Company Name:	The	Ponderosa 1	Telephone Co.	U#:	1014-C	Report Year:	2019
Reporting Unit Type:	✓ Total Company	Exchange	☐ Wire Center	Reportin	g Unit Name:	Total Company	

	Measurement (Con	npile monthly, file quarterly)	(C	ate filed 05/15/19)			Date filed (08/14/19)			Date filed (11/14/2019)			Date filed (2/14/20)	
	moadaromoni (Gon	inpino montiny, mo quartorry,		t 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	67.80	61.69	110.02	85.59	171.39	154.72	173.15	127.69	72.69		0.00	0.00
	etandard - 5 hue, dave	Total # of service orders	32.00	28.00	52.00	50.00	112.00	139.00	79.00	46.00	39.00	0.00	0.00	0.00
IVIII I.	Standard = 5 bus. days	Avg. # of business days	2.12	2.20	2.12	1.71	1.53	1.11	2.19	2.78	1.86	0.00	0.00	0.00
Installation Commitment		Total # of installation commitments	32.00	28.00	52.00	50.00	112.00	139.00	79.00	46.00	39.00	0.00	0.00	0.00
	standard = 95% commitment	Total # of installation commitment met	32.00	28.00	52.00	50.00	112.00	139.00	79.00	46.00	39.00	0.00	0.00	0.00
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	0.00	0.00	0.00
met		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	0%	0%
Cust	omers	Acct # for voice or bundle, res+bus	6285	6273	6268	6269	6267	6273	6278	6279	6276	0	0	
Cust	omer Trouble Report													I
	60/ (6 per 100 working lines for	Total # of working lines												
_	6% (6 per 100 working lines for	Total # of trouble reports												
ard	units w/ ≥ 3,000 lines)	% of trouble reports												
گار	90/ /9 per 100 working lines for	Total # of working lines	5855	5836	5846	5855	5891	5933	5943	5962	5946	0	0	
8% (8 per 100 working lines) units w/ 23,000 lines) 8% (8 per 100 working lines)	, ,	Total # of trouble reports	71	87	83	74	124	74	55	50	50	0	0	
	units w/ 1,001 - 2,999 lines)	% of trouble reports	1%	1.49%	1.42%	1.26%	2.10%	1.25%	0.93%	0.84%	0.84%	0.00%	0.00%	0.00%
Αij	10% (10 per 100 working line	Total # of working lines	1571	1574	1573	1578	1606	1718	1739	1734	1714	0	0	
1070 (10 por 100 Working iii100		Total # of trouble reports	29	34	19	17	20	26	20	11	10	0	0	(
for units w/ ≤ 1,000 lines)		% of trouble reports	2%	2.16%	1.21%	1.08%	1.25%	1.51%	1.15%	0.63%	0.58%	0.00%	0.00%	0.00%
		Total # of outage report tickets	45	77	65	53	83	65	56	21	30	0	0	
Adju	sted Out	Total # of repair tickets restored in ≤ 24hrs	44	76	62	53	75	62	55	18	30	0	0	(
-	ervice Report	% of repair tickets restored ≤ 24 Hours	98%	99%	95%	100%	90%	95%	98%	86%	100%	0%	0%	0%
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	569.47	547.40	242.73	296.45	1287.94	777.52	334.55	451.38	117.33	0.00	0.00	0.00
IVIII 1.	Standard = 90% Within 24 hrs	Avg. outage duration (hh:mm)	12.65	7.11	3.73	5.59	15.52	11.96	5.97	21.49	3.91	0.00	0.00	0.00
		Indicate if catastrophic event is in a month												
		Total # of unadjusted outage report tickets	62	94	70	61	110	74	59	22	32	0	0	(
Una	djusted Out	Total # of repair tickets restored in ≤ 24hrs	50	88	64	55	90	65	55	18	31	0	0	(
Unadjusted Out of Service Report		% of repair tickets restored ≤ 24 Hours	80.65%	93.62%	91.43%	90.16%	81.82%	87.84%	93.22%	81.82%	96.88%	0.00%	0.00%	0.00%
		Sum of the duration of all outages (hh:mm)	2230.42	1541.00	871.63	2802.12	1912.28	4166.63	499.75	567.15	164.25	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	35.97	16.39	12.45	45.94	17.38	56.31	8.47	25.78	5.13	0.00	0.00	0.00
Refu	nds	Number of customers who received refunds	26.00	4.00	5.00	8.00	0.00	10.00	0.00	0.00	0.00	0.00	0.00	0.00
		Monthly anount of refunds	211.51	39.10	183.75	33.23	0.00	53.48	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												
		% ≤ 60 seconds												Į

