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)		ate filed 05/15/19)			Date filed (08/14/19)			Date filed (11/14/2019)			Date filed (2/14/20)	
	weasurement (Con	inplie monthly, me quarterry)	1s	t Quarter			2nd Quarter	•		3rd Quarter			4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Ineta	llation Interval	Total # of business days	67.80	61.69	110.02	85.59	171.39	154.72	173.15	127.69	72.69	105.24	86.59	93.65
	standard - 5 bus, days	Total # of service orders	32.00	28.00	52.00	50.00	112.00	139.00	79.00	46.00	39.00	60.00	48.00	36.00
IVIII I. 3	standard = 3 bus. days	Avg. # of business days	2.12	2.20	2.12	1.71	1.53	1.11	2.19	2.78	1.86	1.75	1.80	2.60
Installation Commitment		Total # of installation commitments	32.00	28.00	52.00	50.00	112.00	139.00	79.00	46.00	39.00	60.00	48.00	36.00
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitment met	32.00	28.00	52.00	50.00	112.00	139.00	79.00	46.00	39.00	59.00	48.00	36.00
		Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	0.00	0.00
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	98%	100%	100%
Cust	omers	Acct # for voice or bundle, res+bus	6285	6273	6268	6269	6267	6273	6278	6279	6276	6266	6252	6247
Cust	omer Trouble Report													
	6% (6 per 100 working lines for	Total # of working lines												
_		Total # of trouble reports												
ard	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	5855	5836	5846	5855	5891	5933	5943	5962	5946	5932	5890	5861
ţa	` '	Total # of trouble reports	71	87	83	74	124	74	55	50	50	124	33	58
	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%	2.09%	0.56%	0.99%
M L L	10% (10 per 100 working lines	Total # of working lines	1571	1574	1573	1578	1606	1718	1739	1734	1714	1643	1589	1576
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	29	34	19	17	20	26	20	11	10	15	14	13
	ioi units w/ \(\frac{1}{2}\) i,000 lines)	% of trouble reports	2%	2.16%	1.21%	1.08%	1.25%	1.51%	1.15%	0.63%	0.58%	0.91%	0.88%	0.82%
		Total # of outage report tickets	45	77	65	53	83	65	56	21	30	111	25	
Adju	sted Out	Total # of repair tickets restored in ≤ 24hrs	44	76	62	53	75	62	55	18	30	104	25	36
-	ervice Report	% of repair tickets restored ≤ 24 Hours	98%	99%	95%	100%	90%	95%	98%	86%	100%	94%	100%	100%
	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	862.92	141.80	199.10
IVIII I. 3	Standard = 90 % Within 24 ms	Avg. outage duration (hh:mm)	12.65	7.11	3.73	5.59	15.52	11.96	5.97	21.49	3.91	7.77	5.67	5.53
		Indicate if catastrophic event is in a month												
		Total # of unadjusted outage report tickets	62	94	70	61	110	74	59		32	111	29	42
Unac	ljusted Out	Total # of repair tickets restored in < 24hrs	50	88	64	55	90	65	55	18	31	105	25	38
of Se	rvice 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%	94.59%	86.21%	90.48%
		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	844.80	617.97	457.38
		Avg. outage duration (hh:mm)	35.97	16.39	12.45	45.94	17.38	56.31	8.47	25.78	5.13	7.61	21.31	10.89
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												

Primary Utility Contact Information

menu option to reach live agent)

