Company Name:	The	Ponderosa	Telephone Co.	U#: <u>1014-C</u>	Report Year:	2018
Reporting Unit Type:	Total Company	Exchange	Wire Center	Reporting Unit Name:	Total Company	

	Manauromant (Car	npile monthly, file quarterly)		Date filed 05/15/18)			Date filed (08/14/18)			Date filed (11/14/2018)	Date filed (2/14/19)		
	weasurement (Con	nplie monthly, file quarterly)	1:	st Quarter			2nd Quarte	r		3rd Quarte	r		4th Quarter	í .
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Incto	Ilation Interval	Total # of business days	118.53	84.63	114.04	80.31	225.79	80.24	87.61	93.21	76.25			
	standard = 5 bus. days	Total # of service orders	46.00	45.00	48.00	56.00	144.00	80.00	53.00	43.00	39.00			
IVIIII.	standard = 5 bus. days	Avg. # of business days	2.58	1.88	2.38	1.43	1.57	1.00	1.65	2.17	1.96			
Inche	Ilation Commitment	Total # of installation commitments	46.00	45.00	48.00	56.00	144.00	80.00	53.00	43.00	39.00			
	standard = 95% commitment	Total # of installation commitment met	46.00	45.00	48.00	56.00	142.00	80.00	53.00	43.00	39.00			
	standard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00	0.00	2.00	0.00	0.00	0.00	0.00			
met		% of commitment met	100%	100%	100%	100%	99%	100%	100%	100%	100%			
Cust	omers	Acct # for voice or bundle, res+bus	6394	6376	6359	6349	6352	6347	6346	6316	6320			
Cust	omer Trouble Report	, 					İ							<u> </u>
		Total # of working lines					İ							<u> </u>
_	6% (6 per 100 working lines	Total # of trouble reports					1							
Standard	for units w/ \geq 3,000 lines)	% of trouble reports					1						1	
ġ	8% (8 per 100 working lines	Total # of working lines	5862	5858	5863	5879	5931	5957	5958	5968	5960			
itaı	for units w/ 1,001 - 2,999 line	Total # of trouble reports	85	48	165	87	93	86	98	73	47			
s.	lor units w/ 1,001 - 2,999 lines)	% of trouble reports	1%	0.82%	2.81%	1.48%	1.57%	1.44%	1.64%	1.22%	0.79%			
Min.	10% (10 per 100 working lines -	Total # of working lines	1596	1596	1587	1594	1630	1710	1726	1725	1697			
~		Total # of trouble reports	14	16	26	11	44	22	40	34	9			
	for units $W \leq 1,000$ lines)	% of trouble reports	1%	1.00%	1.64%	0.69%	2.70%	1.29%	2.32%	1.97%	0.53%			
	•	Total # of outage report tickets	61	39	107	58	93	60	72	66	38			
Adju	atad	Total # of repair tickets restored in < 24hrs	57	37	107	58	93	56	69	64	38			
		% of repair tickets restored ≤ 24 Hours	93%	95%	100%	100%	100%	93%	96%	97%	100%			
	of Service Report standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	605.20	423.80	823.34	347.70	650.12	437.58	691.89	629.18	169.89			
win.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	9.92	10.87	7.69	5.99	6.99	7.29	9.61	9.53	4.47			
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no			
		Total # of unadjusted outage report tickets	65	40	161	66	102	68	78	76	39			
Unac	ljusted Out	Total # of repair tickets restored in < 24hrs	57	37	131	58	95	58	74	66	38			
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	87.69%	92.50%	81.37%	87.88%	93.14%	85.29%	94.87%	86.84%	97.44%			
		Sum of the duration of all outages (hh:mm)	860.90	542.23	2304.88	677.82	1606.13	808.03	791.63	894.50	284.58			
		Avg. outage duration (hh:mm)	13.24	13.56	14.32	10.27	15.75	11.88	10.15	11.77	7.30			
Refu	nds	Number of customers who received refunds	0.00	1.00	0.00	0.00	0.00	1.00	0.00	0.00	0.00			
		Monthly anount of refunds	0.00	8.21	0.00	0.00	0.00	6.45	0.00	0.00	0.00			
Ansv	ver Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
	orts,Billing & Non-Billing) Min.	Total # of call seconds to reach live agent												
	dard = 80% of calls ≤ 60 nds to reach live agent (w/ a	% ≤ 60 seconds												
	u option to reach live agent)					•	•	•				•		h-