Primary Utility Contact Information

menu option to reach live agent)

	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:	2019
Reporting Unit Type:	☐ Total Company	Exchange	☐ Wire Center	Reporti	ng Unit Name:	Friant	

Measurement (Co		nnile menthly file guerterly)		Date filed 05/15/19)			Date filed (08/14/19)			Date filed (11/14/2019)		Date filed (2/14/20)	
		nplie monthly, file quarterly)	1:	st Quarter			2nd Quarte	•		3rd Quarte	•		4th Quarte	r
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Ineta	ullation Interval	Total # of business days	3.72	4.71	3.64	3.55	0.59	9.91	10.44	4.53	5.25	0.00	0.00	0.00
	standard = 5 bus. days	Total # of service orders	1.00	2.00	2.00	5.00	5.00	7.00	4.00	3.00	3.00	0.00	0.00	0.00
IVIII I.	standard = 5 bds. days	Avg. # of business days	3.72	2.36	1.82	0.71	0.12	1.42	2.61	1.51	1.75	0.00	0.00	0.00
lnote	Illation Commitment	Total # of installation commitments	1.00	2.00	2.00	5.00	5.00	7.00	4.00	3.00	3.00	0.00	0.00	0.00
	standard = 95% commitment	Total # of installation commitment met	1.00	2.00	2.00	5.00	5.00	7.00	4.00	3.00	3.00	0.00	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	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	0%	0%
Cust	omers	Acct # for voice or bundle, res+bus	385	384	382	385	386	389	390	387	388	0	0	0
Cust	omer Trouble Report	·												
	60/ (6 per 100 working lines for	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
ard	units w/ ≥ 3,000 lines)	% of trouble reports												
Units w/ 2 3,000 lines) 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)		Total # of working lines												
taı	8% (8 per 100 working lines for	Total # of trouble reports												
	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.	100/ (10 per 100 working lines	Total # of working lines	797	799	797	797	802	811	814	807	814	0	0	0
1070 (10 por 100 Working into	Total # of trouble reports	7	7	1	7	3	7	4	2	1	0	0	0	
for units w/ ≤ 1,000 lines)		% of trouble reports	1%	0.88%	0.13%	0.88%	0.37%	0.86%	0.49%	0.25%	0.12%	0.00%	0.00%	0.00%
		Total # of outage report tickets	3	4	1	4	2	5	3	0	1	0	0	0
Adju	sted Out	Total # of repair tickets restored in ≤ 24hrs	3	4	1	4	2	4	3	0	1	0	0	0
-	ervice Report	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	80%	100%	0%	100%	0%	0%	0%
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	4.77	37.78	2.48	26.78	6.58	86.98	8.82	0.00	1.73	0.00	0.00	0.00
IVIII I.	Standard = 90 % Within 24 ms	Avg. outage duration (hh:mm)	1.59	9.45	2.48	6.70	3.29	17.40	2.94	0.00	1.73	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	4	4	1	4	2	5	3	0	1	0	0	0
	-	Total # of repair tickets restored in ≤ 24hrs	3	4	1	4	2	4	3	0	1	0	0	0
Unadjusted Out of Service Report		% of repair tickets restored ≤ 24 Hours	75.00%	100.00%	100.00%	100.00%	100.00%	80.00%	100.00%	0.00%	100.00%	0.00%	0.00%	0.00%
		Sum of the duration of all outages (hh:mm)	55.13	37.78	2.48	26.78	6.58	86.98	8.82	0.00	1.73	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	13.78	9.45	2.48	6.70	3.29	17.40	2.94	0.00	1.73	0.00	0.00	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	0	0	0	0	0	0	0	0	0	0	0
						•	1				-		1	
	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												

Primary Utility Contact Information

menu option to reach live agent)

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

Date Adopted: 7/28/09

Company Name:	The	Ponderosa 1	elephone Co.	U#: <u>1014-C</u>	Report Year:	2019
Reporting Unit Type:	☐ Total Company	Exchange	☐ Wire Center	Reporting Unit Name:	Shaver	

