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	

			_	ate filed			Date filed		,	Date filed			Date filed	
	Measurement (Con	npile monthly, file quarterly)		5/15/18)			(08/14/18)			11/14/2018	,	(2/14/19) 4th Quarter		
	•		Jan	t Quarter Feb	Mar	Apr	2nd Quarter May	Jun	Jul	3rd Quarter		Oct	Nov	Dec
		Total # of business days	118.53	84.63	114.04	80.31	225.79	80.24	87.61	Aug 93.21	Sep 76.25	98.57	126.49	66.76
Inst	allation Interval	Total # of business days Total # of service orders	46.00	45.00	48.00	56.00	144.00	80.00	53.00	43.00	39.00	51.00	49.00	33.00
Min.	etandard - 5 bue dave	Avg. # of business days	2.58	1.88	2.38	1.43	1.57	1.00	1.65	2.17	1.96	1.93	2.58	2.02
		Total # of installation commitments	46.00	45.00	48.00	56.00	144.00	80.00	53.00	43.00	39.00	51.00	49.00	33.00
Inst	allation Commitment													
Min.	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	51.00	49.00	33.00
met		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%	100%	100%	100%	100%	100%	100%
		Acct # for voice or bundle, res+bus	6394	6376	6359	6349	6352	6347	6346	6316	6320	6309	6306	6297
Cus	tomer Trouble Report													
1	6% (6 per 100 working lines	Total # of working lines												
-	for units w/ > 2 000 lines)	Total # of trouble reports												
ar	101 dilite W/ = 0,000 iii100)	% of trouble reports												
P	8% (8 per 100 working lines	Total # of working lines	5862	5858	5863	5879	5931	5957	5958	5968	5960	5926	5879	5859
Standard	for units w/ 1 001 - 2 000 lines)	Total # of trouble reports	85	48	165	87	93	86	98	73	47	86	67	53
	101 d1110 W/ 1,001 2,000 11100)	% of trouble reports	1%	0.82%	2.81%	1.48%	1.57%	1.44%	1.64%	1.22%	0.79%	1.45%	1.14%	0.90%
Min.	10% (10 per 100 working lines	Total # of working lines	1596	1596	1587	1594	1630	1710	1726	1725	1697	1625	1588	1582
	for units w/ < 1 000 lines)	Total # of trouble reports	14	16	26	11	44	22	40	34	9	10	15	14
	ioi units w/ = 1;000 lines/	% of trouble reports	1%	1.00%	1.64%	0.69%	2.70%	1.29%	2.32%	1.97%	0.53%	0.62%	0.94%	0.88%
		Total # of outage report tickets	61	39	107	58	93	60	72	66		44	55	47
۸diı	usted	Total # of repair tickets restored in ≤ 24hrs	57	37	107	58	93	56	69	64		44	55	46
	of Sarvice Penert	% of repair tickets restored ≤ 24 Hours	93%	95%	100%	100%	100%	93%	96%	97%	100%	100%	100%	98%
	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	208.08	390.49	288.90
IVIII I.	Standard = 90% Within 24 his	Avg. outage duration (hh:mm)	9.92	10.87	7.69	5.99	6.99	7.29	9.61	9.53	4.47	4.73	7.10	6.15
		Indicate if catastrophic event is in a month												
		Total # of unadjusted outage report tickets	65	40	161	66	102	68	78	76	39	48	58	49
Una	djusted Out	Total # of repair tickets restored in ≤ 24hrs	57	37	131	58	95	58	74	66	38	44	55	46
of S	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%	91.67%	94.83%	93.88%
		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	551.37	1492.50	34313.03
		Avg. outage duration (hh:mm)	13.24	13.56	14.32	10.27	15.75	11.88	10.15	11.77	7.30	11.49	25.73	700.27
Refu		Number of customers who received refunds	0.00	1.00	0.00	0.00	0.00	1.00	0.00	0.00	0.00	6.00	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	107.65	0.00	0.00
		•										•		
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												
	idard = 80% of calls ≤ 60	% ≤ 60 seconds												
	onds to reach live agent (w/ a	70 2 00 00001100												
men	u option to reach live agent)													

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)