Primary Utility Contact Information

Name: Fred Lofy

Phone: 559-868-6376

Email: fredl@ponderosatel.com

Company Name:	The	Ponderosa	Telephone Co.	U#:	1014-C		Report Year:	2018
Reporting Unit Type:	Total Company	✓Exchange	Wire Center	Reporting	g Unit Name:	Friant		

	Measurement (Con	npile monthly, file quarterly)	(0	Date filed 05/15/18)			Date filed (08/14/18)		Date filed (11/14/2018) 3rd Quarter			Date filed (2/14/19)		
		······································		t Quarter			2nd Quarte	r					4th Quarte	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Insta	allation Interval	Total # of business days	16.52	5.39	16.32	5.89	0.36	8.39	1.93	3.60	3.82			───
Min.	standard = 5 bus. days	Total # of service orders	6.00	4.00	5.00	3.00	1.00	4.00	1.00	3.00	1.00			───
	,	Avg. # of business days	2.75	1.35	3.26	1.96	0.36	2.10	1.93	1.20	3.82			───
Insta	allation Commitment	Total # of installation commitments	6.00	4.00	5.00	3.00	1.00	4.00	1.00	3.00	1.00			───
Min.	standard = 95% commitment	Total # of installation commitment met	6.00	4.00	5.00	3.00	1.00	4.00	1.00	3.00	1.00			L
met		Total # of installation commitment missed	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%	100%	100%	100%			
		Acct # for voice or bundle, res+bus	434	428	423	419	411	409	405	400	398			\vdash
Cust	omer Trouble Report													
	6% (6 per 100 working lines	Total # of working lines												
-	for units $w/ \ge 3,000$ lines)	Total # of trouble reports												
arc		% of trouble reports												
pu	8% (8 per 100 working lines	Total # of working lines												
Standard		Total # of trouble reports												
		% of trouble reports												
Min.	T0% (T0 per T00 working lines T	Total # of working lines	807	817	809	812	803	806	802	805	803			
		Total # of trouble reports	5	1	11	3	10	7	7	5	3			L
		% of trouble reports	1%	0.12%	1.36%	0.37%	1.25%	0.87%	0.87%	0.62%	0.37%			
		Total # of outage report tickets	1	0	9	1	4	1	5	1	1			
Adju	sted	Total # of repair tickets restored in < 24hrs	1	0	9	1	4	1	5	1	1			
	of Service Report	% of repair tickets restored ≤ 24 Hours	100%	0%	100%	100%	100%	100%	100%	100%	100%			
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	23.67	0.00	51.13	13.17	66.83	3.22	58.70	1.57	2.65			
	Standard = 30% Within 24 ms	Avg. outage duration (hh:mm)	23.67	0.00	5.68	13.17	16.71	3.22	11.74	1.57	2.65			
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no			
		Total # of unadjusted outage report tickets	1	0	9	1	4	2	5	2	1			
		Total # of repair tickets restored in \leq 24hrs	1	0	9	1	4	2	5	2	1			
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	100.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%			
		Sum of the duration of all outages (hh:mm)	23.67	0.00	51.13	13.17	66.83	22.07	58.70	25.27	2.65			
		Avg. outage duration (hh:mm)	23.67	0.00	5.68	13.17	16.71	11.03	11.74	12.63	2.65			<u> </u>
Refu	nds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
		Monthly amount of refunds	0	0	0	0	0	0	0	0	0			
Ansv	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
	orts,Billing & Non-Billing) Min.	Total # of call seconds to reach live agent												1
	dard = 80% of calls ≤ 60 onds to reach live agent (w/ a	% ≤ 60 seconds												
	u option to reach live agent (w/ a													L
men	a option to reach live agent)	J												