Measurement (C				Date filed			Date filed			Date filed			Date filed	1
		npile monthly, file quarterly)		05/15/19)			(08/14/19)			(11/14/2019)			(2/14/20)	
				st Quarter			2nd Quarte			3rd Quarter			4th Quarter	
		In a real of the second	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Insta	llation Interval	Total # of business days	26.31	0.42	26.38	34.86	61.41	46.28	57.25	50.37	13.37	0.00	0.00	0.00
Min. s	standard = 5 bus. days	Total # of service orders	12.00	3.00	14.00	23.00	39.00	35.00	23.00	18.00	6.00	0.00	0.00	0.00
	,	Avg. # of business days	2.19	0.14	1.88	1.52	1.57	1.32	2.49	2.80	2.23	0.00	0.00	0.00
Insta	Ilation Commitment	Total # of installation commitments	12.00	3.00	14.00	23.00	39.00	35.00	23.00	18.00	6.00	0.00	0.00	0.00
	standard = 95% commitment	Total # of installation commitment met	12.00	3.00	14.00	23.00	39.00	35.00	23.00	18.00	6.00	0.00	0.00	0.00
met	30,000,000	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	0%	0%
	omers	Acct # for voice or bundle, res+bus	1560	1561	1566	1567	1576	1584	1596	1609	1612	0	0	0
Cust	omer Trouble Report													
	6% (6 per 100 working lines for	Total # of working lines												
_	units w/ ≥ 3,000 lines)	Total # of trouble reports												<u> </u>
arc	units w/ = 3,000 lines/	% of trouble reports												1
8% (8 per 100 working lines fo units w/ 1,001 - 2,999 lines)		Total # of working lines	1619	1618	1621	1638	1678	1720	1746	1758	1749	0	0	0
	Total # of trouble reports	10	16	18	19	21	29	26	15	17	0	0	0	
	units w/ 1,001 - 2,999 iiiles)	% of trouble reports	1%	0.99%	1.11%	1.16%	1.25%	1.69%	1.49%	0.85%	0.97%	0.00%	0.00%	0.00%
Min.	10% (10 per 100 working lines	Total # of working lines												1
10% (10 per 100 working line: for units w/ ≤ 1,000 lines)		Total # of trouble reports												<u> </u>
	ior units w/ = 1,000 lines/	% of trouble reports												1
		Total # of outage report tickets	6	10	11	10	14	18	22	7	10	0	0	0
Adjus	sted Out	Total # of repair tickets restored in ≤ 24hrs	6	10	10	10	13	18	22	6	10	0	0	0
_		% of repair tickets restored ≤ 24 Hours	100%	100%	91%	100%	93%	100%	100%	86%	100%	0%	0%	0%
of Service Report Min. standard = 90% within 24 hrs		Sum of the duration of all outages (hh:mm)	50.47	20.67	0.00	38.28	220.09	193.43	102.08	77.43	61.35	0.00	0.00	0.00
IVIII I. S	Standard = 90 /0 Within 24 1113	Avg. outage duration (hh:mm)	8.41	2.07	0.00	3.83	15.72	10.75	4.64	11.06	6.14	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	6	13	13	15	14	24	24	7	11	0	0	0
Unad	ljusted Out	Total # of repair tickets restored in ≤ 24hrs	6	11	11	11	13	20	22	6	11	0	0	0
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	100%	85%	85%	73%	93%	83%	92%	86%	100%	0%	0%	0%
		Sum of the duration of all outages (hh:mm)	50.47	669.95	461.30	2380.10	220.08	365.42	179.38	123.10	81.45	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	8.41	51.53	35.48	158.67	15.72	15.23	7.47	17.59	7.40	0.00	0.00	0.00
Refu	nds	Number of customers who received refunds	0	0	5	0	0	1	0	0	0	0	0	0
		Monthly amount of refunds	0.00	0.00	183.75	0.00	0.00	12.60	0.00	0.00	0.00	0.00	0.00	0.00
Answ	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												
		% ≤ 60 seconds												
seconds to reach live agent (w/ a menu option to reach live agent)														

	Name: Fred Loty Phone:	559-868-6376 Email :	<u>ireal@ponderosatei.com</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)

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

Company Name:	The	Ponderosa 1	Геlephone Co.	U#:	1014-C	Report Year:	2019
Reporting Unit Type:	☐ Total Company	Exchange	☐ Wire Center	Reportir	ng Unit Name:	Auberry	