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

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	

	Massurament (Con	npile monthly, file quarterly)		Date filed 05/15/19)			Date filed (08/14/19)			Date filed (11/14/2019)		Date filed (2/14/20)	
	weasurement (Cor	inplie monthly, me quarterly)	1:	st Quarter			2nd Quarte	r		3rd Quarte	r		4th Quarte	r
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Ineta	allation Interval	Total # of business days	3.72	4.71	3.64	3.55	0.59	9.91	10.44	4.53	5.25	9.74	5.41	8.93
	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	3.00	2.00	4.00
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	3.25	2.70	2.23
Inoto	Illation Commitment	Total # of installation commitments	1.00	2.00	2.00	5.00	5.00	7.00	4.00	3.00	3.00	3.00	2.00	4.00
	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	3.00	2.00	4.00
	standard = 95% communent	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%
Customers		Acct # for voice or bundle, res+bus	385	384	382	385	386	389	390	387	388	384	383	384
	omer Trouble Report	,												
	·	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
Standard	units w/ ≥ 3,000 lines)	% of trouble reports												
ا پور	00/ (0 mar 400 warking lines for	Total # of working lines												
tar	8% (8 per 100 working lines for	Total # of trouble reports												
	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.	10% (10 per 100 working lines	Total # of working lines	797	799	797	797	802	811	814	807	814	805	802	802
-	for units w/ ≤ 1,000 lines)	Total # of trouble reports	7	7	1	7	3	7	4	2	1	4	1	4
	ior units w/ \(\sigma\) 1,000 lines)	% of trouble reports	1%	0.88%	0.13%	0.88%	0.37%	0.86%	0.49%	0.25%	0.12%	0.50%	0.12%	0.50%
		Total # of outage report tickets	3	4	1	4	2	5	3	0	1	2	0	1
Adju	sted Out	Total # of repair tickets restored in ≤ 24hrs	3	4	1	4	2	4	3	0	1	2	0	1
	ervice Report	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	80%	100%	0%	100%	100%	0%	100%
	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	3.35	0.00	23.27
IVIII 1.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	1.59	9.45	2.48	6.70	3.29	17.40	2.94	0.00	1.73	1.67	0.00	23.27
		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	4	4	1	4	2	5	3	0	1	2	0	1
Unac	djusted Out	Total # of repair tickets restored in < 24hrs	3	4	1	4	2	4	3	0	1	2	0	1
of Se	ervice 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%	100.00%	0.00%	100.00%
		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	3.35	0.00	23.27
		Avg. outage duration (hh:mm)	13.78	9.45	2.48	6.70	3.29	17.40	2.94	0.00	1.73	1.67	0.00	23.27
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
	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 T	elephone Co.	U#:	1014-C	Report Year:	2019
Reporting Unit Type:	☐ Total Company	Exchange	☐ Wire Center	Reporti	ng Unit Name:	Shaver	

				Date filed			Date filed			Date filed			Date filed	
	Measurement (Con	npile monthly, file quarterly)	(05/15/19)			(08/14/19)			(11/14/2019)			(2/14/20)	
	measurement (oor	1st Quarter		2nd Quarter				3rd Quarter		4th Quarter				
			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	23.56	28.73	26.41
	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	22.00	18.00	13.00
141111.	standard = 0 bus. days	Avg. # of business days	2.19	0.14	1.88	1.52	1.57	1.32	2.49	2.80	2.23	1.07	1.60	2.03
Incto	Ilation Commitment	Total # of installation commitments	12.00	3.00	14.00	23.00	39.00	35.00	23.00	18.00	6.00	22.00	18.00	13.00
	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	22.00	18.00	13.00
met	standard – 95 /6 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
IIIC		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Custo	omers	Acct # for voice or bundle, res+bus	1560	1561	1566	1567	1576	1584	1596	1609	1612	1618	1621	1624
Customer Trouble Report														
	6% (6 per 100 working lines for	Total # of working lines												
		Total # of trouble reports												ĺ
units w/ ≥ 3,000 lines) 8% (8 per 100 working lines units w/ 1,001 - 2,999 lines)	urilis w/ 2 3,000 lines)	% of trouble reports												ĺ
	90/ /9 per 100 working lines for	Total # of working lines	1619	1618	1621	1638	1678	1720	1746	1758	1749	1737	1702	1682
ital	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	10	16	18	19	21	29	26	15	17	53	7	13
		% of trouble reports	1%	0.99%	1.11%	1.16%	1.25%	1.69%	1.49%	0.85%	0.97%	3.05%	0.41%	0.77%
Min.	10% (10 per 100 working lines	Total # of working lines												ĺ
	for units w/ ≤ 1,000 lines)	Total # of trouble reports												1
		% of trouble reports												1
		Total # of outage report tickets	6	10	11	10	14	18	22	7	10	41	4	4
Adjus	sted Out	Total # of repair tickets restored in ≤ 24hrs	6	10	10	10	13	18	22	6	10	41	4	4
	rvice Report	% of repair tickets restored ≤ 24 Hours	100%	100%	91%	100%	93%	100%	100%	86%	100%	100%	100%	100%
	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	294.82	36.92	20.63
IVIII I. S	Staridard = 90 % Within 24 ms	Avg. outage duration (hh:mm)	8.41	2.07	0.00	3.83	15.72	10.75	4.64	11.06	6.14	7.19	9.23	5.16
		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	41	5	9
Unad	ljusted Out	Total # of repair tickets restored in ≤ 24hrs	6	11	11	11	13	20	22	6	11	41	4	5
of Se	rvice Report	% of repair tickets restored ≤ 24 Hours	100%	85%	85%	73%	93%	83%	92%	86%	100%	100%	80%	56%
		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	294.82	84.15	228.42
		Avg. outage duration (hh:mm)	8.41	51.53	35.48	158.67	15.72	15.23	7.47	17.59	7.40	7.19	16.83	25.38
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
	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												
seco	nds to reach live agent (w/ a	% ≤ 60 seconds												
menu	u option to reach live agent)													