Primary Utility Contact Information

Name: Fred Lofy

Phone: 559-868-6376

Email: fredl@ponderosatel.com

	Company Name:	The Ponderosa	Telephone Co	o.	_			U#:	1014-C			Report Y	ear:	2018	
	Reporting Unit Type:	Total Company Exchange	Wire Center					Reportin	g Unit Na	me:	Shaver				
	Measurement (Cor	npile monthly, file quarterl	v)	(Date filed (05/15/18)			Date filed (08/14/18)			Date filed (11/14/2018	/		Date filed (2/14/19)	
		· · · · · · · · · · · · · · · · · · ·	″ –		st Quarter	Max		2nd Quarte			3rd Quarte		0.04	4th Quarter	
		Total # of business days		Jan 21.87	Feb 15.28	Mar 31.08	Apr 27.05	May 47.69	Jun 20.12	Jul 15.27	Aug 18.87	Sep 35.86	Oct	Nov	Dec
	llation Interval	Total # of service orders		11.00	11.00	13.00	25.00	48.00	20.12	11.00	9.00	15.00			
Min.	standard = 5 bus. days	Avg. # of business days		1.99	1.39	2.39	1.08	0.99	1.01	1.39	2.10	2.39			
		Total # of installation commitmer	nte	11.00	11.00	13.00	25.00	48.00	20.00	11.00	9.00	15.00			
Insta	Ilation Commitment	Total # of installation commitmen			11.00	13.00	25.00	48.00	20.00		9.00	15.00			
Min.	standard = 95% commitment			11.00						11.00					
met		Total # of installation commitmen	nt missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
0		% of commitment met		100%											
	omers	Acct # for voice or bundle, res+b	us	1540	1541	1543	1541	1544	1548	1545	1543	1546			
Cust	omer Trouble Report	Total # of working lines													
	6% (6 per 100 working lines	Total # of trouble reports													
p	for units w/ \geq 3,000 lines)														
Standard		% of trouble reports Total # of working lines		1600	1601	1603	1619	1656	1694	1701	1700	1696			
an	8% (8 per 100 working lines	Total # of trouble reports		9	5	21	19	19	15	21	22	13			
	1 unite w/1.001 = 2.000 lines	% of trouble reports		9 1%	0.31%	1.31%	1.17%	1.15%	0.89%	1.23%	1.29%	0.77%			
Min.		Total # of working lines		1%	0.31%	1.31%	1.17%	1.15%	0.89%	1.23%	1.29%	0.77%			
Σ	10% (10 per 100 working lines	Total # of trouble reports													
	for units w/ ≤ 1,000 lines)														
		% of trouble reports Total # of outage report tickets		1	3	13	10	8	6	12	18	11			
		Total # of repair tickets restored	in a 24bro	1	1	13	10	8	4	12	16	11			
Adju	sted	% of repair tickets restored ≤ 24		100%	33%	100%	100%	100%	4 67%	83%	89%	100%			
Out o	of Service Report	Sum of the duration of all outage		22.75	333.11	207.80	48.40	93.38	161.03	163.42	210.23	41.30			
Min.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	(IIII.IIIII)	22.75	111.04	15.98	40.40	11.67	26.84	13.62	11.68	3.75			
		Indicate if catastrophic event is in	a a manth									0.75 no			
		Total # of unadjusted outage rep		no 5	no 4	no 16	no 14	no 13	no 11	no 12	no 21	11			
Unad	ljusted Out	Total # of repair tickets restored		1	1	16	14	9	5	12	16	11			
	rvice Report	% of repair tickets restored ≤ 24		20%	25%	88%	71%	9 69%	45%	83%	76%	100%			
01 36	ivice Report	Sum of the duration of all outage		20%	452.13	291.70	222.75	469.95	43%	187.42	308.12	41.30			
		Avg. outage duration (hh:mm)	s (nn.nnn)	41.29	113.03	18.23	15.91	36.15	37.86	15.62	14.67	3.75			
D of	ndo	Number of customers who received	ed refunds	0	0	0	0	30.15	37.00	15.62	0	<u> </u>			
Refu	nus	Monthly amount of refunds		0.00	0.00	0.00	0.00	0.00	6.45	0.00	0.00	0.00			
<u> </u>		monting amount of refunds		0.00	0.00	0.00	0.00	0.00	0.40	0.00	0.00	0.00		I	
Ansv	ver Time (Trouble	Total # of calls for TR, Billing & N	Non-Billing												
Repo	orts,Billing & Non-Billing)	Total # of call seconds to reach I	ive agent												
	standard = 80% of calls ≤ 60 nds to reach live agent (w/ a	% ≤ 60 seconds	-												
	u option to reach live agent (w/ a							•						•	

Primary Utility Contact Information

Name: Fred Lofy

Phone: 559-868-6376

Email: fred!@ponderosatel.com

Date Adopted: 7/28/09

Company Name:	The	Ponderosa	Telephone Co.	U#: <u>1014-C</u>	Report Year:	2018
Reporting Unit Type:	Total Company	✓Exchange	Wire Center	Reporting Unit Name:	Auberry	