	Measurement (Cor	mpile monthly, file quarterly)	(Date filed 05/15/19)			Date filed (08/14/19)			Date filed (11/14/2019	<i>'</i>		Date filed (2/14/20)	
	•			st Quarter	Man		2nd Quarte			3rd Quarter		0-4	4th Quarter	
		Total # of husiness days	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Insta	llation Interval	Total # of business days	24.38	36.32	46.42	17.81	38.28	31.43	57.39	52.65	29.18	0.00	0.00	0.00
Min. s	standard = 5 bus. days	Total # of service orders	11.00	14.00	17.00	7.00	16.00	15.00	20.00	18.00	15.00	0.00	0.00	0.00
		Avg. # of business days	2.22 11.00	2.59 14.00	2.73 17.00	2.54 7.00	2.39 16.00	2.10	2.87	2.93 18.00	1.95	0.00	0.00	0.00
Insta	Ilation Commitment	Total # of installation commitments						15.00			15.00			0.00
Min. s	standard = 95% commitment	Total # of installation commitment met	11.00	14.00	17.00	7.00	16.00	15.00	20.00	18.00	15.00	0.00	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	0.00	0.00
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	0%	0%
	omers	Acct # for voice or bundle, res+bus	2116	2111	2108	2097	2087	2081	2077	2076	2071	0	0	0
Cust	omer Trouble Report													
	6% (6 per 100 working lines for	Total # of working lines												
-	units w/ ≥ 3,000 lines)	Total # of trouble reports												
arc	G 5 (1) 2 (3,000 m.100)	% of trouble reports												
בי	8% (8 per 100 working lines for	Total # of working lines	2534	2523	2531	2521	2509	2508	2497	2507	2508	0	0	0
້ units w/ 1,001 - 2,999 lines)		Total # of trouble reports	28	21	28	32	25	11	12	16	12	0	0	0
		% of trouble reports	1%	0.83%	1.11%	1.27%	1.00%	0.44%	0.48%	0.64%	0.48%	0.00%	0.00%	0.00%
10% (10 per 100 working li	10% (10 per 100 working lines	Total # of working lines												
10% (10 per 100 working line for units w/ ≤ 1,000 lines)		Total # of trouble reports												
for units w/ ≤ 1,000 lines)		% of trouble reports												<u> </u>
		Total # of outage report tickets	15	14	17	26	17	4	9	3	5	0	0	0
Adius	sted Out	Total # of repair tickets restored in ≤ 24hrs	15	14	17	26	17	4	9	3	5	0	0	0
,,		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	0%	0%
of Service Report Min. standard = 90% within 24 hrs		Sum of the duration of all outages (hh:mm)	115.05	71.83	81.57	103.85	85.52	24.53	38.48	11.97	13.97	0.00	0.00	0.00
Min. standard = 90% within 24 hrs		Avg. outage duration (hh:mm)	7.67	5.13	4.80	3.99	5.03	6.13	4.28	3.99	2.79	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
l		Total # of unadjusted outage report tickets	17	15	19	26	18	5	9	4	5	0	0	0
	ljusted Out	Total # of repair tickets restored in ≤ 24hrs	15	15	18	26	18	4	9	3	5	0	0	0
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	88%	100%	95%	100%	100%	80%	100%	75%	100%	0%	0%	0%
		Sum of the duration of all outages (hh:mm)	144.40	78.83	125.43	103.85	109.07	146.77	38.48	82.07	13.97	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	8.49	5.26	6.60	3.99	6.06	29.35	4.28	20.52	2.79	0.00	0.00	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
		<u></u>				•	1	1					1	
	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 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	elephone Co.	U#:	1014-C	Report Year:	2019
Reporting Unit Type:	Total Company	Exchange	Wire Center	Reportir	ng Unit Name:	Wishon	

