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	

	Measurement (Con	(	Date filed 05/15/18) st Quarter			Date filed (08/15/18) 2nd Quarter	,		Date filed (11/15/2018) 3rd Quarter			Date filed (2/15/19) 4th Quarte	r	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
l 4 .	allation Interval	Total # of business days	118.53	86.63	114.04						•			
		Total # of service orders	46.00	45.00	48.00									
wiin.	standard = 5 bus. days	Avg. # of business days	2.58	1.93	2.38									
l 1 -		Total # of installation commitments	46.00	45.00	48.00									
	allation Commitment	Total # of installation commitment met	46.00	45.00	48.00									
	standard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00									
net		% of commitment met	100%	100%	100%									1
Cust	tomers	Acct # for voice or bundle, res+bus	6394	6376	6359		1						i e	
Customer Trouble Report		-,											İ	
	6% (6 per 100 working lines	Total # of working lines											İ	
_	` '	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	5862	5858	5863									
ā		Total # of trouble reports	85	48	165									
	lor units w/ 1,001 - 2,999 lines)	% of trouble reports	1%	0.82%	2.81%									
Μij.	10% (10 per 100 working lines	Total # of working lines	1596	1596	1587									
_	10% (10 per 100 working line for units w/ ≤ 1,000 lines)	Total # of trouble reports	14	16	26									
	ior units w/ \(\sigma\) 1,000 lines)	% of trouble reports	1%	1.00%	1.64%									
		Total # of outage report tickets	61	39	107									
۱diu	sted	Total # of repair tickets restored in ≤ 24hrs	57	37	107									
	of Service Report	% of repair tickets restored ≤ 24 Hours	93%	95%	100%									
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	605.20	423.80	823.34									
VIII I.	Standard = 90% Within 24 ms	Avg. outage duration (hh:mm)	9.92	10.87	7.69									
		Indicate if catastrophic event is in a month												
		Total # of unadjusted outage report tickets	65	40	161									
		Total # of repair tickets restored in ≤ 24hrs	57	37	131									
of So	ervice Report	% of repair tickets restored ≤ 24 Hours	87.69%	92.50%	81.37%									
		Sum of the duration of all outages (hh:mm)	860.90	542.23	2304.88									
		Avg. outage duration (hh:mm)	13.24	13.56	14.32									
Refu	ınds	Number of customers who received refunds	0.00	1.00	0.00									
		Monthly anount of refunds	0.00	8.21	0.00									
	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												
seco	onds to reach live agent (w/ a	% ≤ 60 seconds												
menu option to reach live agent)														

**Primary Utility Contact Information** 

Name: Fred Lofy	<b>Phone:</b> 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)

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

Measurement (Compile monthly, file quarterly)			(1	Date filed 05/15/18) st Quarter			Date filed (08/15/18) 2nd Quarter	•		Date filed (11/15/2018 3rd Quarte			Date filed (2/15/19) 4th Quarter	r
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval		Total # of business days	16.52	6.39	16.32					7.00	Jup			
		Total # of service orders	6.00	4.00	5.00									
viin.	standard = 5 bus. days	Avg. # of business days	2.75	1.60	3.26									
		Total # of installation commitments	6.00	4.00	5.00									
	allation Commitment	Total # of installation commitment met	6.00	4.00	5.00									1
	standard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00									1
net		% of commitment met	100%	100%	100%									<del>                                     </del>
Cus	tomers	Acct # for voice or bundle, res+bus	434	428	423									†
	tomer Trouble Report													<b>†</b>
		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	00/ (0 per 100 weeking lines	Total # of working lines												1
亞	10% (10 per 100 working lines	Total # of trouble reports												1
Min. S		% of trouble reports												1
Ę		Total # of working lines	807	817	809									1
_	for units w/ < 1 000 lines)	Total # of trouble reports	5	1	11									
		% of trouble reports	1%	0.12%	1.36%									
		Total # of outage report tickets	1	0	9									
ر الم	ısted	Total # of repair tickets restored in ≤ 24hrs	1	0	9									
	of Service Report	% of repair tickets restored ≤ 24 Hours	100%	0%	100%									
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	23.67	0.00	51.13									
/1111.		Avg. outage duration (hh:mm)	23.67	0.00	5.68									
		Indicate if catastrophic event is in a month	no	no	no									
		Total # of unadjusted outage report tickets	1	0	9									
		Total # of repair tickets restored in ≤ 24hrs	1	0	9									
f S	ervice Report	% of repair tickets restored ≤ 24 Hours	100.00%	0.00%	100.00%									
		Sum of the duration of all outages (hh:mm)	23.67	0.00	51.13									
		Avg. outage duration (hh:mm)	23.67	0.00	5.68									
lefu		Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	0	0	0									
	<u> </u>													
	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												1
	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												
menu option to reach live agent)														