	Measurement (Con	npile monthly, file quarterly)	(Date filed 05/15/18)			Date filed (08/14/18)	_		Date filed (11/14/2018		Date filed (2/14/19) 4th Quarter		
	•			st Quarter	Mar		2nd Quarte May		Jul	3rd Quarter	Sep	Oct		r Dec
		Total # of business days	Jan 41.08	Feb 34.11	32.20	Apr 27.45	90.34	Jun 15.53	42.57	Aug 28.86	13.48	UCt	Nov	Dec
Insta	allation Interval	Total # of business days	14.00	14.00	15.00	12.00	11.00	11.00	42.57	16.00	8.00		'	
Min.	standard = 5 bus. days	Avg. # of business days	2.93	2.44	2.15	2.29	8.21	1.41	2.50	1.80	1.68	-	+'	
		Total # of installation commitments	14.00	14.00	15.00	12.00	11.00	11.00	17.00	16.00	8.00		·	
Insta	allation Commitment	Total # of installation commitments		14.00	15.00	12.00	9.00	11.00	17.00	16.00	8.00		+	-
Min.	standard = 95% commitment	Total # of installation commitment met	14.00 0.00	0.00	0.00	0.00	2.00	0.00	0.00	0.00	0.00		'	
met													'	───
a .		% of commitment met	100%	100%	100%	100%	82%	100%	100%	100%	100%		'	───
		Acct # for voice or bundle, res+bus	2162	2161	2152	2142	2147	2135	2141	2126	2131		'	───
Cust	omer Trouble Report	Tatal # afternation lines					-						'	───
i i	6% (6 per 100 working lines	Total # of working lines		+	-					+			 '	───
for units w/ ≥ 3,000 lines) 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines		Total # of trouble reports					-						'	───
		% of trouble reports	05.47	0550	0540	0544	0540	0500	0505	0544	05.44		'	<u> </u>
anc	8% (8 per 100 working lines	Total # of working lines	2547	2550	2549	2541	2543	2533	2535	2541	2541		'	<u> </u>
St	for units w/ 1,001 - 2,999 lines)	Total # of trouble reports	29	32	106	46	38	36	43	29	14		'	<u> </u>
Min.	,	% of trouble reports	1%	1.25%	4.16%	1.81%	1.49%	1.42%	1.70%	1.14%	0.55%		'	───
Σ	10% (10 per 100 working lines T	Total # of working lines											'	───
		Total # of trouble reports		-									'	<u> </u>
	. ,	% of trouble reports	10							10			'	<u> </u>
		Total # of outage report tickets	18	26	57	30	23	24	21	19	9		'	
Adju	sted	Total # of repair tickets restored in \leq 24hrs	17	26	57	30	23	23	20	19	9		'	───
Out		% of repair tickets restored ≤ 24 Hours	94%	100%	100%	100%	100%	96%	95%	100%	100%		'	
	standard - 00% within 24 hrs	Sum of the duration of all outages (hh:mm)	234.50	81.95	403.33	130.60	152.40	108.17	210.77	225.76	37.43		'	
		Avg. outage duration (hh:mm)	13.03	3.15	7.08	4.35	6.63	4.51	10.04	11.88	4.16		'	───
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no		'	<u> </u>
	liver and second	Total # of unadjusted outage report tickets	18	26	94	33	24	24	22	20	10		'	───
		Total # of repair tickets restored in \leq 24hrs	17	26	72	30	23	23	21	19	9		'	───
of Se		% of repair tickets restored ≤ 24 Hours	94%	100%	77%	91%	96%	96%	95%	95%	90%		'	───
		Sum of the duration of all outages (hh:mm)	258.50	81.37	1436.60	215.02	240.62	108.17	233.13	250.92	152.42		'	───
_		Avg. outage duration (hh:mm)	14.36	3.13	15.28	6.52	10.03	4.51	10.60	12.55	15.24		'	
Refu		Number of customers who received refunds	0	1	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		<u> </u>	<u> </u>
		Total # of calls for TD, Dilling 9 Non Dilling				1	1	1				1	т 	
	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											<u> </u>	<u> </u>
	onds to reach live agent (w/ a	% ≤ 60 seconds												
	u option to reach live agent)													