	Measurement (Con	npile monthly, file quarterly)	(Date filed 05/15/19) st Quarter			Date filed (08/14/19) 2nd Quarte	•		Date filed (11/14/2019) 3rd Quarter			Date filed (2/14/20) 4th Quarter	•
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	0.00	0.00	2.56	0.00	4.36	2.51	0.00	0.00	1.92	0.00	0.00	0.00
	Illation Interval	Total # of service orders	0.00	0.00	1.00	0.00	2.00	2.00	0.00	0.00	1.00	0.00	0.00	0.00
Min.	standard = 5 bus. days	Avg. # of business days	0.00	0.00	2.56	0.00	2.18	1.25	0.00	0.00	1.92	0.00	0.00	0.00
		Total # of installation commitments	0.00	0.00	1.00	0.00	2.00	2.00	0.00	0.00	1.00	0.00	0.00	0.00
Insta	Illation Commitment							2.00						
Min.	standard = 95% commitment	Total # of installation commitment met	0.00	0.00	1.00	0.00	2.00		0.00	0.00	1.00	0.00	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	0.00	0.00
		% of commitment met	0%	0%	100%	0%	100%	100%	0%	0%	100%	0%	0%	0%
	omers	Acct # for voice or bundle, res+bus	29	30	33	33	34	35	35	35	35	0	0	0
Customer Trouble Report														
	6% (6 per 100 working lines for	Total # of working lines												
-	units w/ ≥ 3,000 lines) units w/ ≥ 3,000 lines)	Total # of trouble reports												
arc		% of trouble reports												
pu		Total # of working lines												
Sta	unite w/ 1 001 - 2 000 lines)	Total # of trouble reports												
	2,000 iii100)	% of trouble reports												
Min.	10% (10 per 100 working lines	Total # of working lines	69	70	72	77	80	82	82	82	81	0	0	0
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	13	4	0	1	0	2	0	1	1	0	0	0
	ior drifts w/ = 1,000 lines/	% of trouble reports	19%	5.71%	0.00%	1.30%	0.00%	2.44%	0.00%	1.22%	1.23%	0.00%	0.00%	0.00%
		Total # of outage report tickets	0	0	0	0	0	2	0	0	0	0	0	0
Adju	sted Out	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	2	0	0	0	0	0	0
	ervice Report	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	100%	0%	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	0.00	0.00	9.53	0.00	0.00	0.00	0.00	0.00	0.00
IVIII 1.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	0.00	0.00	0.00	0.00	0.00	4.77	0.00	0.00	0.00	0.00	0.00	0.00
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no
		Total # of unadjusted outage report tickets	12	4	0	1	0	2	0	0	0	0	0	0
Unac	djusted Out	Total # of repair tickets restored in ≤ 24hrs	6	3	0	1	0	2	0	0	0	0	0	0
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	50%	75%	0%	100%	0%	100%	0%	0%	0%	0%	0%	0%
	•	Sum of the duration of all outages (hh:mm)	307.08	158.08	0.00	1.80	0.00	9.53	0.00	0.00	0.00	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	25.59	39.52	0.00	1.80	0.00	4.77	0.00	0.00	0.00	0.00	0.00	0.00
Refu	nds	Number of customers who received refunds	25	0	0	0	0	0	0	0	0	0	0	0
		Monthly amount of refunds	159.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		V												
Ansv	ver Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
Repo	orts,Billing & Non-Billing) Min.	Total # of call seconds to reach live agent												
	dard = 80% of calls ≤ 60 ands to reach live agent (w/ a	% ≤ 60 seconds												

Primary Utility Contact Information

menu option to reach live agent)

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

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 7	Геlephone Co.	U#:	1014-C	Report Year:	2019
Reporting Unit Type:	☐ Total Company	Exchange	☐ Wire Center	Report	ing Unit Name:	O'Neals	