**Primary Utility Contact Information** 

ame: Fred Lofy	Phone: 559-868-6376	Email: fredl@ponderosatel.com
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Date Adopted: 7/28/09

Company Name:	The	Ponderosa <sup>*</sup>	Telephone Co.	U#: <u>1014-C</u>	F	Report Year:	2018
Reporting Unit Type:	√Total Company	Exchange	Wire Center	Reporting Unit N	ame: Shaver		

	Measurement (Con	npile monthly, file quarterly)	(	Date filed 05/15/18) st Quarter			Date filed (08/15/18) 2nd Quarter	•		Date filed (11/15/2018 3rd Quarte			Date filed (2/15/19) 4th Quarte	r
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Hatian Internal	Total # of business days	21.87	15.28	31.08		,							
	Illation Interval standard = 5 bus. days	Total # of service orders	11.00	11.00	13.00									1
IVIII1.	standard = 5 bus. days	Avg. # of business days	1.99	1.39	2.39									1
		Total # of installation commitments	11.00	11.00	13.00									
	Illation Commitment standard = 95% commitment	Total # of installation commitment met	11.00	11.00	13.00									
met	standard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00									
met		% of commitment met	100%	100%	100%									
Cust	omers	Acct # for voice or bundle, res+bus	1540	1541	1543									
Cust	omer Trouble Report													
	6% (6 per 100 working lines	Total # of working lines												
_	for units w/ ≥ 3,000 lines)	Total # of trouble reports												
aro	ior units w/ 2 3,000 lines)	% of trouble reports												
ğ	99/ /9 per 100 working lines	Total # of working lines	1600	1601	1603									
itai	for units w/ ≥ 3,000 lines)  8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports	9	5	21									
	101 units w/ 1,001 - 2,999 inles)	% of trouble reports	1%	0.31%	1.31%									
Min.	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
	ioi dilits w/ = 1,000 lilles)	% of trouble reports												
		Total # of outage report tickets	1	3	13									
Adju	stad	Total # of repair tickets restored in ≤ 24hrs	1	1	13									
•	of Service Report	% of repair tickets restored ≤ 24 Hours	100%	33%	100%									
	standard - 00% within 24 hrs	Sum of the duration of all outages (hh:mm)	22.75	333.11	207.80									
IVIII I.	Standard = 90 /6 Within 24 ms	Avg. outage duration (hh:mm)	22.75	111.04	15.98									
		Indicate if catastrophic event is in a month	no	no	no									
		Total # of unadjusted outage report tickets	5	4	16									
		Total # of repair tickets restored in ≤ 24hrs	1	1	14									
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	20%	25%	88%									
		Sum of the duration of all outages (hh:mm)	206.45	452.13	291.70									
		Avg. outage duration (hh:mm)	41.29	113.03	18.23									
Refu		Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	0.00	0.00	0.00									<u> </u>
						1	·					1		
	ver Time (Trouble	Total # of calls for TR, Billing & Non-Billing												<b>↓</b>
	orts,Billing & Non-Billing)	Total # of call seconds to reach live agent												
	standard = 80% of calls ≤ 60	, and the second												
	nds to reach live agent (w/ a	% ≤ 60 seconds					1					l		
men	u option to reach live agent)													

