # of repair tickets restored in ≤ 24hrs	82	83	83									
Adjusted		% of repair tickets restored ≤ 24 Hours	96.47%	96.51%	100.00%									
Out of Service Report Min. standard = 90% within	n 24 hre	Sum of the duration of all outages (hh:mm)	519	470	490									
Willing Standard = 5070 Within	1241113	Avg. outage duration (hh:mm)	6.10	5.46	5.91									
		Indicate if catastrophic event is in month												
		Total # of unadjusted outage report tickets	102	95	94									
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	85	84	88									
Out of Service Report		% of repair tickets restored ≤ 24 Hours	83.33%	88.42%	93.62%									
		Sum of the duration of all outages (hh:mm)	1356	1021	742									
		Avg. unadjusted outage duration (hh:mm)	13.30	10.75	7.89									
Refunds		Number of customers who received refunds	na	na	0									
neiulus		Monthly amount of rrefunds	14	110	0									
Answer Time		Total # of calls for TR, Billing & Non-Billing												
(Trouble Reports "TR", E	Billing & Non-Billing)	Total # of call seconds to reach live agent												

Name: Linda J. I		Phone: 559-868-6310	Email: <u>Iroller@ponderosatel.com</u>	
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Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Min. standard = 80% of calls ≤ 60 seconds to reach

live agent (w/ a menu option to reach live agent)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

% ≤ 60 seconds

Company Name:	y Name: <u>The Ponderosa Telephone Co.</u> U#: <u>1014-C</u>				<u>1014-C</u>	Report Year: <u>2017</u>								
Reporting Unit Type:		Check Box C C Reporting Unit Nan			g Unit Name:		Friant							
Measurement (Comp	ile monthly, file quart	terly)		Date filed (05/15/17)			Date filed (8/15/17) 2nd Quarte			Date filed (11/15/17) 3rd Quarte			Date filed (2/15/18) 4th Quarter	r
			Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
In stallation Interval		Total # of business days	7.06	11.25	6.21									
Installation Interval Min. standard = 5 bus. day	e	Total # of service orders	3.00	4.00	5.00									
IVIIII. Staridard = 5 bus. day	3	Avg. # of business days	2.35	2.81	1.24									
		Total # of installation commitments	3.00	4.00	5.00									
Installation Commitment		Total # of installation commitment met	3.00	4.00	5.00									
Min. standard = 95% comr	nitment met	Total # of installation commitment missed	0.00	0.00	0.00									
		% of commitment met	100.00%	100.00%	100.00%									
Customers		Acct # for voice or bundle, res+bus	472	477	481									
Customer Trouble Repor	t													
	6% (6 per 100 working	Total # of working lines												
	lines for units w/ ≥ 3,000	Total # of trouble reports												
	lines)	% of trouble reports												
l udg	8% (8 per 100 working	Total # of working lines												
Min. Standard	lines for units w/ 1,001 -	Total # of trouble reports												
<u>.</u>	2,999 lines)	% of trouble reports												
Σ	10% (10 per 100 working		819	849	856									
	lines for units w/ ≤ 1,000	Total # of trouble reports	11	8	12									
	lines)	% of trouble reports	1.34%	0.94%	1.40%									
		Total # of outage report tickets	4	5	5									
Adjusted		Total # of repair tickets restored in ≤ 24hrs	4	5	5									
Out of Service Report		% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%									
Min. standard = 90% within	24 hrs	Sum of the duration of all outages (hh:mm)	11.80	30.37	25.87									
		Avg. outage duration (hh:mm)	2.95	6.07	5.17									
		Indicate if catastrophic event is in month												
		Total # of unadjusted outage report tickets	4	8	6									
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	4	5	6								<u> </u>	
Out of Service Report		% of repair tickets restored ≤ 24 Hours	100.00%	62.50%	100.00%								<u> </u>	
		Sum of the duration of all outages (hh:mm)	11.80	304.07	28.58		1							
		Avg. unadjusted outage duration (hh:mm)	2.95	60.81	4.76		ļ						_	
Refunds		Number of customers who received refunds	na	0	0		ļ						 '	
		Monthly amount of rrefunds	6.68	0	0									
		T				1	1							ı
Answer Time	Nulling O New Dillings	Total # of calls for TR, Billing & Non-Billing												
(Trouble Reports "TR", B Min. standard = 80% of cal	_	Total # of call seconds to reach live agent											<u> </u>	
live agent (w/ a menu optic		% ≤ 60 seconds												
iive agent (w/ a mena optic	into react live agenty]		Primary	Utility Cont	act Inforn	nation							
		☐ Check Box C ☐ C												
	Name:	Linda J. Roller			Phone:	559-868-6	310			Email:	lroller@por	nderosatel.	<u>com</u>	