Company Name:	The	Ponderosa 1	Геlephone Co.	U#:	1014-C	Report Year:	2018
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Repor	ting Unit Name:	Friant	

	Measurement (Con	npile monthly, file quarterly)	(1	Date filed 05/15/18)			Date filed (08/14/18)			Date filed (11/14/2018	,			
	•		Jan	t Quarter Feb	Mar	Apr	2nd Quarte May	r Jun	Jul	3rd Quarte	r Sep	Oct	4th Quarte Nov	Dec
		Total # of business days	16.52	5.39	16.32	5.89	0.36	8.39	1.93	3.60	3.82	3.64	7.08	10.79
	allation Interval	Total # of service orders	6.00	4.00	5.00	3.00	1.00	4.00	1.00	3.00	1.00	4.00	3.00	5.00
Min.	standard = 5 bus. days	Avg. # of business days	2.75	1.35	3.26	1.96	0.36	2.10	1.93	1.20	3.82	0.91	2.36	2.16
		Total # of installation commitments	6.00	4.00	5.00	3.00	1.00	4.00	1.00	3.00	1.00	4.00	3.00	5.00
	allation Commitment	Total # of installation commitment met	6.00	4.00	5.00	3.00	1.00	4.00	1.00	3.00	1.00	4.00	3.00	5.00
Min.	standard = 95% commitment	Total # of installation commitment met 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
met		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cust		Acct # for voice or bundle, res+bus	434	428	423	419	411	409	405	400	398	394	395	394
	tomers tomer Trouble Report	Acct # for voice or bundle, res+bus	434	428	423	419	411	409	405	400	398	394	395	394
cust	· · · · · · · · · · · · · · · · · · ·	Total # of working lines												
	6% (6 per 100 working lines	Total # of working lines Total # of trouble reports												-
Ģ		% of trouble reports												
da		Total # of working lines												
Standard	8% (8 per 100 working lines	Total # of working lines Total # of trouble reports												
		% of trouble reports												-
Min.		Total # of working lines	807	817	809	812	803	806	802	805	803	803	801	803
Σ	10% (10 per 100 working lines	Total # of working lines Total # of trouble reports	5	1	11	3	10	7	7	5	3	5		
	Ifor linite W/ \$ 1 (100) lines)	% of trouble reports	1%	0.12%	1.36%	0.37%	1.25%	0.87%	0.87%	0.62%	0.37%	0.62%	6 0.75%	6 0.75%
		Total # of outage report tickets	1%	0.12%	9	0.37%	1.25%	0.87%		1	0.37%	3	0.75%	
		Total # of outage report tickets Total # of repair tickets restored in < 24hrs	1	0	9	1	4	1	<u>5</u>	1	1	3	2	4
Adju	sted	% of repair tickets restored ≤ 24 Hours	100%	0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Out		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	2.98	44.31	13.22
Min.			23.67		5.68		16.71	3.22	11.74		2.65	0.99	22.16	3.30
		Avg. outage duration (hh:mm)		0.00		13.17				1.57				
		Indicate if catastrophic event is in a month	no	no 0	no 9	no	no 4	no 2	no 5	no 2	no	no 3	no 2	no 4
linas	djusted Out	Total # of unadjusted outage report tickets Total # of repair tickets restored in < 24hrs	1	0	9	1	4	2	5	2	1	3	2	4
	ervice Report	% of repair tickets restored in ≤ 24nrs	100.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
or Se		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	2.98	44.32	13.22
		0 \ /		0.00	5.68	13.17	16.71	11.03	11.74	12.63	2.65	0.99	22.16	
<u> </u>		Avg. outage duration (hh:mm)	23.67											3.30
Refu		Number of customers who received refunds	0	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	0
Ameri	way Time (Trauble	Total # of calls for TR, Billing & Non-Billing				1	1	1				1	ı	1
	wer Time (Trouble													-
	orts,Billing & Non-Billing) Min. dard = 80% of calls ≤ 60	Total # of call seconds to reach live agent												
	onds to reach live agent (w/ a	% ≤ 60 seconds												
men	u option to reach live agent)													

Primary Utility Contact Information

lame: Fred Lofy	Phone: 559-868-6376	Email	: fredl@ponderosatel.com
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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)