**Primary Utility Contact Information** 

Name: Fred Lofy Phone: 559-868-6376 Email: fredl@ponderosatel.com	
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Date Adopted: 7/28/09

Company Name:	The	Ponderosa 1	Telephone 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 (08/15/18) 2nd Quarter	•		Date filed (11/15/2018 3rd Quarte	/		Date filed (2/15/19) 4th Quarte	r
			Jan	Feb	Mar	Apr May Jun			Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval		Total # of business days	41.08	34.11	32.20	7101	iliay	oun	- Jui	rug	ООР		1101	1 200
		Total # of service orders	14.00	14.00	15.00									
VIIN.		Avg. # of business days	2.93	2.44	2.15									
		Total # of installation commitments	14.00	14.00	15.00									
	allation Commitment	Total # of installation commitment met	14.00	14.00	15.00									
	standard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00									†
net		% of commitment met	100%	100%	100%					+			1	+
Cust	tomers	Acct # for voice or bundle, res+bus	2162	2161	2152		+							†
	tomer Trouble Report												İ	†
		Total # of working lines												<b>†</b>
	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 400 weeking lines	Total # of working lines	2547	2550	2549									1
亞	10% (10 per 100 working lines	Total # of trouble reports	29	32	106									1
Min. S		% of trouble reports	1%	1.25%	4.16%									1
Ę		Total # of working lines												1
_	for units w/ ≤ 1,000 lines)	Total # of trouble reports												
	ior units w/ \( \sigma 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	18	26	57									
din	ısted	Total # of repair tickets restored in < 24hrs	17	26	57									
•	of Service Report	% of repair tickets restored ≤ 24 Hours	94%	100%	100%									1
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	234.50	81.95	403.33									
/1111.		Avg. outage duration (hh:mm)	13.03	3.15	7.08									
		Indicate if catastrophic event is in a month	no	no	no									
		Total # of unadjusted outage report tickets	18	26	94									
		Total # of repair tickets restored in ≤ 24hrs	17	26	72									
f S	ervice Report	% of repair tickets restored ≤ 24 Hours	94%	100%	77%									
		Sum of the duration of all outages (hh:mm)	258.50	81.37	1436.60									
		Avg. outage duration (hh:mm)	14.36	3.13	15.28									
lefu		Number of customers who received refunds	0	1	0									
		Monthly amount of refunds	0.00	8.21	0.00									
		<u> </u>											,	_
	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
	orts,Billing & Non-Billing) Min. dard = 80% of calls ≤ 60	Total # of call seconds to reach live agent												
	onds to reach live agent (w/ a	% ≤ 60 seconds												
nenu option to reach live agent)														

**Primary Utility Contact Information** 

Name: Fred Lofy Phone: 559-868-6376 Email: fredl@ponderosatel.com	Fred Lofy	<b>Phone:</b> 559-868-6376	Email: fredl@ponderosatel.com
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Date Adopted: 7/28/09

Company Name:	The	Ponderosa T	elephone Co.	U#:	1014-C	Report Year:	2018
Reporting Unit Type:	✓ Total Company	Exchange	Wire Center	Report	ing Unit Name:	Wishon	