Primary Utility Contact Information

Name: Fred Lofy

Phone: 559-868-6376

Email: fredl@ponderosatel.com

Company Name:	ne Co.	_			U#:	1014-C			Report Y	ear:	2018		
Reporting Unit Type	Total Company Exchange Wire C	Center				Reportin	g Unit Na	me:	Wishon				
Measurement (C	Measurement (Compile monthly, file quarterly)					Date filed (08/14/18) 2nd Quarte			Date filed (11/14/2018) 3rd Quarter	/		Date filed (2/14/19) 4th Quarter	
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval	Total # of business days	0.00	1.56	0.00	0.50	0.22	5.70	0.00	0.00	0.00			
	allation Interval . standard = 5 bus. days Avg. # of business days	0.00	1.00	0.00	1.00	3.00	3.00	0.00	0.00	0.00			
win. standard = 5 bus. days		0.00	1.56	0.00	0.50	0.07	1.90	0.00	0.00	0.00			
Installation Commitment	Total # of installation commitments			0.00	1.00	3.00	3.00	0.00	0.00	0.00			

		Avg. # of business days	0.00	1.50	0.00	0.50	0.07	1.90	0.00	0.00	0.00		1		
Inch	allation Commitment	Total # of installation commitments	0.00	1.00	0.00	1.00	3.00	3.00	0.00	0.00	0.00				
	standard = 95% commitment	Total # of installation commitment met	0.00	1.00	0.00	1.00	3.00	3.00	0.00	0.00	0.00	[]	i i		
met	standard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		[1
met		% of commitment met	0%	100%	0%	100%	100%	100%	0%	0%	0%		1		
Cus	tomers	Acct # for voice or bundle, res+bus	31	30	30	30	30	32	32	30	30		[1
Cus	tomer Trouble Report														1
	6% (6 per 100 working lines	Total # of working lines													1
_	for units w/ \geq 3,000 lines)	Total # of trouble reports											[
arc	for units w/ \geq 3,000 lines)	% of trouble reports											ĺ		
Standard	8% (8 per 100 working lines	Total # of working lines													
stal		Total # of trouble reports											ĺ		
	101 units w/ 1,001 - 2,999 lines)	% of trouble reports													
Min.	10% (10 per 100 working lines	Total # of working lines	70	68	69	70	73	76	76	74	74				
-	for units $w \le 1,000$ lines)	Total # of trouble reports	0	0	0	1	0	1	7	0	0	[]	l		
	for units w/ \leq 1,000 lines)	% of trouble reports	0%	0.00%	0.00%	1.43%	0.00%	1.32%	9.21%	0.00%	0.00%				
		Total # of outage report tickets	0	0	0	1	0	0	5	0	0				
٨diu	usted	Total # of repair tickets restored in < 24hrs	0	0	0	1	0	0	5	0	0				
	of Service Report	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	100%	0%	0%	100%	0%	0%		ĺ		1
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	5.07	0.00	0.00	55.43	0.00	0.00		1		
IVIIII.	standard = 90% within 24 his	Avg. outage duration (hh:mm)	0.00	0.00	0.00	5.07	0.00	0.00	11.09	0.00	0.00				
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no		1		
		Total # of unadjusted outage report tickets	0	0	0	1	0	0	7	0	0		1		
		Total # of repair tickets restored in < 24hrs	0	0	0	1	0	0	7	0	0		1		
of S	ervice Report	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	100%	0%	0%	100%	0%	0%		I		
		Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	5.07	0.00	0.00	58.57	0.00	0.00		1		
		Avg. outage duration (hh:mm)	0.00	0.00	0.00	5.07	0.00	0.00	8.37	0.00	0.00				
Refu	unds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0		1		
		Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		1		
Ans	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing													
Rep	orts,Billing & Non-Billing) Min.	Total # of call seconds to reach live agent											1		1
stan	dard = 80% of calls ≤ 60														1
seco	onds to reach live agent (w/ a	% ≤ 60 seconds											i	<u> </u>	1
men	u option to reach live agent)														

Primary Utility Contact Information

Name: Fred Lofy

Phone: 559-868-6376

Email: fredl@ponderosatel.com

Company Name:	The	Ponderosa T	elephone Co.	U#: <u>1014-C</u>	Report Year:	2018
Reporting Unit Type:	Total Company	Exchange	Wire Center	Reporting Unit Name:	O'Neals	