	Maggiromant (Car	npile monthly, file quarterly)		Date filed (05/15/19)			Date filed (08/14/19)			Date filed (11/14/2019)		Date filed (2/14/20)	
	Measurement (Cor	inplie monthly, me quarterly)	1	st Quarter		2nd Quarter			3rd Quarter			4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Ineta	allation Interval	Total # of business days	0.00	0.00	5.35	5.34	0.63	0.00	5.26	2.02	0.00	0.00	0.00	0.00
	standard = 5 bus. days	Total # of service orders	0.00	0.00	2.00	2.00	1.00	0.00	2.00	2.00	0.00	0.00	0.00	0.00
IVIII I.	standard = 5 bus. days	Avg. # of business days	0.00	0.00	2.68	2.67	0.63	0.00	2.63	1.01	0.00	0.00	0.00	0.00
lnote	allation Commitment	Total # of installation commitments	0.00	0.00	2.00	2.00	1.00	0.00	2.00	2.00	0.00	0.00	0.00	0.00
	standard = 95% commitment	Total # of installation commitment met	0.00	0.00	2.00	2.00	1.00	0.00	2.00	2.00	0.00	0.00	0.00	0.00
	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	0.00	0.00	0.00
met		% of commitment met	0%	0%	100%	100%	100%	0%	100%	100%	0%	0%	0%	0%
Cust	tomers	Acct # for voice or bundle, res+bus	243	243	242	243	242	242	242	242	242	0	0	0
Cust	tomer Trouble Report	·												1
	60/ (6 por 100 working lines for	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
da	units w/ ≥ 3,000 lines)	% of trouble reports												
	20/ /0 nor 100 working lines for	Total # of working lines												
ţai	8% (8 per 100 working lines for	Total # of trouble reports												
	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.	109/ (10 per 100 working lines	Total # of working lines	309	309	308	309	309	310	306	308	309	0	0	0
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports	4	17	12	5	8	7	7	1	3	0	0	0
	ioi units w/ \(\frac{1}{2}\) i,000 lines)	% of trouble reports	1%	5.50%	3.90%	1.62%	2.59%	2.26%	2.29%	0.32%	0.97%	0.00%	0.00%	0.00%
		Total # of outage report tickets	0	12	8	1	6	5	5	1	1	0	0	0
۸diu	sted Out	Total # of repair tickets restored in ≤ 24hrs	0	12	8	1	6	5	5	1	1	0	0	0
-	ervice Report	% of repair tickets restored ≤ 24 Hours	0%	100%	100%	100%	100%	100%	100%	100%	100%	0%	0%	0%
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	0.00	56.60	22.70	3.23	51.85	30.60	43.92	1.38	2.38	0.00	0.00	0.00
IVIII I.	Standard = 90 /6 Within 24 ms	Avg. outage duration (hh:mm)	0.00	4.72	2.84	3.23	8.64	6.12	8.78	1.38	2.38	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	15	8	1	6	6	5	1	1	0	0	0
Una	djusted Out	Total # of repair tickets restored in ≤ 24hrs	0	15	8	1	6	5	5	1	1	0	0	0
of S	ervice Report	% of repair tickets restored ≤ 24 Hours	0%	100%	100%	100%	100%	83%	100%	100%	100%	0%	0%	0%
		Sum of the duration of all outages (hh:mm)	0.00	116.15	22.70	3.23	51.85	83.23	43.92	1.38	2.38	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	0.00	7.74	2.84	3.23	8.64	13.87	8.78	1.38	2.38	0.00	0.00	0.00
Refu	ınds	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. dard = 80% of calls ≤ 60	Total # of call seconds to reach live agent											<u> </u>	
	onds to reach live agent (w/ a	% ≤ 60 seconds												

Primary Utility Contact Information

menu option to reach live agent)

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

Date Adopted: 7/28/09

Company Name:	The	Ponderosa 1	Telephone Co.	U#: <u>101</u> 4	14-C	Report Year:	2019
Reporting Unit Type:	☐ Total Company	Exchange	☐ Wire Center	Reporting Un	nit Name:	North Fork	

	Measurement (Cor	mpile monthly, file quarterly)		Date filed 05/15/19)			Date filed (08/14/19)	_		Date filed (11/14/2019	<i>'</i>		Date filed (2/14/20)	
	•			st Quarter	Mar		2nd Quarte			3rd Quarter			4th Quarter	
		Total # of business days	Jan 9.37	Feb 18.34	Mar 25.43	Apr 23.96	May 21.28	Jun 20.12	Jul 25.50	Aug 14.21	Sep 20.30	Oct 0.00	Nov 0.00	Dec 0.00
Insta	allation Interval	Total # of business days Total # of service orders	4.00	8.00	14.00	12.00		8.00	10.00	4.00	10.00	0.00	0.00	0.00
Min.	standard = 5 bus. days		2.34	2.29	1.82	2.00	9.00 2.36	2.52	2.55	3.55	2.03	0.00	0.00	0.00
		Avg. # of business days Total # of installation commitments	4.00	8.00	14.00	12.00	9.00	8.00	10.00	4.00	10.00	0.00	0.00	0.00
Insta	allation Commitment													
Min.	standard = 95% commitment	Total # of installation commitment met	4.00	8.00	14.00	12.00	9.00	8.00	10.00	4.00	10.00	0.00	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	0.00	0.00
0		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	0%	0%
	tomers	Acct # for voice or bundle, res+bus	1502	1494	1490	1498	1499	1499	1491	1485	1482	0	0	0
Customer Trouble Report		Total # of working lines												
6% (6 per 100 working lines for		Total # of working lines												
/> 0 000 (')		Total # of trouble reports												
dar		% of trouble reports Total # of working lines	1702	1695	1694	1696	1704	1705	1700	1697	1689	0	0	0
an	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	33	50	37	23	78	34	1700 17	19	21	0	0	0
		% of trouble reports	2%	2.95%	2.18%	1.36%	4.58%	1.99%	1.00%	1.12%	1.24%	0.00%	0.00%	0.00%
Min.		Total # of working lines	Z 70	2.95%	2.10%	1.30%	4.56%	1.99%	1.00%	1.1270	1.2470	0.00%	0.00%	0.00%
Σ	10% (10 per 100 working lines	Total # of trouble reports												
	for units w/ ≤ 1,000 lines)	% of trouble reports												
	<u> </u>	Total # of outage report tickets	20	34	24	10	39	24	11	9	10	0	0	0
		Total # of repair tickets restored in ≤ 24hrs	20	34	23	10	35	22	10	7	10	0	0	0
Adju		% of repair tickets restored ≤ 24 Hours	100%	100%	96%	100%	90%	92%	91%	78%	100%	0%	0%	0%
	ervice Report	Sum of the duration of all outages (hh:mm)	157.68	208.77	98.53	78.03	384.17	395.94	97.33	339.27	33.55	0.00	0.00	0.00
Min.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	7.88	6.14	4.11	7.80	9.85	16.50	8.85	37.70	3.36	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	20	39	25	10	63	25	11	9	11	0	0	0
Una	djusted Out	Total # of repair tickets restored in < 24hrs	20	37	23	10	49	23	10	7	10	0	0	0
	ervice Report	% of repair tickets restored ≤ 24 Hours	100%	95%	92%	100%	78%	92%	91%	78%	91%	0%	0%	0%
		Sum of the duration of all outages (hh:mm)	157.68	301.43	222.27	78.03	834.05	3438.20	114.40	339.27	60.37	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	7.88	7.73	8.89	7.80	13.24	137.53	10.40	37.70	5.49	0.00	0.00	0.00
Refu	ınds	Number of customers who received refunds	0	0	0	8	0	9	0	0	0	0	0	0
		Monthly amount of refunds	0.00	0.00	0.00	33.23	0.00	40.88	0.00	0.00	0.00	0.00	0.00	0.00
							•						•	
Ansv	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
Repo	orts,Billing & Non-Billing) Min.	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: fredl@ponderosatel.com