	Measurement (Con		Date filed (05/15/18)			Date filed (08/15/18)			Date filed (11/15/2018)			Date filed (2/15/19)		
	measarement (con		st Quarter		2nd Quarter				3rd Quarter			4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Insta	allation Interval	Total # of business days	0.00	1.56	0.00									<b></b>
Min. standard = 5 bus. days  Installation Commitment		Total # of service orders	0.00	1.00	0.00									<b></b>
Installation Commitment		Avg. # of business days	0.00	1.56	0.00									<b></b>
Installation Commitment Min. standard = 95% commitment met  Customers  Customers  Trouble Report		Total # of installation commitments	0.00	1.00	0.00									<b> </b>
		Total # of installation commitment met	0.00	1.00	0.00									<b></b>
		Total # of installation commitment missed	0.00	0.00	0.00									İ
		% of commitment met	0%	100%	0%									
		Acct # for voice or bundle, res+bus	31	30	30									
Customer Trouble Report														
6% (6 per 100 working lines		Total # of working lines												
_	for units w/ ≥ 3,000 lines)	Total # of trouble reports												
da		% of trouble reports												
ğ	8% (8 per 100 working lines	Total # of working lines												
šta	10% (10 per 100 working lines	Total # of trouble reports												
		% of trouble reports												
i		Total # of working lines	70	68	69									
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	0	0	0									
	ioi units w/ = 1,000 lines/	% of trouble reports	0%	0.00%	0.00%									
		Total # of outage report tickets	0	0	0									
Adju	etad	Total # of repair tickets restored in ≤ 24hrs	0	0	0									
	of Corvice Depart	% of repair tickets restored ≤ 24 Hours	0%	0%	0%									
		Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00									
Min. standard = 90% within 24 hrs		Avg. outage duration (hh:mm)	0.00	0.00	0.00									L
		Indicate if catastrophic event is in a month	no	no	no									L
		Total # of unadjusted outage report tickets	0	0	0									L
		Total # of repair tickets restored in ≤ 24hrs	0	0	0									L
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	0%	0%	0%									L
		Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00									<u> </u>
		Avg. outage duration (hh:mm)	0.00	0.00	0.00									
Refu		Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	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												i
	dard = 80% of calls ≤ 60	% ≤ 60 seconds												
	onds to reach live agent (w/ a	70 2 00 000011d0											ı	
men	u option to reach live agent)													

**Primary Utility Contact Information** 

Name: Fred Lofy	<b>Phone</b> : 559-868-6376	Email: fredl@ponderosatel.com

Date Adopted: 7/28/09

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 (Con	(	Date filed (05/15/18) st Quarter			Date filed (08/15/18) 2nd Quarte	,		Date filed (11/15/2018) 3rd Quarter			Date filed (2/15/19) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
l t.	-U-d Internal	Total # of business days	4.41	0.00	2.46									
Min. standard = 5 bus. days  Installation Commitment  Min. standard = 95% commitment		Total # of service orders	2.00	0.00	1.00									
nstallation Commitment  Min. standard = 95% commitment		Avg. # of business days	2.20	0.00	2.46									
Min. standard = 95% commitment		Total # of installation commitments	2.00	0.00	1.00									
		Total # of installation commitment met	2.00	0.00	1.00									
		Total # of installation commitment missed	0.00	0.00	0.00									
		% of commitment met	100%	0%	100%									
		Acct # for voice or bundle, res+bus	257	253	253								İ	<b>†</b>
		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	8% (8 per 100 working lines	Total # of working lines												
ā	(	Total # of trouble reports												
<u>i</u> 10	0 units w/ 1,001 - 2,999 inles)	% of trouble reports												
	10% (10 per 100 working lines	Total # of working lines	323	319	318									
		Total # of trouble reports	3	10	14									
	for units w/ ≤ 1,000 lines)	% of trouble reports	1%	3.13%	4.40%									
		Total # of outage report tickets	2	5	4									
۱din	stad	Total # of repair tickets restored in < 24hrs	2	5	4									
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	9.82	2.00	26.12										
	Avg. outage duration (hh:mm)	4.91	0.40	6.53										
		Indicate if catastrophic event is in a month	no	no	no									
		Total # of unadjusted outage report tickets	2	5	13									
Jna		Total # of repair tickets restored in ≤ 24hrs	2	5	11									
of So	ervice Report	% of repair tickets restored ≤ 24 Hours	100%	100%	85%									
		Sum of the duration of all outages (hh:mm)	9.82	2.00	186.40									
		Avg. outage duration (hh:mm)	4.91	0.40	14.34									
Refu	ınds	Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	0.00	0.00	0.00									
\ns\	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
	orts,Billing & Non-Billing) Min. dard = 80% of calls ≤ 60	Total # of call seconds to reach live agent												
	onds to reach live agent (w/ a	% ≤ 60 seconds												
nen	u option to reach live agent)													