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

Date Adopted: 7/28/09

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	

	Massurament (Con	mpile 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	ilphe monthly, me quarterly)	1	st Quarter		2nd Quarter				3rd Quarter	r	4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Ineta	Illation Interval	Total # of business days	24.38	36.32	46.42	17.81	38.28	31.43	57.39	52.65	29.18	40.34	24.94	19.26
	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	18.00	12.00	6.00
IVIII I.	standard = 5 bus. days	Avg. # of business days	2.22	2.59	2.73	2.54	2.39	2.10	2.87	2.93	1.95	2.24	2.08	3.21
lnote	Illation Commitment	Total # of installation commitments	11.00	14.00	17.00	7.00	16.00	15.00	20.00	18.00	15.00	18.00	12.00	6.00
	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	18.00	12.00	6.00
	Standard = 95% Communent	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	2116	2111	2108	2097	2087	2081	2077	2076	2071	2067	2057	2055
Customer Trouble Report		·												
		Total # of working lines												
6% (6 per 100 working lines fo		Total # of trouble reports												
ard	units w/ ≥ 3,000 lines)	% of trouble reports												
کور	00/ (0 = = 400 = lines for	Total # of working lines	2534	2523	2531	2521	2509	2508	2497	2507	2508	2508	2502	2500
Standard	8% (8 per 100 working lines for	Total # of trouble reports	28	21	28	32	25	11	12	16	12	53	15	25
	units w/ 1,001 - 2,999 lines)	% of trouble reports	1%	0.83%	1.11%	1.27%	1.00%	0.44%	0.48%	0.64%	0.48%	2.11%	0.60%	1.00%
Min.	10% (10 per 100 working lines	Total # of working lines												
	for units w/ ≤ 1,000 lines)	Total # of trouble reports												
	ior units w/ \(\sigma\),000 lines)	% of trouble reports												
		Total # of outage report tickets	15	14	17	26	17	4	9	3	5	47	8	14
Adju	sted Out	Total # of repair tickets restored in ≤ 24hrs	15	14	17	26	17	4	9	3	5	45	8	14
-	ervice Report	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	96%	100%	100%
	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	291.65	23.00	82.30
IVIII I.	Standard = 90 % Within 24 ms	Avg. outage duration (hh:mm)	7.67	5.13	4.80	3.99	5.03	6.13	4.28	3.99	2.79	6.21	2.87	5.88
		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	17	15	19	26	18	5	9	4	5	47	8	14
Unad	djusted Out	Total # of repair tickets restored in ≤ 24hrs	15	15	18	26	18	4	9	3	5	45	8	14
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	88%	100%	95%	100%	100%	80%	100%	75%	100%	96%	100%	100%
		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	291.65	23.00	82.30
		Avg. outage duration (hh:mm)	8.49	5.26	6.60	3.99	6.06	29.35	4.28	20.52	2.79	6.21	2.87	5.88
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
	ver 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.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	Reportir	ng Unit Name:	Wishon	