Company Name:	Name: <u>The Ponderosa Telephone Co.</u> U#: <u>1014-C</u>			<u>1014-C</u>	Report Year: 2017				•						
Reporting Unit Type:		✓ Check Box	c					Reporting	Unit Name:		Shaver				
Measurement (Comp	oile monthly, file quart	erly)			Date filed (05/15/17)	r		Date filed (8/15/17) 2nd Quarte	er		Date filed (11/15/17) 3rd Quarte	r		Date filed (2/15/18) 4th Quarter	r
				Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
locate Hadison Internet		Total # of busines	s days	22.96	12.36	23.41	-	<u> </u>							
Installation Interval Min. standard = 5 bus. day	IC.	Total # of service	orders	8.00	6.00	15.00									
iviiii. Staridard – 5 bus. day	/5	Avg. # of business	s days	2.87	2.06	1.56									
		Total # of installat		8.00	6.00	15.00									
Installation Commitment	t	Total # of installat	ion commitment met	8.00	6.00	15.00									
Min. standard = 95% com	mitment met	Total # of installat	ion commitment missed	0.00	0.00	0.00									
		% of commitment	met	100.00%	100.00%	100.00%									
Customers		Acct # for voice or	r bundle, res+bus	1517	1528	1525									
Customer Trouble Repo	rt														
	6% (6 per 100 working	Total # of working	lines												
	lines for units w/ ≥ 3,000	Total # of trouble	reports												
ırd	lines)	% of trouble repor	ts												
nda	8% (8 per 100 working	Total # of working	lines	1572	1568	1560									
Min. Standard	lines for units w/ 1,001 -	Total # of trouble	reports	14	22	27									
Ġ,	2,999 lines)	% of trouble repor	ts	0.89%	1.40%	1.73%									
Ξ	10% (10 per 100 working	Total # of working	lines												
	lines for units w/ ≤ 1,000	Total # of trouble	reports												
	lines)	% of trouble repor	ts												
		Total # of outage	report tickets	7	7	11									
A dia4a d		Total # of repair ti	ckets restored in ≤ 24hrs	7	7	11									
Adjusted Out of Service Report		% of repair tickets	restored ≤ 24 Hours	100.00%	100.00%	100.00%									
Min. standard = 90% within	n 24 hrs	Sum of the duration	on of all outages (hh:mm)	49.32	55.62	125.12									
Willia Staridard = 5070 Within	11241110	Avg. outage durat	ion (hh:mm)	7.05	7.95	11.37									
		Indicate if catastro	ophic event is in month												
		Total # of unadjus	ted outage report tickets	11	9	16									
Unadjusted			ckets restored in ≤ 24hrs	8	7	14									
Out of Service Report		% of repair tickets	restored ≤ 24 Hours	72.73%	77.78%	87.50%									
		Sum of the duration	on of all outages (hh:mm)	265.83	125.72	208.08									
		Avg. unadjusted o	outage duration (hh:mm)	24.17	13.97	13.01									
Refunds		Number of custon	ners who received refunds	0	na	0									
rtorarias		Monthly amount o	f rrefunds	0	14.63	0									
Answer Time			TR, Billing & Non-Billing												
(Trouble Reports "TR", E			onds to reach live agent												
Min. standard = 80% of ca		% ≤ 60 seconds													
live agent (w/ a menu option	on to reach live agent)														
					Primary	Utility Cont	act Inform	nation							
		□ -: · -	_												
		Check Box	с [с												
	Name:	Linda J. Roller		_		Phone:	559-868-6	310			Email:	Iroller@por	<u>nderosatel.c</u>	<u>:om</u>	•