Date Adopted: 7/28/09

Company Name:	The	Ponderosa 1	elephone Co.	U#:	1014-C	Report Year:	2019
Reporting Unit Type:	☐ Total Company	Exchange	☐ Wire Center	Reporti	ng Unit Name:	Big Creek	

	Measurement (Cor	npile monthly, file quarterly)		Date filed (05/15/19)			Date filed (08/14/19)			Date filed (11/14/2019		Date filed (2/14/20)		
	Measurement (OOI	inplie monthly, me quarterly,	1	st Quarter			2nd Quarte	<u>r</u>		3rd Quarter			4th Quarte	<u>r</u>
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Ineta	allation Interval	Total # of business days	3.99	1.89	0.20	0.00	44.85	44.48	17.30	3.91	2.67	0.00	0.00	0.00
	standard = 5 bus. days	Total # of service orders	3.00	1.00	1.00	0.00	40.00	72.00	20.00	1.00	4.00	0.00	0.00	0.00
IVIII I.	standard = 5 bus. days	Avg. # of business days	1.33	1.89	0.20	0.00	1.12	0.62	0.86	3.91	0.67	0.00	0.00	0.00
Inote	allation Commitment	Total # of installation commitments	3.00	1.00	1.00	0.00	40.00	72.00	20.00	1.00	4.00	0.00	0.00	0.00
	standard = 95% commitment	Total # of installation commitment met	3.00	1.00	1.00	0.00	40.00	72.00	20.00	1.00	4.00	0.00	0.00	0.00
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	0.00	0.00	0.00
met		% of commitment met	100%	100%	100%	0%	100%	100%	100%	100%	100%	0%	0%	0%
Cust	tomers	Acct # for voice or bundle, res+bus	414	414	411	410	407	407	411	409	410	0	0	0
	tomer Trouble Report	,												
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
rd	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	% of trouble reports												
g		Total # of working lines												
tar		Total # of trouble reports												
		% of trouble reports												
Min.	10% (10 per 100 working lines	Total # of working lines	351	351	350	349	369	469	491	491	465	0	0	0
-	for units w/ ≤ 1,000 lines)	Total # of trouble reports	1	5	5	2	8	9	9	7	2	0	0	0
	,	% of trouble reports	0%	1.42%	1.43%	0.57%	2.17%	1.92%	1.83%	1.43%	0.43%	0.00%	0.00%	0.00%
	•	Total # of outage report tickets	0	2	3	0	5	7	6	1	1	0	0	0
Adju	sted Out	Total # of repair tickets restored in ≤ 24hrs	0	2	2	0	2	7	6	1	1	0	0	0
	ervice Report	% of repair tickets restored ≤ 24 Hours	0%	100%	67%	0%	40%	100%	100%	100%	100%	0%	0%	0%
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	0.00	6.38	33.93	0.00	539.73	36.50	43.92	21.33	0.57	0.00	0.00	0.00
IVIII 1.	standard = 90% Within 24 his	Avg. outage duration (hh:mm)	0.00	3.19	11.31	0.00	107.95	5.21	7.32	21.33	0.57	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	1	3	3	2	6	7	7	1	1	0	0	0
Una	djusted Out	Total # of repair tickets restored in ≤ 24hrs	0	3	2	0	2	7	6	1	1	0	0	0
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	0%	100%	67%	0%	33%	100%	86%	100%	100%	0%	0%	0%
		Sum of the duration of all outages (hh:mm)	24.98	9.40	33.93	162.05	568.85	36.50	114.75	21.33	0.57	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	24.98	3.13	11.31	81.02	94.81	5.21	16.39	21.33	0.57	0.00	0.00	0.00
Refu	ınds	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. dard = 80% of calls ≤ 60	Total # of call seconds to reach live agent												
	onds to reach live agent (w/ a	% ≤ 60 seconds												

