

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

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2018

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed (05/15/18)			Date filed (08/14/18)			Date filed (11/14/2018)			Date filed (2/14/19)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Interval Min. standard = 5 bus. days	Total # of business days	118.53	84.63	114.04	80.31	225.79	80.24	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of service orders	46.00	45.00	48.00	56.00	144.00	80.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. # of business days	2.58	1.88	2.38	1.43	1.57	1.00	0.00	0.00	0.00	0.00	0.00	0.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	46.00	45.00	48.00	56.00	144.00	80.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment met	46.00	45.00	48.00	56.00	142.00	80.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	2.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	% of commitment met	100%	100%	100%	100%	99%	100%	0%	0%	0%	0%	0%	0%	
Customers	Acct # for voice or bundle, res+bus	6394	6376	6359	6349	6352	6347	0	0	0	0	0	0	
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	5862	5858	5863	5879	5931	5957	0	0	0	0	0	0
		Total # of trouble reports	85	48	165	87	93	86	0	0	0	0	0	0
		% of trouble reports	1%	0.82%	2.81%	1.48%	1.57%	1.44%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	1596	1596	1587	1594	1630	1710	0	0	0	0	0	0
		Total # of trouble reports	14	16	26	11	44	22	0	0	0	0	0	0
		% of trouble reports	1%	1.00%	1.64%	0.69%	2.70%	1.29%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	61	39	107	58	93	60	0	0	0	0	0	
		Total # of repair tickets restored in ≤ 24hrs	57	37	107	58	93	56	0	0	0	0	0	
		% of repair tickets restored ≤ 24 Hours	93%	95%	100%	100%	100%	93%	0%	0%	0%	0%	0%	
		Sum of the duration of all outages (hh:mm)	605.20	423.80	823.34	347.70	650.12	456.43	0.00	0.00	0.00	0.00	0.00	
		Avg. outage duration (hh:mm)	9.92	10.87	7.69	5.99	6.99	7.61	0.00	0.00	0.00	0.00	0.00	
		Indicate if catastrophic event is in a month												
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	65	40	161	66	102	68	0	0	0	0	0	
		Total # of repair tickets restored in ≤ 24hrs	57	37	131	58	95	58	0	0	0	0	0	
		% of repair tickets restored ≤ 24 Hours	87.69%	92.50%	81.37%	87.88%	93.14%	85.29%	0.00%	0.00%	0.00%	0.00%	0.00%	
		Sum of the duration of all outages (hh:mm)	860.90	542.23	2304.88	677.82	1606.13	808.03	0.00	0.00	0.00	0.00	0.00	
		Avg. outage duration (hh:mm)	13.24	13.56	14.32	10.27	15.75	11.88	0.00	0.00	0.00	0.00	0.00	
Refunds	Number of customers who received refunds	0.00	1.00	0.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00	0.00		
	Monthly amount of refunds	0.00	8.21	0.00	0.00	0.00	6.45	0.00	0.00	0.00	0.00	0.00		
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: Fred Lofy

Phone: 559-868-6376

Email: fredl@ponderosatel.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: 11/10/2016 (Add new rows to reflect requirements of GO 133-D)