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Company Name:		Califori The Ponderosa Telephone Co.	nia Public	Utilities	Commiss	sion	U#:	<u>1014-C</u>	_		Report Ye	ar:	<u>2017</u>	
Reporting Unit Type:		☐ Check Box C ☐ C					Reporting	Unit Name	e:	Auberry				•
Measurement (Com	pile monthly, file quart	erly)		Date filed (05/15/17)			Date filed (8/15/17) 2nd Quarte	er		Date filed (11/15/17) 3rd Quarter			Date filed (2/15/18) 4th Quarter	r
			Jan	Feb	Mar	Apr	May	June	Jul	Jul Aug Sep			Nov	Dec
		Total # of business days	12.55	43.85	36.08	-								
Installation Interval	140	Total # of service orders	7	20	12									
Min. standard = 5 bus. da	ys	Avg. # of business days	1.79	2.19	3.01									
		Total # of installation commitments	7.00	20.00	12.00									
Installation Commitmen	ıt	Total # of installation commitment met	7.00	20.00	12.00									
Min. standard = 95% com	mitment met	Total # of installation commitment missed	0.00	0.00	0.00									
		% of commitment met	100.00%	100.00%	100.00%									
Customers		Acct # for voice or bundle, res+bus	2203	2215	2228									
Customer Trouble Repo	ort													
	6% (6 per 100 working	Total # of working lines												
	lines for units w/ ≥ 3,000	Total # of trouble reports												
ırd	lines)	% of trouble reports												
Min. Standard	8% (8 per 100 working	Total # of working lines	2574	2577	2576									
Staı	lines for units w/ 1,001 -	Total # of trouble reports	60	51	37									
	2,999 lines)	% of trouble reports	2.33%	1.98%	1.44%									
Ξ	10% (10 per 100 working													
	lines for units w/ ≤ 1,000	Total # of trouble reports												
	lines)	% of trouble reports				•								
		Total # of outage report tickets	42	32	23									

29

90.63%

204.08

6.38

34

29

85.29%

295.00

8.68

0

0

23

100.00%

114.00

4.96

26

24

92.31%

186.85

7.19

0

0

Primary Utility Contact Information

Adjusted Out of Service Report

Min. standard = 90% within 24 hrs

Unadjusted
Out of Service Report

Refunds

Answer Time
(Trouble Reports "TR", Billing & Non-Billing)
Min. standard = 80% of calls ≤ 60 seconds to reach

live agent (w/ a menu option to reach live agent)

% ≤ 60 seconds

41

97.62%

268.73

6.40

45

41

91.11%

379.47

8.43

0

0

Total # of repair tickets restored in ≤ 24hrs

Sum of the duration of all outages (hh:mm)

Indicate if catastrophic event is in month

Total # of unadjusted outage report tickets

Total # of repair tickets restored in ≤ 24hrs

Sum of the duration of all outages (hh:mm)

Avg. unadjusted outage duration (hh:mm)

Number of customers who received refunds

Total # of calls for TR, Billing & Non-Billing

Total # of call seconds to reach live agent

% of repair tickets restored ≤ 24 Hours

% of repair tickets restored ≤ 24 Hours

Avg. outage duration (hh:mm)