**Primary Utility Contact Information** 

Name: Fred Lofy Phone: 559-868-6376 Email: fredl@ponderosatel.com	<u>n</u>
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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)

Company Name:	The	Ponderosa 1	Telephone Co.	U#:	1014-C	Report Year:	2018
Reporting Unit Type:	✓ Total Company	Exchange	Wire Center	Repor	ting Unit Name:	North Fork	

	Measurement (Con	(	Date filed 05/15/18) st Quarter			Date filed (08/15/18) 2nd Quarte	•		Date filed (11/15/2018 3rd Quarte			Date filed (2/15/19) 4th Quarter	r	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
l 1 -	-U-d Internal	Total # of business days	30.42	24.28	31.98									
Min. standard = 5 bus. days  Installation Commitment  Min. standard = 95% commitment		Total # of service orders	11.00	13.00	14.00									
nstallation Commitment  Min. standard = 95% commitment		Avg. # of business days	2.77	1.87	2.28									
		Total # of installation commitments	11.00	13.00	14.00									
Min. standard = 95% commitment met  Customers Customer Trouble Report		Total # of installation commitment met	11.00	13.00	14.00									
		Total # of installation commitment missed	0.00	0.00	0.00									
		% of commitment met	100%	100%	100%									
		Acct # for voice or bundle, res+bus	1530	1523	1518								<u> </u>	
													İ	
		Total # of working lines											İ	
	6% (6 per 100 working lines	Total # of trouble reports												
힏	for units w/ ≥ 3,000 lines)	% of trouble reports												
ğ	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	1715	1707	1711									
ξā		Total # of trouble reports	47	11	38									
10% (10 pe		% of trouble reports	3%	0.64%	2.22%									
	10% (10 per 100 working lines T	Total # of working lines												
		Total # of trouble reports												
	for units w/ ≤ 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	37	4	23									
	ata d	Total # of repair tickets restored in < 24hrs	34	4	23									
		% of repair tickets restored ≤ 24 Hours	92%	100%	100%									
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	291.58	4.88	115.67										
	Avg. outage duration (hh:mm)	7.88	1.22	5.03										
Min. standard = 90% within 24 hrs		Indicate if catastrophic event is in a month	no	no	no									
		Total # of unadjusted outage report tickets	37	4	28									
Jnac	djusted Out	Total # of repair tickets restored in ≤ 24hrs	34	4	24									
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	92%	100%	86%									
	·	Sum of the duration of all outages (hh:mm)	339.58	4.88	319.75									
		Avg. outage duration (hh:mm)	9.18	1.22	11.42									
Refu		Number of customers who received refunds	0	0	0								1	
		Monthly amount of refunds	0.00	0.00	0.00								1	
		•						1					•	
۱ns۱	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
		Total # of call seconds to reach live agent												
	dard = 80% of calls ≤ 60	· · · · · · · · · · · · · · · · · · ·												-
seco	onds to reach live agent (w/ a	% ≤ 60 seconds												<u> </u>
	u option to reach live agent)													

**Primary Utility Contact Information** 

Thomas Troubles and Thomas Troubles and Trou	Name: 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)