Company Name:	The	Ponderosa T	elephone Co.	U#: <u>1</u>	014-C	Report Year:	2018
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Reporting	Unit Name:	Shaver	

	M			Date filed 05/15/18)			Date filed (08/14/18)			Date filed (11/14/2018)	Date filed (2/14/19)		
	Measurement (Con	npile monthly, file quarterly)		st Quarter			2nd Quarte	r		3rd Quarte			4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Wattan Intannal	Total # of business days	21.87	15.28	31.08	27.05	47.69	20.12	15.27	18.87	35.86	29.65	27.89	18.68
	allation Interval	Total # of service orders	11.00	11.00	13.00	25.00	48.00	20.00	11.00	9.00	15.00	13.00	11.00	6.00
IVIII1.	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	2.28	2.54	3.11
		Total # of installation commitments	11.00	11.00	13.00	25.00	48.00	20.00	11.00	9.00	15.00	13.00	11.00	6.00
	allation Commitment standard = 95% commitment	Total # of installation commitment met	11.00	11.00	13.00	25.00	48.00	20.00	11.00	9.00	15.00	13.00	11.00	6.00
	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	0.00	0.00	0.00
met		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cust	omers	Acct # for voice or bundle, res+bus	1540	1541	1543	1541	1544	1548	1545	1543	1546	1554	1553	1555
Cust	omer Trouble Report	,												i
	6% (6 per 100 working lines	Total # of working lines												1
_	` '	Total # of trouble reports												ĺ
Standard	for units w/ ≥ 3,000 lines)	% of trouble reports												1
٦	90/ (9 per 400 weeking lines	Total # of working lines	1600	1601	1603	1619	1656	1694	1701	1700	1696	1671	1630	1617
Į.	10% (10 per 100 working lines	Total # of trouble reports	9	5	21	19	19	15	21	22	13	12	15	7
65		% of trouble reports	1%	0.31%	1.31%	1.17%	1.15%	0.89%	1.23%	1.29%	0.77%	0.72%	0.92%	0.43%
Min.		Total # of working lines												i
_		Total # of trouble reports												i
	ior units w/ \(\sigma\) 1,000 lines)	% of trouble reports												1
		Total # of outage report tickets	1	3	13	10	8	6	12	18	11	6	10	5
Adju	stad	Total # of repair tickets restored in ≤ 24hrs	1	1	13	10	8	4	10	16	11	6	10	4
-	of Service Report	% of repair tickets restored ≤ 24 Hours	100%	33%	100%	100%	100%	67%	83%	89%	100%	100%	100%	80%
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	22.75	333.11	207.80	48.40	93.38	161.03	163.42	210.23	41.30	28.88	25.51	96.90
IVIII I.	Standard = 90 /6 Within 24 ms	Avg. outage duration (hh:mm)	22.75	111.04	15.98	4.84	11.67	26.84	13.62	11.68	3.75	4.81	2.55	19.38
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no
		Total # of unadjusted outage report tickets	5	4	16	14	13	11	12	21	11	6	10	5
		Total # of repair tickets restored in ≤ 24hrs	1	1	14	10	9	5	10	16	11	6	10	4
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	20%	25%	88%	71%	69%	45%	83%	76%	100%	100%	100%	80%
		Sum of the duration of all outages (hh:mm)	206.45	452.13	291.70	222.75	469.95	416.42	187.42	308.12	41.30	28.88	25.50	96.90
		Avg. outage duration (hh:mm)	41.29	113.03	18.23	15.91	36.15	37.86	15.62	14.67	3.75	4.81	2.55	19.38
Refu	inds	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
	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												ļ
	orts,Billing & Non-Billing)	Total # of call seconds to reach live agent												l
	standard = 80% of calls ≤ 60	% ≤ 60 seconds												
	onds to reach live agent (w/ a uption to reach live agent)	= == ==============================						l				l	1	
men	u option to reach live agent)													

Primary Utility Contact Information

lame: Fred Lofy	Phone: 559-868-6376 Em	nail:	fredl@ponderosatel.com	
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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)

Company Name:	The	Ponderosa 1	elephone Co.	U#:	1014-C	Report Year:	2018
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Reporti	ng Unit Name:	Auberry	