Monthly amount of rrefunds

Name: Linda J. Roller Phone: 559-868-6310 Email: <u>|roller@ponderosatel.com</u>

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Company Name:	Califo <u>The Ponderosa Telephone Co</u>	rnia Publi <u>-</u>	c Utilities -	Commis	sion	U#: <u>1014-C</u>				ear:	<u>2017</u>	-	
Reporting Unit Type:	Check Box C C					Reporting	Unit Name	e:	Wishon				-
Magazzamant (Campila manthly file	avenue alle.		Date filed (05/15/17)			Date filed (8/15/17)			Date filed (11/15/17)			Date filed (2/15/18)	
Measurement (Compile monthly, file	quarterly)		1st Quarte	r		2nd Quarter			3rd Quarte	r		4th Quarte	r
		Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Г
In atallation Internal	Total # of business days	0.00	0.00	0.00									
Installation Interval Min. standard = 5 bus. days	Total # of service orders	0	0	0									
IVIII. Standard – 3 bus. days	Avg. # of business days	0.00	0.00	0.00									
	Total # of installation commitments	0	0	0									
Installation Commitment	Total # of installation commitment met	0.00	0.00	0.00									
Min. standard = 95% commitment met	Total # of installation commitment missed	0.00	0.00	0.00									
	% of commitment met	100.00%	100.00%	100.00%									
Customers	Acct # for voice or bundle, res+bus	36	37	35									
Customer Trouble Report													1

Adjusted Out of Service Report

Min. standard = 90% within 24 hrs

Standard

Min.

Unadjusted Out of Service Report

Refunds

Answer Time (Trouble Reports "TR", Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach

live agent (w/ a menu option to reach live agent)

Primary Utility Contact Information

66

8

12.12%

1

100%

2.37

2.37

8

3

37.50%

376.07

47.01

na

6.99

67

1.49%

1

100%

0.47

0.47

1

1

100.00%

0.47

0.47

na

95.16

89

1.12%

0

0

100%

0.00

0.00

1

0

0.00%

48.82

48.82

0

0

Phone: 559-868-6310

Email: lroller@ponderosatel.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Name:

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Total # of working lines

% of trouble reports

% of trouble reports

% of trouble reports

Total # of working lines

Total # of trouble reports

Total # of outage report tickets

Avg. outage duration (hh:mm)

Monthly amount of rrefunds

% ≤ 60 seconds

Linda J. Roller

Total # of repair tickets restored in ≤ 24hrs

Sum of the duration of all outages (hh:mm)

Indicate if catastrophic event is in month Total # of unadjusted outage report tickets

Total # of repair tickets restored in ≤ 24hrs

Sum of the duration of all outages (hh:mm) Avg. unadjusted outage duration (hh:mm)

Number of customers who received refunds

Total # of calls for TR, Billing & Non-Billing

Total # of call seconds to reach live agent

% of repair tickets restored ≤ 24 Hours

% of repair tickets restored ≤ 24 Hours

Total # of trouble reports

Total # of working lines

Total # of trouble reports

6% (6 per 100 working

lines for units w/ ≥ 3,000

8% (8 per 100 working

lines for units w/ 1,001 -

10% (10 per 100 working

lines for units w/ ≤ 1,000

lines)

lines)

2,999 lines)

Company Name:	The F	Ponderosa	Telephone Co.		U#: <u>1014-C</u>	Report Ye	ar: <u>2017</u>
Reporting Unit Type:	☐ Check Box	С	□ c		Reporting Unit Nam	e: O'Neals	
				Date filed	Date filed	Date filed	Date filed
Maggurament (Compile monthly f	ilo quartarly)			(05/15/17)	(8/15/17)	(11/15/17)	(2/15/18)
Measurement (Compile monthly, f	ne quarterry)			1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
							0 ()