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

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2018

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Friant

Measurement (Compile monthly, file quarterly)		Date filed (05/15/18)			Date filed (08/14/18)			Date filed (11/14/2018)			Date filed (2/14/19)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Interval Min. standard = 5 bus. days	Total # of business days	16.52	5.39	16.32	5.89	0.36	8.39	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of service orders	6.00	4.00	5.00	3.00	1.00	4.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. # of business days	2.75	1.35	3.26	1.96	0.36	2.10	0.00	0.00	0.00	0.00	0.00	0.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	6.00	4.00	5.00	3.00	1.00	4.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment met	6.00	4.00	5.00	3.00	1.00	4.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	% of commitment met	100%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%	
Customers	Acct # for voice or bundle, res+bus	434	428	423	419	411	409	0	0	0	0	0	0	
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	807	817	809	812	803	806	0	0	0	0	0	0
		Total # of trouble reports	5	1	11	3	10	7	0	0	0	0	0	0
		% of trouble reports	1%	0.12%	1.36%	0.37%	1.25%	0.87%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	1	0	9	1	4	1	0	0	0	0	0	
		Total # of repair tickets restored in ≤ 24hrs	1	0	9	1	4	1	0	0	0	0	0	
		% of repair tickets restored ≤ 24 Hours	100%	0%	100%	100%	100%	100%	0%	0%	0%	0%	0%	
		Sum of the duration of all outages (hh:mm)	23.67	0.00	51.13	13.17	66.83	22.07	0.00	0.00	0.00	0.00	0.00	
		Avg. outage duration (hh:mm)	23.67	0.00	5.68	13.17	16.71	22.07	0.00	0.00	0.00	0.00	0.00	
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	1	0	9	1	4	2	0	0	0	0	0	
		Total # of repair tickets restored in ≤ 24hrs	1	0	9	1	4	2	0	0	0	0	0	
		% of repair tickets restored ≤ 24 Hours	100.00%	0.00%	100.00%	100.00%	100.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
		Sum of the duration of all outages (hh:mm)	23.67	0.00	51.13	13.17	66.83	22.07	0.00	0.00	0.00	0.00	0.00	
		Avg. outage duration (hh:mm)	23.67	0.00	5.68	13.17	16.71	11.03	0.00	0.00	0.00	0.00	0.00	
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0		
	Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0		
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: Fred Lofy

Phone: 559-868-6376

Email: fredl@ponderosatel.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: 11/10/2016 (Add new rows to reflect requirements of GO 133-D)

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

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2018

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Shaver

Measurement (Compile monthly, file quarterly)		Date filed (05/15/18)			Date filed (08/14/18)			Date filed (11/14/2018)			Date filed (2/14/19)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Interval Min. standard = 5 bus. days	Total # of business days	21.87	15.28	31.08	27.05	47.69	20.12	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of service orders	11.00	11.00	13.00	25.00	48.00	20.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. # of business days	1.99	1.39	2.39	1.08	0.99	1.01	0.00	0.00	0.00	0.00	0.00	0.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	11.00	11.00	13.00	25.00	48.00	20.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment met	11.00	11.00	13.00	25.00	48.00	20.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	% of commitment met	100%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%	
Customers	Acct # for voice or bundle, res+bus	1540	1541	1543	1541	1544	1548	0	0	0	0	0	0	
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	1600	1601	1603	1619	1656	1694	0	0	0	0	0	0
		Total # of trouble reports	9	5	21	19	19	15	0	0	0	0	0	0
		% of trouble reports	1%	0.31%	1.31%	1.17%	1.15%	0.89%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	1	3	13	10	8	6	0	0	0	0	0	
		Total # of repair tickets restored in ≤ 24hrs	1	1	13	10	8	4	0	0	0	0	0	
		% of repair tickets restored ≤ 24 Hours	100%	33%	100%	100%	100%	67%	0%	0%	0%	0%	0%	
		Sum of the duration of all outages (hh:mm)	22.75	333.11	207.80	48.40	93.38	161.03	0.00	0.00	0.00	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	22.75	111.04	15.98	4.84	11.67	26.84	0.00	0.00	0.00	0.00	0.00	0.00
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	5	4	16	14	13	11	0	0	0	0	0	
		Total # of repair tickets restored in ≤ 24hrs	1	1	14	10	9	5	0	0	0	0	0	
		% of repair tickets restored ≤ 24 Hours	20%	25%	88%	71%	69%	45%	0%	0%	0%	0%	0%	
		Sum of the duration of all outages (hh:mm)	206.45	452.13	291.70	222.75	469.95	416.42	0.00	0.00	0.00	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	41.29	113.03	18.23	15.91	36.15	37.86	0.00	0.00	0.00	0.00	0.00	0.00
Refunds	Number of customers who received refunds	0	0	0	0	0	1	0	0	0	0	0	0	
	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	6.45	0.00	0.00	0.00	0.00	0.00	0.00	
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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**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2018