	Measurement (Con	npile monthly, file quarterly)	(Date filed 05/15/18) st Quarter			Date filed (08/14/18) 2nd Quarte	r		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	41.08	34.11	32.20	27.45	90.34	15.53	42.57	28.86	13.48	46.91	49.59	20.03
	allation Interval	Total # of service orders	14.00	14.00	15.00	12.00	11.00	11.00	17.00	16.00	8.00	18.00	18.00	10.00
win.	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	2.61	2.75	2.00
		Total # of installation commitments	14.00	14.00	15.00	12.00	11.00	11.00	17.00	16.00	8.00	18.00	18.00	10.00
	allation Commitment	Total # of installation commitment met	14.00	14.00	15.00	12.00	9.00	11.00	17.00	16.00	8.00	18.00	18.00	10.00
	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	0.00	0.00	0.00
met		% of commitment met	100%	100%	100%	100%	82%	100%	100%	100%	100%	100%	100%	100%
Cust	tomers	Acct # for voice or bundle, res+bus	2162	2161	2152	2142	2147	2135	2141	2126	2131	2125	2124	2121
	omer Trouble Report													
	l '	Total # of working lines												
_	6% (6 per 100 working lines	Total # of trouble reports												
Standard	for units w/ ≥ 3,000 lines)	% of trouble reports												
ğ	90/ /9 per 100 working lines	Total # of working lines	2547	2550	2549	2541	2543	2533	2535	2541	2541	2534	2537	2539
ţai		Total # of trouble reports	29	32	106	46	38	36	43	29	14	56	24	29
		% of trouble reports	1%	1.25%	4.16%	1.81%	1.49%	1.42%	1.70%	1.14%	0.55%	2.21%	0.95%	1.14%
Min.		Total # of working lines											ĺ	
	for units w/ ≤ 1,000 lines)	Total # of trouble reports												
	ioi units w/ = 1,000 lines)	% of trouble reports											ĺ	
		Total # of outage report tickets	18	26	57	30	23	24	21	19	9	27	16	22
Adju	etad	Total # of repair tickets restored in ≤ 24hrs	17	26	57	30	23	23	20	19	9	27	16	22
	of Service Report	% of repair tickets restored ≤ 24 Hours	94%	100%	100%	100%	100%	96%	95%	100%	100%	100%	100%	100%
	standard = 90% 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	157.35	81.32	93.92
IVIII I.	Standard = 90 /0 Within 24 1113	Avg. outage duration (hh:mm)	13.03	3.15	7.08	4.35	6.63	4.51	10.04	11.88	4.16	5.83	5.08	4.27
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no
		Total # of unadjusted outage report tickets	18	26	94	33	24	24	22	20	10	29	17	22
		Total # of repair tickets restored in ≤ 24hrs	17	26	72	30	23	23	21	19	9	27	16	22
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	94%	100%	77%	91%	96%	96%	95%	95%	90%	93%	94%	100%
		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	371.75	107.58	93.92
		Avg. outage duration (hh:mm)	14.36	3.13	15.28	6.52	10.03	4.51	10.60	12.55	15.24	12.82	6.33	4.27
Refu		Number of customers who received refunds	0	1	0	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	0.00
								ſ				1		1
	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
	orts,Billing & Non-Billing) Min.	Total # of call seconds to reach live agent											<u> </u>	1
	dard = 80% of calls ≤ 60	% ≤ 60 seconds												
	onds to reach live agent (w/ a u option to reach live agent)					ı		1					1	1
men	u option to reach live agent)													

Primary Utility Contact Information

Phone: 559-868-6376 Name: Fred Lofy 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)

Company Name:	The	Ponderosa 1	Telephone Co.	U#: <u>10</u>	014-C	Report Year:	2018
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Reporting U	Unit Name:	Wishon	