Measurement (Cor	easurement (Compile monthly, file quarterly)			Date filed (05/15/17)		Date filed (8/15/17) 2nd Quarter			Date filed (11/15/17) 3rd Quarter			Date filed (2/15/18)		
ineasurement (OOI	inplie monthly, me quali	(GIIY)		1st Quarte			2nd Quarte			3rd Quarte			4th Quarte	1
		Total # of husiness days	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval		Total # of business days	7.35	8.79	4.57					1			-	<u> </u>
Min. standard = 5 bus.	days	Total # of service orders	2	3	2									
		Avg. # of business days Total # of installation commitments	3.67	2.93	2.28									
		Total # of installation commitments Total # of installation commitment met	2	3	2								-	<u> </u>
Installation Commitme			2.00	3.00	2.00								-	<u> </u>
Min. standard = 95% co	ommitment met	Total # of installation commitment missed	0.00	0.00	0.00									
		% of commitment met	100.00%	100.00%	100.00%									<u> </u>
Customers		Acct # for voice or bundle, res+bus	259	261	269									
Customer Trouble Re	port													
	6% (6 per 100 working	Total # of working lines												
	lines for units w/ ≥ 3,000	Total # of trouble reports												
ırd	lines)	% of trouble reports												
pc pd	8% (8 per 100 working	Total # of working lines												
Standard	lines for units w/ 1,001 -	Total # of trouble reports												
'	2,999 lines)	% of trouble reports												
Min.	10% (10 per 100 working	Total # of working lines	326	324	325									
	lines for units w/ ≤ 1,000	Total # of trouble reports	15	19	4									
	lines)	% of trouble reports	4.60%	5.86%	1.23%									
	•	Total # of outage report tickets	6	5	2									
		Total # of repair tickets restored in ≤ 24hrs	6	5	2									
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
Out of Service Report		Sum of the duration of all outages (hh:mm)	13	30	21									
Min. standard = 90% wi	itnin 24 nrs	Avg. outage duration (hh:mm)	2.21	5.95	10.53									
		Indicate if catastrophic event is in month												
		Total # of unadjusted outage report tickets	7	6	2									
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	6	6	2									-
Out of Service Report	:	% of repair tickets restored ≤ 24 Hours	85.71%	100.00%										
,		Sum of the duration of all outages (hh:mm)	60.17	50.78	21.07									
		Avg. unadjusted outage duration (hh:mm)	8.60	8.46	10.53									
		Number of customers who received refunds	0	0.40	0		 						 	
Refunds		Monthly amount of rrefunds	0	0	0		 							
		Interior y arrivant or residuas	0	U	0		<u> </u>	l						<u>L</u>
Answer Time		Total # of calls for TR, Billing & Non-Billing						l						
	", Billing & Non-Billing)	Total # of call seconds to reach live agent											+	-
l, .	calls ≤ 60 seconds to reach	% ≤ 60 seconds												
	ption to reach live agent)	70 = 00 3600Hu3					<u> </u>	<u> </u>				<u> </u>	<u> </u>	

Primary Utility Contact Information

Name:	Linda J. Roller	Phone: 559-868-6310	Email: Iroller@ponderosatel.com
ivallic.	Liliua J. Nollei	FIIOHE. 333-000-0310	Liliali. Il oliel @portuel osatel.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Company Name:		The Ponderosa Telephone Co.	<u> </u>	_			U#:	<u>1014-C</u>	-		Report Ye	ear:	<u>2017</u>	i
Reporting Unit Type	e:	Check Box C C					Reporting	Unit Name	e :	North For	k			
Moasuromont (Co	empile monthly, file quart	torly)		Date filed (05/15/17)			Date filed (8/15/17)			Date filed (11/15/17)			Date filed (2/15/18)	
weasurement (CO	implie monthly, me quan	lerry)		1st Quarte			2nd Quarte	er		3rd Quarte			4th Quarter	
			Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval		Total # of business days	4.75	12.30	20.06									
Min. standard = 5 bus.	davs	Total # of service orders	3	8.00	6									
		Avg. # of business days	1.58	1.54	3.34									
		Total # of installation commitments	3	8	6									
Installation Commitm	nent	Total # of installation commitment met	3.00	8.00	6.00									
Min. standard = 95% c	ommitment met	Total # of installation commitment missed	0.00	0.00	0.00									
		% of commitment met	100.00%	100.00%	100.00%									
Customers		Acct # for voice or bundle, res+bus	1533	1540	1549									
Customer Trouble Re	port													
	6% (6 per 100 working	Total # of working lines												
	lines for units w/ ≥ 3,000	Total # of trouble reports												
2	lines)	% of trouble reports												
l ep	8% (8 per 100 working	Total # of working lines	1740	1735	1737									
tar	lines for units w/ 1,001 -	Total # of trouble reports	45	50	54									
Min. Standard	2,999 lines)	% of trouble reports	2.59%	2.88%	3.11%									
Ē	10% (10 per 100 working	Total # of working lines												
	lines for units w/ ≤ 1,000	Total # of trouble reports												
	lines)	% of trouble reports												
	•	Total # of outage report tickets	25	35	40		1							
l		Total # of repair tickets restored in ≤ 24hrs	23	35	40									
Adjusted		% of repair tickets restored ≤ 24 Hours	92%	100%	100%									
Out of Service Repor		Sum of the duration of all outages (hh:mm)	173	146	198									
Min. standard = 90% w	inn 24 nrs	Avg. outage duration (hh:mm)	6.92	4.18	4.96									
		Indicate if catastrophic event is in month												
		Total # of unadjusted outage report tickets	26	35	41		†							
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	23	35	40		1							
Out of Service Repor	t	% of repair tickets restored ≤ 24 Hours	88.46%	100.00%			†							