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Auberry

Measurement (Compile monthly, file quarterly)		Date filed (05/15/18)			Date filed (08/14/18)			Date filed (11/14/2018)			Date filed (2/14/19)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Interval Min. standard = 5 bus. days	Total # of business days	41.08	34.11	32.20	27.45	90.34	15.53	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of service orders	14.00	14.00	15.00	12.00	11.00	11.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. # of business days	2.93	2.44	2.15	2.29	8.21	1.41	0.00	0.00	0.00	0.00	0.00	0.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	14.00	14.00	15.00	12.00	11.00	11.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment met	14.00	14.00	15.00	12.00	9.00	11.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	2.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	% of commitment met	100%	100%	100%	100%	82%	100%	0%	0%	0%	0%	0%	0%	
Customers	Acct # for voice or bundle, res+bus	2162	2161	2152	2142	2147	2135	0	0	0	0	0	0	
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	2547	2550	2549	2541	2543	2533	0	0	0	0	0	0
		Total # of trouble reports	29	32	106	46	38	36	0	0	0	0	0	0
		% of trouble reports	1%	1.25%	4.16%	1.81%	1.49%	1.42%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	18	26	57	30	23	24	0	0	0	0	0	
		Total # of repair tickets restored in ≤ 24hrs	17	26	57	30	23	23	0	0	0	0	0	
		% of repair tickets restored ≤ 24 Hours	94%	100%	100%	100%	100%	96%	0%	0%	0%	0%	0%	
		Sum of the duration of all outages (hh:mm)	234.50	81.95	403.33	130.60	152.40	108.17	0.00	0.00	0.00	0.00	0.00	
		Avg. outage duration (hh:mm)	13.03	3.15	7.08	4.35	6.63	4.51	0.00	0.00	0.00	0.00	0.00	
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	18	26	94	33	24	24	0	0	0	0	0	
		Total # of repair tickets restored in ≤ 24hrs	17	26	72	30	23	23	0	0	0	0	0	
		% of repair tickets restored ≤ 24 Hours	94%	100%	77%	91%	96%	96%	0%	0%	0%	0%	0%	
		Sum of the duration of all outages (hh:mm)	258.50	81.37	1436.60	215.02	240.62	108.17	0.00	0.00	0.00	0.00	0.00	
		Avg. outage duration (hh:mm)	14.36	3.13	15.28	6.52	10.03	4.51	0.00	0.00	0.00	0.00	0.00	
Refunds	Number of customers who received refunds	0	1	0	0	0	0	0	0	0	0	0		
	Monthly amount of refunds	0.00	8.21	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
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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Service Quality Standards Reporting
General Order No. 133-D**

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2018

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Wishon

Measurement (Compile monthly, file quarterly)		Date filed (05/15/18)			Date filed (08/14/18)			Date filed (11/14/2018)			Date filed (2/14/19)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Interval Min. standard = 5 bus. days	Total # of business days	0.00	1.56	0.00	0.50	0.22	5.70	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of service orders	0.00	1.00	0.00	1.00	3.00	3.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. # of business days	0.00	1.56	0.00	0.50	0.07	1.90	0.00	0.00	0.00	0.00	0.00	0.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0.00	1.00	0.00	1.00	3.00	3.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment met	0.00	1.00	0.00	1.00	3.00	3.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	% of commitment met	0%	100%	0%	100%	100%	100%	0%	0%	0%	0%	0%	0%	
Customers	Acct # for voice or bundle, res+bus	31	30	30	30	30	32	0	0	0	0	0	0	
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	70	68	69	70	73	76	0	0	0	0	0	0
		Total # of trouble reports	0	0	0	1	0	1	0	0	0	0	0	0
		% of trouble reports	0%	0.00%	0.00%	1.43%	0.00%	1.32%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	0	0	0	1	0	0	0	0	0	0	0	
		Total # of repair tickets restored in < 24hrs	0	0	0	1	0	0	0	0	0	0	0	
		% of repair tickets restored ≤ 24 Hours	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%
		Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	5.07	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	0.00	0.00	0.00	5.07	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	0	0	0	1	0	0	0	0	0	0	0	
		Total # of repair tickets restored in < 24hrs	0	0	0	1	0	0	0	0	0	0	0	
		% of repair tickets restored ≤ 24 Hours	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%
		Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	5.07	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	0.00	0.00	0.00	5.07	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
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: Fred Lofy