	Measurement (Con	npile monthly, file quarterly)	(Date filed (05/15/18) st Quarter			Date filed (08/14/18) 2nd Quarte	r		Date filed (11/14/2018 3rd Quarte	,	Date filed (2/14/19) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	Hatian Internal	Total # of business days	0.00	1.56	0.00	0.50	0.22	5.70	0.00	0.00	0.00	0.38	0.00	0.00
	Illation Interval	Total # of service orders	0.00	1.00	0.00	1.00	3.00	3.00	0.00	0.00	0.00	1.00	0.00	0.00
iviin.	standard = 5 bus. days	Avg. # of business days	0.00	1.56	0.00	0.50	0.07	1.90	0.00	0.00	0.00	0.38	0.00	0.00
1	Hadian Camadian	Total # of installation commitments	0.00	1.00	0.00	1.00	3.00	3.00	0.00	0.00	0.00	1.00	0.00	0.00
	Illation Commitment	Total # of installation commitment met	0.00	1.00	0.00	1.00	3.00	3.00	0.00	0.00	0.00	1.00	0.00	0.00
	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	0.00	0.00	0.00
met		% of commitment met	0%	100%	0%	100%	100%	100%	0%	0%	0%	100%	0%	0%
Cust		Acct # for voice or bundle, res+bus	31	30	30	30	30	32	32	30	30	29	29	29
Cust	omer Trouble Report													
	6% (6 per 100 working lines	Total # of working lines												
l _	` '	Total # of trouble reports												
Standard	for units w/ ≥ 3,000 lines)	% of trouble reports												
ğ	8% (8 per 100 working lines	Total # of working lines												
ā		Total # of trouble reports												
		% of trouble reports												
Mi.	10% (10 per 100 working lines	Total # of working lines	70	68	69	70	73	76	76	74	74	73	70	70
_	for units w/ ≤ 1,000 lines)	Total # of trouble reports	0	0	0	1	0	1	7	0	0	0	1	0
	ior units w/ \(\frac{1}{2}\) 1,000 lines)	% of trouble reports	0%	0.00%	0.00%	1.43%	0.00%	1.32%	9.21%	0.00%	0.00%	0.00%	1.43%	0.00%
		Total # of outage report tickets	0	0	0	1	0	0	5	0	0	0	0	0
Adju	sted	Total # of repair tickets restored in ≤ 24hrs	0	0	0	1	0	0	5	0	0	0	0	0
	of Corvice Penert	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	100%	0%	0%	100%	0%	0%	0%	0%	0%
	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	0.00	0.00	0.00
IVIII I.	standard = 90 % Within 24 ms	Avg. outage duration (hh:mm)	0.00	0.00	0.00	5.07	0.00	0.00	11.09	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
		Total # of unadjusted outage report tickets	0	0	0	1	0	0	7	0	0	0	0	0
		Total # of repair tickets restored in ≤ 24hrs	0	0	0	1	0	0	7	0	0	0	0	0
of Se	•	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	100%	0%	0%	100%	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	58.57	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	8.37	0.00	0.00	0.00	0.00	0.00
Refu		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
								•						
		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

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)