	Measurement (Cor	npile monthly, file quarterly)	(Date filed 05/15/18)			Date filed (08/14/18)			Date filed (11/14/2018	/	Date filed (2/14/19)		
	incucui cincini (cor	npho monthly, mo quarterly,		st Quarter			2nd Quarte			3rd Quarte			4th Quarte	
		•	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Insta	allation Interval	Total # of business days	4.41	0.00	2.46	2.48	3.31	4.24	0.00	7.29	1.73			
	standard = 5 bus. days	Total # of service orders	2.00	0.00	1.00	2.00	2.00	1.00	0.00	3.00	2.00			
		Avg. # of business days	2.20	0.00	2.46	1.24	1.65	4.24	0.00	2.43	0.87			
Inet	allation Commitment	Total # of installation commitments	2.00	0.00	1.00	2.00	2.00	1.00	0.00	3.00	2.00			
	standard = 95% commitment	Total # of installation commitment met	2.00	0.00	1.00	2.00	2.00	1.00	0.00	3.00	2.00			
met	standard = 95% communem	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
mer		% of commitment met	100%	0%	100%	100%	100%	100%	0%	100%	100%			
Cust	tomers	Acct # for voice or bundle, res+bus	257	253	253	254	253	251	248	245	246			
Cust	omer Trouble Report			1						1				
		Total # of working lines					İ	1						
	6% (6 per 100 working lines	Total # of trouble reports					İ	1						
ard	for units w/ \geq 3,000 lines)	% of trouble reports		1						1				
ğ	00/ (0 a sa 400 washing lines	Total # of working lines		1						1				
Standard	8% (8 per 100 working lines	Total # of trouble reports		1						1				
	for units w/ 1,001 - 2,999 lines)	% of trouble reports		1						1				
Min.	400/ (40 a se 400 we shine lines	Total # of working lines	323	319	318	320	319	316	314	311	311			
2	10% (10 per 100 working lines for units w/ < 1 000 lines)	Total # of trouble reports	3	10	14	4	24	3	9	19	1			
	for units w/ \leq 1,000 lines)	% of trouble reports	1%	3.13%	4.40%	1.25%	7.52%	0.95%	2.87%	6.11%	0.32%			
		Total # of outage report tickets	2	5	4	3	21	1	3	8	1			
A .12.		Total # of repair tickets restored in < 24hrs	2	5	4	3	21	1	3	8	1			
Adju		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%			
	of Service Report	Sum of the duration of all outages (hh:mm)	9.82	2.00	26.12	42.52	130.70	21.45	61.75	86.38	0.87			
Min.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	4.91	0.40	6.53	14.17	6.22	21.45	20.58	10.80	0.87			
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no			
		Total # of unadjusted outage report tickets	2	5	13	3	23	1	3	10	1			
Una	djusted Out	Total # of repair tickets restored in \leq 24hrs	2	5	11	3	22	1	3	8	1		1	
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	100%	100%	85%	100%	96%	100%	100%	80%	100%			
		Sum of the duration of all outages (hh:mm)	9.82	2.00	186.40	42.52	170.97	21.45	61.75	138.27	0.87			
		Avg. outage duration (hh:mm)	4.91	0.40	14.34	14.17	7.43	21.45	20.58	13.83	0.87			
Refu	Inds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
1		Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
<u> </u>													•	
Ans	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
	orts,Billing & Non-Billing) Min.	Total # of call accords to reach live accord						1						
	dard = 80% of calls ≤ 60	Total # of call seconds to reach live agent												<u> </u>
	onds to reach live agent (w/ a	% ≤ 60 seconds												
	u option to reach live agent)													
men	a option to reach nive agent)													