Primary Utility Contact Information

242.52

5.92

0

0

Name: Linda J. Roller	Phone: 559-868-6310	Email: Iroller@ponderosatel.com
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236.40

9.09

0

0

146.38

4.18

0

0

Date Adopted: 7/28/09

Refunds

Answer Time

Date Revised: 12/08/09 (Corrects typographical errors)

(Trouble Reports "TR", Billing & Non-Billing)

live agent (w/ a menu option to reach live agent)

Min. standard = 80% of calls ≤ 60 seconds to reach

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Sum of the duration of all outages (hh:mm)

Avg. unadjusted outage duration (hh:mm)

Monthly amount of rrefunds

% ≤ 60 seconds

Number of customers who received refunds

Total # of calls for TR, Billing & Non-Billing

Total # of call seconds to reach live agent

Company Name: Reporting Unit Type:		The Ponderosa Telephone Co.	he Ponderosa Telephone Co. U#: 10				<u>1014-C</u>	•	Report Year:			<u>2017</u>		
		Check Box C C					Reporting Unit Name:		Big Creek				-	
				Date filed			Date filed			Date filed			Date filed	
Measurement (Com	pile monthly, file quart	erly)		(05/15/17)			(8/15/17)			(11/15/17)			(2/15/18)	
dan		- 37	1st Quarter		A	2nd Quarter		11	3rd Quarter		4th Quarter			
Installation Interval		Total # of business days	Jan 0.84	Feb 0.30	Mar 1.37	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days Total # of service orders		1	1.37		+							
Min. standard = 5 bus. da	ys		2		1 07									
		Avg. # of business days Total # of installation commitments	0.42	0.30	1.37		-							
la stallation Commitmen		Total # of installation commitments Total # of installation commitment met	2	1 100	1 00	<u> </u>	+							
Installation Commitmen Min. standard = 95% com		Total # of installation commitment missed	2.00	1.00	1.00		-							
IVIIII. Standard = 95% COM	imitment met		0.00	0.00	0.00		+						 	
0		% of commitment met	100.00%	100.00%	100.00%									
Customers		Acct # for voice or bundle, res+bus	405	405	406		+							
Customer Trouble Repo		Total # of working lines												
	6% (6 per 100 working	Total # of working lines Total # of trouble reports					-							
		<u> </u>												
Min. Standard		% of trouble reports Total # of working lines												
anc	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines Total # of trouble reports					-							
र्छ		<u> </u>												
<u>=</u>	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	% of trouble reports	044	0.44	044									
2			344	341	341		+						 	
		Total # of trouble reports	5	2	6							_		
		% of trouble reports	1.45%	0.59%	1.76%		+					_		
		Total # of outage report tickets	0	1	2									
Adjusted		Total # of repair tickets restored in ≤ 24hrs	0	1	2									
Out of Service Report		% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
Min. standard = 90% withi	in 24 hrs	Sum of the duration of all outages (hh:mm)	0	3	6									
		Avg. outage duration (hh:mm)	0.00	2.93	2.95									
		Indicate if catastrophic event is in month												
		Total # of unadjusted outage report tickets	0	2	2									
Unadjusted Out of Service Report		Total # of repair tickets restored in ≤ 24hrs	0	1	2									
		% of repair tickets restored ≤ 24 Hours	100.00%	50.00%	100.00%									
		Sum of the duration of all outages (hh:mm)	0.00	98.88	5.90									
		Avg. unadjusted outage duration (hh:mm)	0	49.44	2.95									
Refunds		Number of customers who received refunds												
		Monthly amount of rrefunds	0	0	0									
														T
Answer Time		Total # of calls for TR, Billing & Non-Billing												
(Trouble Reports "TR",		Total # of call seconds to reach live agent												
Min. standard = 80% of calls ≤ 60 seconds to reach		% ≤ 60 seconds										1	1	