Company Name:	The	Ponderosa 1	elephone Co.	U#:	1014-C	Report Year:	2018
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Report	ing 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)	
	•			st Quarter	Mar	2nd Quarter			3rd Quarter Jul Aug Sep			4th Quarter Oct Nov Dec		
		Total # of business days	Jan 4.41	Feb 0.00	2.46	Apr 2.48	May 3.31	Jun 4.24	Jul 0.00	Aug 7.29	1.73	2.96	Nov 4.55	0.00
Insta	allation Interval	Total # of business days Total # of service orders	2.00	0.00	1.00	2.40	2.00	1.00	0.00	3.00	2.00	1.00	2.00	0.00
Min.	standard = 5 bus. days	Avg. # of business days	2.00	0.00	2.46	1.24	1.65	4.24	0.00	2.43	0.87	2.96	2.28	0.00
		Total # of installation commitments	2.00	0.00	1.00	2.00	2.00	1.00	0.00	3.00	2.00	1.00	2.20	0.00
Insta	allation Commitment	Total # of installation commitments Total # of installation commitment met	2.00	0.00	1.00	2.00	2.00	1.00	0.00	3.00	2.00	1.00	2.00	0.00
Min.	standard = 95% commitment						0.00				0.00			
met		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
_		% of commitment met	100%	0%	100%	100%	100%	100%	0%	100%	100%	100%	100%	0%
	tomers	Acct # for voice or bundle, res+bus	257	253	253	254	253	251	248	245	246	244	246	243
Cust	tomer Trouble Report	Tatal Hafarankin a linea												
	6% (6 per 100 working lines	Total # of working lines												
9	for units w/ ≥ 3,000 lines)	Total # of trouble reports												
Standard	, ,	% of trouble reports												
ğ	8% (8 per 100 working lines	Total # of working lines												
St	for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
ĭ.	,	% of trouble reports	000	040	040	000	040	040	04.4	044	044	044	040	040
Ξ	10% (10 per 100 working lines	Total # of working lines	323	319	318	320	319	316	314	311	311	311	313	312
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	3	10	14	4	24	3	9	19	1	0	5	5
		% of trouble reports	1%	3.13%	4.40%	1.25%	7.52%	0.95%	2.87%	6.11%	0.32%	0.00%	1.60%	1.60%
		Total # of outage report tickets	2	5	4	3	21	1	3	8	1	0	1	3
Adju	ısted	Total # of repair tickets restored in ≤ 24hrs	2	5	4	3	21	1	3	8		0	1	3
Out	of Service Report	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	100%
Min.	standard = 90% within 24 hrs	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	0.00	18.95	5.73
		Avg. outage duration (hh:mm)	4.91	0.40	6.53	14.17	6.22	21.45	20.58	10.80	0.87	0.00	18.95	1.91
		Indicate if catastrophic event is in a month	no 2	no	no 13	no 3	no 23	no 1	no 3	no	no	no	no 2	no
Lina	divated Out	Total # of unadjusted outage report tickets	2	5 5	13	3	23	1	3	10 8	1	0	1	3
	djusted Out ervice Report	Total # of repair tickets restored in ≤ 24hrs % of repair tickets restored ≤ 24 Hours	100%	100%	85%	100%	96%	100%	100%	80%	100%	0%	50%	3 100%
01 30	ervice Report		9.82	2.00	186.40	42.52	170.97	21.45	61.75	138.27	0.87	0.00	1070.10	5.73
		Sum of the duration of all outages (hh:mm)												
Def	····de	Avg. outage duration (hh:mm)	4.91	0.40	14.34	14.17	7.43	21.45	20.58	13.83	0.87	0.00	535.05	1.91
Refu	inas	Number of customers who received refunds	0			0.00		0.00	_					0.00
		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		Total # of calls for TR, Billing & Non-Billing					1	1					1	
	Dillia - O Na - Dillia - NAI							-					-	
	orts,Billing & Non-Billing) Min. dard = 80% of calls ≤ 60	Total # of call seconds to reach live agent												Į
	onds to reach live agent (w/ a	% ≤ 60 seconds												İ
	u option to reach live agent)						•	•					•	
men	u option to reach live agent)	l												

Primary Utility Contact Information

Phone: 559-868-6376 Name: Fred Lofy 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)

Company Name:	The	Ponderosa 1	elephone Co.	U#:	1014-C	Report Year:	2018
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Report	ing Unit Name:	North Fork	