Primary Utility Contact Information

Name: Fred Lofy

Phone: 559-868-6376

Email: fredl@ponderosatel.com

Company Name:	The	Ponderosa	Telephone Co.	U#: <u>1014-C</u>	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) 1st Quarter			Date filed (08/14/18) 2nd Quarter			Date filed (11/14/2018) 3rd Quarter			Date filed (2/14/19) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Total # of business days			30.42	23.28	31.98	15.64	14.20	10.01	12.68	23.78	19.45			
Installation Interval Min. standard = 5 bus. days		Total # of service orders	11.00	13.00	14.00	10.00	10.00	7.00	7.00	7.00	9.00			
		Avg. # of business days	2.77	1.79	2.28	1.56	1.42	1.43	1.81	3.40	2.16			
Installation Commitment Min. standard = 95% commitment		Total # of installation commitments	11.00	13.00	14.00	10.00	10.00	7.00	7.00	7.00	9.00			
		Total # of installation commitment met	11.00	13.00	14.00	10.00	10.00	7.00	7.00	7.00	9.00			(
		Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
met		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Customers		Acct # for voice or bundle, res+bus	1530	1523	1518	1523	1525	1527	1524	1519	1516			
Customer Trouble Report														
		Total # of working lines												[
_	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports											1	
Standard		% of trouble reports												1
ğ	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	1715	1707	1711	1719	1732	1730	1722	1727	1723			ſ
itaı		Total # of trouble reports	47	11	38	22	36	35	34	22	20			(
		% of trouble reports	3%	0.64%	2.22%	1.28%	2.08%	2.02%	1.97%	1.27%	1.16%			[
Min.	10% (10 per 100 working lines for units w/ \leq 1,000 lines)	Total # of working lines												Í
-		Total # of trouble reports												
		% of trouble reports												Í
		Total # of outage report tickets	37	4	23	12	31	24	22	17	14			Í
Adju	stad	Total # of repair tickets restored in < 24hrs	34	4	23	12	31	23	22	17	14			
	of Service Report	% of repair tickets restored ≤ 24 Hours	92%	100%	100%	100%	100%	96%	100%	100%	100%			1
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	291.58	4.88	115.67	88.40	176.68	129.32	94.63	77.53	78.22			
IVIII I.	stanuaru = 90 % within 24 ms	Avg. outage duration (hh:mm)	7.88	1.22	5.03	7.37	5.70	5.39	4.30	4.56	5.59			
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no			I
		Total # of unadjusted outage report tickets	37	4	28	13	31	25	25	19	14			ļ
		Total # of repair tickets restored in < 24hrs	34	4	24	12	31	23	24	17	14			Ļ
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	92%	100%	86%	92%	100%	92%	96%	89%	100%			ļ
		Sum of the duration of all outages (hh:mm)	339.58	4.88	319.75	159.75	176.68	181.48	144.88	128.60	77.93			L
		Avg. outage duration (hh:mm)	9.18	1.22	11.42	12.29	5.70	7.26	5.80	6.77	5.57			L
Refu	nds	Number of customers who received refunds	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			L
													1	1
Ansv	ver Time (Trouble	Total # of calls for TR, Billing & Non-Billing												l
Repo	orts,Billing & Non-Billing) Min	• Total # of call seconds to reach live agent												i
stand	$ard = 80\%$ of calls ≤ 60	% ≤ 60 seconds												Í
seconds to reach live agent (w/ a							1	I					1	L
men	u option to reach live agent)													

Primary Utility Contact Information

Name: Fred Lofy

Phone: 559-868-6376

Email: fredl@ponderosatel.com

Company Name:	The	Ponderosa	Telephone Co.	U#: <u>1014-C</u>	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) 1st Quarter			Date filed (08/14/18) 2nd Quarter			Date filed (11/14/2018) 3rd Quarter			Date filed (2/14/19) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Interval			4.23	5.00	0.00	1.31	69.67	16.27	15.16	10.82	1.92		1		
Min. standard = 5 bus. days		Total # of service orders	2.00	2.00	0.00	3.00	68.00	34.00	17.00	5.00	4.00				
		Avg. # of business days	2.11	2.50	0.00	0.44	1.02	0.48	0.89	2.16	0.48				
Installation Commitment Min. standard = 95% commitment met Customers		Total # of installation commitments	2.00	2.00	0.00	3.00	68.00	34.00	17.00	5.00	4.00				
		Total # of installation commitment met	2.00	2.00	0.00	3.00	68.00	34.00	17.00	5.00	4.00				
		Total # of installation commitment missed	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%	100%	100%	100%				
		Acct # for voice or bundle, res+bus	402	402	402	402	404	408	414	417	417				
Customer Trouble Report		,											1	<u> </u>	
		Total # of working lines											1		
	6% (6 per 100 working lines	Total # of trouble reports											1		
Standard	for units w/ ≥ 3,000 lines)	% of trouble reports											1		
ğ	00/ (0 per 100 working lines	Total # of working lines											1		
taı	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports											1		
	101 units w/ 1,001 - 2,999 lines)	% of trouble reports											1		
Min.	10% (10 per 100 working lines	Total # of working lines	350	346	345	346	388	467	489	491	465		1		
~	for units w/ \leq 1,000 lines)	Total # of trouble reports	2	1	1	3	8	11	7	2	5				
	ior units $W \ge 1,000$ lines)	% of trouble reports	1%	0.29%	0.29%	0.87%	2.06%	2.36%	1.43%	0.41%	1.08%				
	·	Total # of outage report tickets	2	1	1	1	6	4	4	2	2				
۸diu	isted	Total # of repair tickets restored in < 24hrs	2	1	1	1	6	4	4	2	2				
	of Service Report	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%				
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	22.88	1.85	19.30	19.55	30.12	14.40	47.19	8.20	9.42				
IVIIII.	standard = 90% within 24 his	Avg. outage duration (hh:mm)	11.44	1.85	19.30	19.55	5.02	3.60	11.80	4.10	4.71				
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no				
		Total # of unadjusted outage report tickets	2	1	1	1	6	5	4	2	2				
Una	djusted Out	Total # of repair tickets restored in < 24hrs	2	1	1	1	6	4	4	2	2				
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	80%	100%	100%	100%				
		Sum of the duration of all outages (hh:mm)	22.88	1.85	19.30	19.55	30.12	58.45	47.18	8.20	9.42				
		Avg. outage duration (hh:mm)	11.44	1.85	19.30	19.55	5.02	11.69	11.80	4.10	4.71				
Refu		Number of customers who received refunds	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				
	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing											<u> </u>	\vdash	
	orts,Billing & Non-Billing) Min.	Total # of call seconds to reach live agent												1	
	dard = 80% of calls ≤ 60	% ≤ 60 seconds													
seconds to reach live agent (w/ a menu option to reach live agent)						1	ı	1					1	L	