Primary Utility Contact Information

Name:	Linda J. Roller	Phone: 559-868-6310	Email: Iroller@ponderosatel.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

live agent (w/ a menu option to reach live agent)

Company Name: Reporting Unit Type:		The Ponderosa Telephone Co.			U#: <u>1014-C</u>				Report Year:			<u>2017</u>		
		☐ Check Box C ☐ C					Reporting Unit Name:			Cima				-
				Date filed			Date filed			Date filed			Date filed	
				(05/15/17)			(8/15/17)			(11/15/17)		(2/15/18)		
Measurement (Compile monthly, file quarterly)				1st Quarter		2nd Quarter			3rd Quarter		4th Quarter			
			Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	0.00	0.00	0.00	<u> </u>	 							
Installation Interval		Total # of service orders	0	0	0									
Min. standard = 5 bus. day	S	Avg. # of business days	0.00	0.00	0.00		<u> </u>							
		Total # of installation commitments	0	0	0		 							
Installation Commitment		Total # of installation commitment met	0.00	0.00	0.00									
Min. standard = 95% comn		Total # of installation commitment missed	0.00	0.00	0.00									
		% of commitment met	100.00%	100.00%	100.00%									
Customers		Acct # for voice or bundle, res+bus	38	37	38									
Customer Trouble Repor	t			<u> </u>										
Customor Trouble Report	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines												
		Total # of trouble reports					†							
ō		% of trouble reports												
da	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
tan		Total # of trouble reports												
Min. Standard		% of trouble reports												
Ę	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)		45	45	45									
		Total # of trouble reports	1	0	1									
		% of trouble reports	2.22%	0.00%	2.22%									
		Total # of outage report tickets	0	0	0									
		Total # of repair tickets restored in ≤ 24hrs	0	0	0									
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
Out of Service Report	. 04 hrs	Sum of the duration of all outages (hh:mm)	0	0	0									
Min. standard = 90% within	1 24 nrs	Avg. outage duration (hh:mm)	0.00	0	0									
		Indicate if catastrophic event is in month												
		Total # of unadjusted outage report tickets	1	0	0									
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	0	0	0									
Out of Service Report		% of repair tickets restored ≤ 24 Hours	0.00%	100%	100%									
		Sum of the duration of all outages (hh:mm)	26.68	0.00	0.00									
		Avg. unadjusted outage duration (hh:mm)	26.68	0	0		1							
Dafan Ja		Number of customers who received refunds					1							
Refunds		Monthly amount of rrefunds	0	0	0									
							•	•						
Answer Time		Total # of calls for TR. Billing & Non-Billing												

Primary Utility Contact Information

Name:	Linda J. Roller	Phone: 559-868-6310	Email: lroller@ponderosatel.com
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Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

(Trouble Reports "TR", Billing & Non-Billing)

live agent (w/ a menu option to reach live agent)

Min. standard = 80% of calls ≤ 60 seconds to reach

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Total # of call seconds to reach live agent

% ≤ 60 seconds