	Management (Occupies monthly (its monthly)			Date filed 05/15/18)			Date filed (08/14/18)			Date filed (11/14/2018)	1		Date filed (2/14/19)	
	Measurement (Con	npile monthly, file quarterly)		st Quarter			2nd Quarte	r		3rd Quarter			4th Quarte	•
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inote	allation Interval	Total # of business days	30.42	23.28	31.98	15.64	14.20	10.01	12.68	23.78	19.45	14.84	37.15	13.67
		Total # of service orders	11.00	13.00	14.00	10.00	10.00	7.00	7.00	7.00	9.00	12.00	14.00	8.00
wiin.	standard = 5 bus. days	Avg. # of business days	2.77	1.79	2.28	1.56	1.42	1.43	1.81	3.40	2.16	1.24	2.65	1.71
I 1.	-11-11 0111	Total # of installation commitments	11.00	13.00	14.00	10.00	10.00	7.00	7.00	7.00	9.00	12.00	14.00	8.00
	allation Commitment	Total # of installation commitment met	11.00	13.00	14.00	10.00	10.00	7.00	7.00	7.00	9.00	12.00	14.00	8.00
	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	0.00	0.00	0.00
met		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cust		Acct # for voice or bundle, res+bus	1530	1523	1518	1523	1525	1527	1524	1519	1516	1511	1506	1502
Cust	tomer Trouble Report	,												
		Total # of working lines												
	6% (6 per 100 working lines	Total # of trouble reports												
l E	for units w/ ≥ 3,000 lines)	% of trouble reports												
Standard	00/ (0 400 15	Total # of working lines	1715	1707	1711	1719	1732	1730	1722	1727	1723	1721	1712	1703
ta	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports	47	11	38	22	36	35	34	22	20	18	28	17
		% of trouble reports	3%	0.64%	2.22%	1.28%	2.08%	2.02%	1.97%	1.27%	1.16%	1.05%	1.64%	1.00%
Mi.	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
_		Total # of trouble reports												
	ior units w/ \(\sigma\) 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	37	4	23	12	31	24	22	17	14	8	25	13
Adju	estad	Total # of repair tickets restored in < 24hrs	34	4	23	12	31	23	22	17	14	8	25	13
	of Service Report	% of repair tickets restored ≤ 24 Hours	92%	100%	100%	100%	100%	96%	100%	100%	100%	100%	100%	100%
	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	18.87	199.07	79.13
IVIII I.	Standard = 90% Within 24 his	Avg. outage duration (hh:mm)	7.88	1.22	5.03	7.37	5.70	5.39	4.30	4.56	5.59	2.36	7.96	6.09
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no
		Total # of unadjusted outage report tickets	37	4	28	13	31	25	25	19	14	8	26	14
		Total # of repair tickets restored in ≤ 24hrs	34	4	24	12	31	23	24	17	14	8	25	13
of S	ervice Report	% of repair tickets restored ≤ 24 Hours	92%	100%	86%	92%	100%	92%	96%	89%	100%	100%	96%	93%
		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	18.87	223.67	212.00
		Avg. outage duration (hh:mm)	9.18	1.22	11.42	12.29	5.70	7.26	5.80	6.77	5.57	2.36	8.60	15.14
Refu		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
	wer 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													
seco	onds to reach live agent (w/ a	% ≤ 60 seconds											l	l
men	u option to reach live agent)													

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)

Company Name:	The Ponderosa Telephone Co.			U#: <u>101</u> 4	4-C Repor	rt Year: 2018
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Reporting Un	nit Name: Big Creek	

	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)	
	moded of the total	ipno monany, mo quarto iy,		st Quarter	•	2nd Quarter				3rd Quarter		4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Insta	Illation Interval	Total # of business days	4.23	5.00	0.00	1.31	69.67	16.27	15.16	10.82	1.92	0.14	0.25	3.46
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	1.00	1.00	3.00
		Avg. # of business days	2.11	2.50	0.00	0.44	1.02	0.48	0.89	2.16	0.48	0.14	0.25	1.15
Insta	Illation Commitment	Total # of installation commitments	2.00	2.00	0.00	3.00	68.00	34.00	17.00	5.00	4.00	1.00	1.00	3.00
	standard = 95% commitment	Total # of installation commitment met	2.00	2.00	0.00	3.00	68.00	34.00	17.00	5.00	4.00	1.00	1.00	3.00
met	Standard = 3570 Communicity	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
mot		% of commitment met	100%	100%	0%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		Acct # for voice or bundle, res+bus	402	402	402	402	404	408	414	417	417	416	417	416
Cust	omer Trouble Report													
	6% (6 per 100 working lines	Total # of working lines												
_	for units w/ ≥ 3,000 lines)	Total # of trouble reports												
Standard	ioi units w/ 2 3,000 lines)	% of trouble reports												
ď	8% (8 per 100 working lines	Total # of working lines												
šta	for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	101 units w/ 1,001 - 2,999 inles)	% of trouble reports												
Min.	10% (10 per 100 working lines	Total # of working lines	350	346	345	346	388	467	489	491	465	393	360	352
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	2	1	1	3	8	11	7	2	5	2	2	1
	ior drins w/ = 1,000 lines/	% of trouble reports	1%	0.29%	0.29%	0.87%	2.06%	2.36%	1.43%	0.41%	1.08%	0.51%	0.56%	0.28%
		Total # of outage report tickets	2	1	1	1	6	4	4	2	2	0	1	0
Adju	etad	Total # of repair tickets restored in ≤ 24hrs	2	1	1	1	6	4	4	2	2	0	1	0
	of Service Report	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	0%
	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	0.00	21.33	0.00
IVIII I.	Standard = 90 /6 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	0.00	21.33	0.00
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no
		Total # of unadjusted outage report tickets	2	1	1	1	6	5	4	2	2	0	1	0
		Total # of repair tickets restored in ≤ 24hrs	2	1	1	1	6	4	4	2	2	0	1	0
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	80%	100%	100%	100%	0%	100%	0%
		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	0.00	21.33	0.00
		Avg. outage duration (hh:mm)	11.44	1.85	19.30	19.55	5.02	11.69	11.80	4.10	4.71	0.00	21.33	0.00
Refu	nds	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
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	% ≤ 60 seconds												
	nds to reach live agent (w/ a	70 ± 00 30001103					l .	l					l	
men	u option to reach live agent)													