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

	Measurement (Con	(	Date filed 05/15/18) st Quarter			Date filed (08/15/18) 2nd Quarte	r		Date filed (11/15/2018 3rd Quarte			Date filed (2/15/19) 4th Quarter	r	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
l 4 -	-U-d Internal	Total # of business days	4.23	5.00	0.00									
Min. standard = 5 bus. days  Installation Commitment  Min. standard = 95% commitment		Total # of service orders	2.00	2.00	0.00									
nstallation Commitment  Min. standard = 95% commitment		Avg. # of business days	2.11	2.50	0.00									
		Total # of installation commitments	2.00	2.00	0.00									
Min. standard = 95% commitment met		Total # of installation commitment met	2.00	2.00	0.00									
		Total # of installation commitment missed	0.00	0.00	0.00									
		% of commitment met	100%	100%	0%									<u> </u>
		Acct # for voice or bundle, res+bus	402	402	402									†
													1	
		Total # of working lines											İ	t
	6% (6 per 100 working lines	Total # of trouble reports												
Standard	for units w/ ≥ 3,000 lines)	% of trouble reports												
ğ		Total # of working lines												
ξā	101 utilits w/ 1,001 - 2,999 littles)	Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines	Total # of working lines	350	346	345									
		Total # of trouble reports	2	1	1									1
	for units w/ \(\sigma\) 1,000 lines)	% of trouble reports	1%	0.29%	0.29%									
<b>L</b>		Total # of outage report tickets	2	1	1									
: بـ ١	ata d	Total # of repair tickets restored in ≤ 24hrs	2	1	1									
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
Min. standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	22.88	1.85	19.30										
	Avg. outage duration (hh:mm)	11.44	1.85	19.30										
Min. standard = 90% within 24 hrs		Indicate if catastrophic event is in a month	no	no	no									
		Total # of unadjusted outage report tickets	2	1	1									
Jnad	djusted Out	Total # of repair tickets restored in ≤ 24hrs	2	1	1									
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
		Sum of the duration of all outages (hh:mm)	22.88	1.85	19.30									
		Avg. outage duration (hh:mm)	11.44	1.85	19.30									
Refu	ınds	Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	0.00	0.00	0.00									
۱ns	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			_									
	dard = 80% of calls ≤ 60 ands 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: fred@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)

Company Name:	The Ponderosa Telephone Co.			U#:	1014-C	Report \	/ear: 2018
Reporting Unit Type:	✓ Total Company	Exchange	Wire Center	Repor	ing Unit Name:	Cima	

Measurement (Compile monthly, file quarterly)			Date filed (05/15/18) 1st Quarter		Date filed (08/15/18) 2nd Quarter		Date filed (11/15/2018) 3rd Quarter		Date filed (2/15/19) 4th Quarter					
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
l	allation Internal	Total # of business days	0.00	0.00	0.00									
Installation Interval Min. standard = 5 bus. days		Total # of service orders	0.00	0.00	0.00									
		Avg. # of business days	0.00	0.00	0.00									
		Total # of installation commitments	0.00	0.00	0.00									
met 95% commitment met		Total # of installation commitment met	0.00	0.00	0.00									
		Total # of installation commitment missed	0.00	0.00	0.00									
		% of commitment met	0%	0%	0%									<b>†</b>
		Acct # for voice or bundle, res+bus	38	38	38								1	<del>                                     </del>
Customer Trouble Report							1							
		Total # of working lines												
andar	6% (6 per 100 working lines	Total # of trouble reports												
		% of trouble reports												
	8% (8 per 100 working lines	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines	Total # of working lines	46	46	46									
_		Total # of trouble reports	4	4	0									
		% of trouble reports	9%	8.70%	0.00%									
		Total # of outage report tickets	0	0	0									
٠	otod	Total # of repair tickets restored in < 24hrs	0	0	0									
	sted	% of repair tickets restored ≤ 24 Hours	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									
viiri.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	0.00	0.00	0.00									
		Indicate if catastrophic event is in a month	no	no	no									
		Total # of unadjusted outage report tickets	0	0	0									
Unadjusted Ou of Service Report		Total # of repair tickets restored in ≤ 24hrs	0	0	0									
		% of repair tickets restored ≤ 24 Hours	0%	0%	0%									
		Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00									
		Avg. outage duration (hh:mm)	0.00	0.00	0.00									
Refunds		Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	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: fred@ponderosatel.com	
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Date Adopted: 7/28/09

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