Phone: 559-868-6376

Email: fredl@ponderosatel.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: 11/10/2016 (Add new rows to reflect requirements of GO 133-D)

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

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2018

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: O'Neals

Measurement (Compile monthly, file quarterly)		Date filed (05/15/18)			Date filed (08/14/18)			Date filed (11/14/2018)			Date filed (2/14/19)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Interval Min. standard = 5 bus. days	Total # of business days	4.41	0.00	2.46	2.48	3.31	4.24	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of service orders	2.00	0.00	1.00	2.00	2.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. # of business days	2.20	0.00	2.46	1.24	1.65	4.24	0.00	0.00	0.00	0.00	0.00	0.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2.00	0.00	1.00	2.00	2.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment met	2.00	0.00	1.00	2.00	2.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	% of commitment met	100%	0%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%	
Customers	Acct # for voice or bundle, res+bus	257	253	253	254	253	251	0	0	0	0	0	0	
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	323	319	318	320	319	316	0	0	0	0	0	0
		Total # of trouble reports	3	10	14	4	24	3	0	0	0	0	0	0
		% of trouble reports	1%	3.13%	4.40%	1.25%	7.52%	0.95%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	2	5	4	3	21	1	0	0	0	0	0	
		Total # of repair tickets restored in < 24hrs	2	5	4	3	21	1	0	0	0	0	0	
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%
		Sum of the duration of all outages (hh:mm)	9.82	2.00	26.12	42.52	130.70	21.45	0.00	0.00	0.00	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	4.91	0.40	6.53	14.17	6.22	21.45	0.00	0.00	0.00	0.00	0.00	0.00
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	2	5	13	3	23	1	0	0	0	0	0	
		Total # of repair tickets restored in < 24hrs	2	5	11	3	22	1	0	0	0	0	0	
		% of repair tickets restored ≤ 24 Hours	100%	100%	85%	100%	96%	100%	0%	0%	0%	0%	0%	0%
		Sum of the duration of all outages (hh:mm)	9.82	2.00	186.40	42.52	170.97	21.45	0.00	0.00	0.00	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	4.91	0.40	14.34	14.17	7.43	21.45	0.00	0.00	0.00	0.00	0.00	0.00
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
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: Fred Lofy

Phone: 559-868-6376

Email: fredl@ponderosatel.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: 11/10/2016 (Add new rows to reflect requirements of GO 133-D)

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

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2018

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: North Fork

Measurement (Compile monthly, file quarterly)		Date filed (05/15/18)			Date filed (08/14/18)			Date filed (11/14/2018)			Date filed (2/14/19)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Interval Min. standard = 5 bus. days	Total # of business days	30.42	23.28	31.98	15.64	14.20	10.01	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of service orders	11.00	13.00	14.00	10.00	10.00	7.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. # of business days	2.77	1.79	2.28	1.56	1.42	1.43	0.00	0.00	0.00	0.00	0.00	0.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	11.00	13.00	14.00	10.00	10.00	7.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment met	11.00	13.00	14.00	10.00	10.00	7.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	% of commitment met	100%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%	
Customers	Acct # for voice or bundle, res+bus	1530	1523	1518	1523	1525	1527	0	0	0	0	0	0	
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	1715	1707	1711	1719	1732	1730	0	0	0	0	0	0
		Total # of trouble reports	47	11	38	22	36	35	0	0	0	0	0	0
		% of trouble reports	3%	0.64%	2.22%	1.28%	2.08%	2.02%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	37	4	23	12	31	24	0	0	0	0	0	
		Total # of repair tickets restored in < 24hrs	34	4	23	12	31	23	0	0	0	0	0	
		% of repair tickets restored ≤ 24 Hours	92%	100%	100%	100%	100%	96%	0%	0%	0%	0%	0%	
		Sum of the duration of all outages (hh:mm)	291.58	4.88	115.67	88.40	176.68	129.32	0.00	0.00	0.00	0.00	0.00	
		Avg. outage duration (hh:mm)	7.88	1.22	5.03	7.37	5.70	5.39	0.00	0.00	0.00	0.00	0.00	
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	37	4	28	13	31	25	0	0	0	0	0	
		Total # of repair tickets restored in < 24hrs	34	4	24	12	31	23	0	0	0	0	0	
		% of repair tickets restored ≤ 24 Hours	92%	100%	86%	92%	100%	92%	0%	0%	0%	0%	0%	
		Sum of the duration of all outages (hh:mm)	339.58	4.88	319.75	159.75	176.68	181.48	0.00	0.00	0.00	0.00	0.00	
		Avg. outage duration (hh:mm)	9.18	1.22	11.42	12.29	5.70	7.26	0.00	0.00	0.00	0.00	0.00	
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0		
	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
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: Fred Lofy