Primary Utility Contact Information

Phone: 559-868-6376 Name: Fred Lofy 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)

Company Name:	The	Ponderosa 7	Telephone Co.	U#:	1014-C	Report Year:	2018	
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Report	ing 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)		
		,,,,		st Quarter		2nd Quarter				3rd Quarter			4th Quarte		
		I 	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Insta	allation Interval	Total # of business days	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.05	0.00	0.14	
Min.	standard = 5 bus. days	Total # of service orders	0.00	0.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00	1.00	0.00	1.00	
	<u> </u>	Avg. # of business days	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.05	0.00	0.14	
Insta	allation Commitment	Total # of installation commitments	0.00	0.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00	1.00	0.00	1.00	
	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	1.00	0.00	1.00	
met	Standard = 50% SSMITMENTON	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	
····ot		% of commitment met	0%	0%	0%	0%	100%	0%	0%	0%	0%	100%	0%	100%	
	tomers	Acct # for voice or bundle, res+bus	38	38	38	38	38	37	37	36	36	36	36	37	
Cus	tomer Trouble Report														
	6% (6 per 100 working lines	Total # of working lines													
l _	for units w/ ≥ 3,000 lines)	Total # of trouble reports													
Standard	ior units w/ ≥ 3,000 lines)	% of trouble reports													
ğ	8% (8 per 100 working lines	Total # of working lines													
ţa	for units w/ 1,001 - 2,999 lines)	Total # of trouble reports													
	101 units w/ 1,001 - 2,999 lines)	% of trouble reports													
Mi.	10% (10 per 100 working lines	Total # of working lines	46	46	46	46	47	45	45	44	44	45	44	45	
_	for units w/ ≤ 1,000 lines)	Total # of trouble reports	4	4	0	0	2	0	10	8	0	3	1	2	
	ior units w/ \(\sigma\) 1,000 lines)	% of trouble reports	9%	8.70%	0.00%	0.00%	4.26%	0.00%	22.22%	18.18%	0.00%	6.67%	2.27%	4.44%	
		Total # of outage report tickets	0	0	0	0	0	0	0	1	0	0	0	0	
Adiu	ata d	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	1	0	0	0	0	
		% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	
	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	0.00	0.00	0.00	
IVIII.	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	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	
		Total # of unadjusted outage report tickets	0	0	0	0	1	0	0	2	0	2	0	1	
Una	djusted Out	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	2	0	0	0	0	
of S	ervice Report	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	0%	100%	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	35.13	0.00	128.88	0.00	33891.27	
		Avg. outage duration (hh:mm)	0.00	0.00	0.00	0.00	450.97	0.00	0.00	17.57	0.00	64.44	0.00	33891.27	
Refu	ınds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	6	0	0	
		Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	107.65	0.00	0.00	
		•								•					
Ans	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					1	 							+	
seco	onds to reach live agent (w/ a	% ≤ 60 seconds													
	u option to reach live agent)														
	a opacinto rodon nvo agent)	1													

Primary Utility Contact Information

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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)