Primary Utility Contact Information

menu option to reach live agent)

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

Date Adopted: 7/28/09

Company Name:	The Ponderosa Telephone Co.			U#: <u>1</u>	1014-C	Report Year:	2019
Reporting Unit Type:	☐ Total Company	✓ Exchange	☐ Wire Center	Reporting	Unit Name:	Cima	

Measurement (Compile monthly, file quarterly)			Date filed (05/15/19)		Date filed (08/14/19)		Date filed (11/14/2019)			Date filed (2/14/20)				
	Measurement (Con	intent (Compile monthly, me quarterly)		1st Quarter		2nd Quarter		<u>r</u>	3rd Quarter			4th Quarter		
			Jan Feb M			Apr May Jun		Jul Aug Sep			Oct	Nov	Dec	
Inets	Illation Interval	Total # of business days	0.03	0.00	0.04	0.07	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Min. standard = 5 bus. days		Total # of service orders	1.00	0.00	1.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Avg. # of business days	0.03	0.00	0.04	0.07	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
met		Total # of installation commitments	1.00	0.00	1.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Total # of installation commitment met	1.00	0.00	1.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		% of commitment met	100%	0%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%
		Acct # for voice or bundle, res+bus	36	36	36	36	36	36	36	36	36	0	0	0
	COV (C man 400 wantsing lines for	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
ard	units w/ ≥ 3,000 lines)	% of trouble reports												
کور	00/ (0 m o r 400 m o r line o fo r	Total # of working lines												
Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
		% of trouble reports												
Min.	10% (10 per 100 working lines for units w/ < 1 000 lines)	Total # of working lines	45	45	46	46	46	46	46	46	45	0	0	0
		Total # of trouble reports	4	1	1	2	1	1	0	0	3	0	0	0
		% of trouble reports	9%	2.22%	2.17%	4.35%	2.17%	2.17%	0.00%	0.00%	6.67%	0.00%	0.00%	0.00%
		Total # of outage report tickets	1	1	1	2	0	0	0	0	2	0	0	0
Vain	sted Out	Total # of repair tickets restored in ≤ 24hrs	0	0	1	2	0	0	0	0	2	0	0	0
of Service Report		% of repair tickets restored ≤ 24 Hours	0%	0%	100%	100%	0%	0%	0%	0%	100%	0%	0%	0%
		Sum of the duration of all outages (hh:mm)	241.50	145.37	3.52	46.27	0.00	0.00	0.00	0.00	3.78	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	241.50	145.37	3.52	23.13	0.00	0.00	0.00	0.00	1.89	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	2	1	1	2	1	0	0	0	2	0	0	0
Una	djusted Out	Total # of repair tickets restored in ≤ 24hrs	0	0	1	2	0	0	0	0	2	0	0	0
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	0%	0%	100%	100%	0%	0%	0%	0%	100%	0%	0%	0%
		Sum of the duration of all outages (hh:mm)	1490.67	169.37	3.52	46.27	121.80	0.00	0.00	0.00	3.78	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	745.33	169.37	3.52	23.13	121.80	0.00	0.00	0.00	1.89	0.00	0.00	0.00
Refu	nds	Number of customers who received refunds	1	4	0	0	0	0	0	0	0	0	0	0
		Monthly amount of refunds	52.50	39.10	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												
standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a		% ≤ 60 seconds												

Primary Utility Contact Information

menu option to reach live agent)

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