menu option to reach live agent)

Primary Utility Contact Information

Name: Fred Lofy

Phone: 559-868-6376

Email: fredl@ponderosatel.com

Company Name:	The	Ponderosa 7	Felephone Co.	U#: <u>1014-C</u>		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) 1st Quarter			Date filed (08/14/18) 2nd Quarter			Date filed (11/14/2018) 3rd Quarter			Date filed (2/14/19) 4th Quarter		
			Jan			Apr			Jul	Aug	Sep	Oct	Nov	Dec
Total # of business days			0.00	0.00	Mar 0.00	0.00	0.00	Jun 0.00	0.00	0.00	0.00			
Installation Interval		Total # of service orders	0.00	0.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00		+	
Min.	standard = 5 bus. days	Avg. # of business days	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		1	
		Total # of installation commitments	0.00	0.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00		1	
Installation Commitment Min. standard = 95% commitment		Total # of installation commitment met	0.00	0.00	0.00	0.00	1.00	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		+	
met		% of commitment met	0%	0.00	0%	0%	100%	0.00	0%	0%	0%		+	
Customers		Acct # for voice or bundle, res+bus	38	38	38	38	38	37	37	36	36			
Customers Customer Trouble Report			30	50	50	50	50	51	51		00		+	
5450		Total # of working lines											<u>+</u>	<u> </u>
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports											<u>+</u>	<u> </u>
Standard		% of trouble reports											+	
pu	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines											1	
tar		Total # of trouble reports											1	
		% of trouble reports												
Min.	10% (10 per 100 working lines for units w/ \leq 1,000 lines)	Total # of working lines	46	46	46	46	47	45	45	44	44			
~		Total # of trouble reports	4	4	0	0	2	0	10	8	0			
		% of trouble reports	9%	8.70%	0.00%	0.00%	4.26%	0.00%	22.22%	18.18%	0.00%			
		Total # of outage report tickets	0	0	0	0	0	0	0	1	0			
م ما ان م	a ta d	Total # of repair tickets restored in < 24hrs	0	0	0	0	0	0	0	1	0			
Adju		% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	0%	100%	0%		1	
	of Service Report standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	19.50	0.00		1	
win. :	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	19.50	0.00			
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no			
		Total # of unadjusted outage report tickets	0	0	0	0	1	0	0	2	0			
		Total # of repair tickets restored in < 24hrs	0	0	0	0	0	0	0	2	0			
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	0%	100%	0%			
		Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	0.00	450.97	0.00	0.00	35.13	0.00			
		Avg. outage duration (hh:mm)	0.00	0.00	0.00	0.00	450.97	0.00	0.00	17.57	0.00			
Refu	nds	Number of customers who received refunds	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			
	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												
	nds to reach live agent (w/ a	% ≤ 60 seconds												<u> </u>
	u option to reach live agent)													

Primary Utility Contact Information

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