Phone: 559-868-6376

Email: fredl@ponderosatel.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: 11/10/2016 (Add new rows to reflect requirements of GO 133-D)

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

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2018

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Big Creek

Measurement (Compile monthly, file quarterly)		Date filed (05/15/18)			Date filed (08/14/18)			Date filed (11/14/2018)			Date filed (2/14/19)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Interval Min. standard = 5 bus. days	Total # of business days	4.23	5.00	0.00	1.31	69.67	16.27	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of service orders	2.00	2.00	0.00	3.00	68.00	34.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. # of business days	2.11	2.50	0.00	0.44	1.02	0.48	0.00	0.00	0.00	0.00	0.00	0.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2.00	2.00	0.00	3.00	68.00	34.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment met	2.00	2.00	0.00	3.00	68.00	34.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	% of commitment met	100%	100%	0%	100%	100%	100%	0%	0%	0%	0%	0%	0%	
Customers	Acct # for voice or bundle, res+bus	402	402	402	402	404	408	0	0	0	0	0	0	
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	350	346	345	346	388	467	0	0	0	0	0	0
		Total # of trouble reports	2	1	1	3	8	11	0	0	0	0	0	0
		% of trouble reports	1%	0.29%	0.29%	0.87%	2.06%	2.36%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	2	1	1	1	6	4	0	0	0	0	0	
		Total # of repair tickets restored in < 24hrs	2	1	1	1	6	4	0	0	0	0	0	
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	
		Sum of the duration of all outages (hh:mm)	22.88	1.85	19.30	19.55	30.12	14.40	0.00	0.00	0.00	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	11.44	1.85	19.30	19.55	5.02	3.60	0.00	0.00	0.00	0.00	0.00	0.00
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	2	1	1	1	6	5	0	0	0	0	0	
		Total # of repair tickets restored in < 24hrs	2	1	1	1	6	4	0	0	0	0	0	
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	80%	0%	0%	0%	0%	0%	
		Sum of the duration of all outages (hh:mm)	22.88	1.85	19.30	19.55	30.12	58.45	0.00	0.00	0.00	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	11.44	1.85	19.30	19.55	5.02	11.69	0.00	0.00	0.00	0.00	0.00	0.00
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
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: Fred Lofy

Phone: 559-868-6376

Email: fredl@ponderosatel.com

Date Adopted: 7/28/09

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

Date Revised: 11/10/2016 (Add new rows to reflect requirements of GO 133-D)

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

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2018

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Cima

Measurement (Compile monthly, file quarterly)		Date filed (05/15/18)			Date filed (08/14/18)			Date filed (11/14/2018)			Date filed (2/14/19)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of service orders	0.00	0.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. # of business days	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0.00	0.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment met	0.00	0.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	% of commitment met	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	
Customers	Acct # for voice or bundle, res+bus	38	38	38	38	38	37	0	0	0	0	0	
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	46	46	46	46	47	45	0	0	0	0	0
		Total # of trouble reports	4	4	0	0	2	0	0	0	0	0	0
		% of trouble reports	9%	8.70%	0.00%	0.00%	4.26%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	0	0	0	0	0	0	0	0	0	0	
		Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	0	0	0	
		% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
		Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	0	0	0	0	1	0	0	0	0	0	
		Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	0	0	0	
		% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
		Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	0.00	450.97	0.00	0.00	0.00	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	0.00	0.00	0.00	0.00	450.97	0.00	0.00	0.00	0.00	0.00	0.00
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
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: Fred Lofy

Phone: 559-868-6376

Email: fredl@ponderosatel.com

Date Adopted: 7/28/09

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

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