	Measurement (Cor	mpile monthly, file quarterly)	(Date filed (05/15/19)			Date filed (08/14/19)			Date filed (11/14/2019)			Date filed (2/14/20)	
	mododiomom (oo.	inpino monumy, mo quartority		st Quarter			2nd Quarte	_		3rd Quarter			4th Quarter	
		T	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Insta	allation Interval	Total # of business days	0.00	0.00	2.56	0.00	4.36	2.51	0.00	0.00	1.92	2.48	0.00	0.00
	standard = 5 bus. days	Total # of service orders	0.00	0.00	1.00	0.00	2.00	2.00	0.00	0.00	1.00	1.00	0.00	0.00
	- Canada C Daoi daye	Avg. # of business days	0.00	0.00	2.56	0.00	2.18	1.25	0.00	0.00	1.92	2.48	0.00	0.00
Insta	allation Commitment	Total # of installation commitments	0.00	0.00	1.00	0.00	2.00	2.00	0.00	0.00	1.00	1.00	0.00	0.00
	standard = 95% commitment	Total # of installation commitment met	0.00	0.00	1.00	0.00	2.00	2.00	0.00	0.00	1.00	1.00	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	0%	0%	100%	0%	100%	100%	0%	0%	100%	100%	0%	0%
Cust	tomers	Acct # for voice or bundle, res+bus	29	30	33	33	34	35	35	35	35	36	35	34
Cust	omer Trouble Report													
	6% (6 per 100 working lines for	Total # of working lines												
	units w/ ≥ 3,000 lines)	Total # of trouble reports												
ard	units w/ 2 3,000 inles)	% of trouble reports												
ğ	90/ /9 per 100 working lines for	Total # of working lines												
Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.	10% (10 per 100 working lines	Total # of working lines	69	70	72	77	80	82	82	82	81	83	80	80
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	13	4	0	1	0	2	0	1	1	1	0	3
	ior dritts w/ = 1,000 lines)	% of trouble reports	19%	5.71%	0.00%	1.30%	0.00%	2.44%	0.00%	1.22%	1.23%	1.20%	0.00%	3.75%
		Total # of outage report tickets	0	0	0	0	0	2	0	0	0	1	0	2
Δdin	sted Out	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	2	0	0	0	0	0	2
	ervice Report	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	100%
	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	41.67	0.00	0.00
IVIII I.	Standard = 90 % Within 24 ms	Avg. outage duration (hh:mm)	0.00	0.00	0.00	0.00	0.00	4.77	0.00	0.00	0.00	41.67	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	1	0	3
	djusted Out	Total # of repair tickets restored in ≤ 24hrs	6	3	0	1	0	2	0	0	0	1	0	3
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	50%	75%	0%	100%	0%	100%	0%	0%	0%	100%	0%	100%
		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	23.55	0.00	50.50
		Avg. outage duration (hh:mm)	25.59	39.52	0.00	1.80	0.00	4.77	0.00	0.00	0.00	23.55	0.00	16.83
Refu	ınds	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
	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 onds to reach live agent (w/ a	% ≤ 60 seconds												
3666	nius to reacti live ayetit (W/ a						1	1					1	

Primary Utility Contact Information

menu option to reach live agent)

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

Date Adopted: 7/28/09

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

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 11/10/2016 (Add new rows to reflect requirements of GO 133-D)

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:	O'Neals	

	Measurement (Cor	mpile monthly, file quarterly)		Date filed (05/15/19)			Date filed (08/14/19) 2nd Quarte	r		Date filed (11/14/2019 3rd Quarte	,		Date filed (2/14/20) 4th Quarter	<u> </u>
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	0.00	0.00	5.35	5.34	0.63	0.00	5.26	2.02	0.00	2.80	1.37	0.00
	Illation Interval	Total # of service orders	0.00	0.00	2.00	2.00	1.00	0.00	2.00	2.00	0.00	1.00	1.00	0.00
Min.	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	2.80	1.37	0.00
		Total # of installation commitments	0.00	0.00	2.00	2.00	1.00	0.00	2.00	2.00	0.00	1.00	1.00	0.00
	Illation Commitment	Total # of installation commitment met	0.00	0.00	2.00	2.00	1.00	0.00	2.00	2.00	0.00	1.00	1.00	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%	0%	100%	100%	100%	0%	100%	100%	0%	100%	100%	0%
Cust	omers	Acct # for voice or bundle, res+bus	243	243	242	243	242	242	242	242	242	241	241	239
	omer Trouble Report	rest in for voice of barrais, ree rade	210	210	212	210	212	212	212	212	212	211	211	200
Guot		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
5	units w/ ≥ 3,000 lines)	% of trouble reports												
Standard		Total # of working lines												
tar	8% (8 per 100 working lines for	Total # of trouble reports												
	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.	400/ /40 400	Total # of working lines	309	309	308	309	309	310	306	308	309	307	308	306
	10% (10 per 100 working lines	Total # of trouble reports	4	17	12	5	8	7	7	1	3	8	10	5
	for units w/ ≤ 1,000 lines)	% of trouble reports	1%	5.50%	3.90%	1.62%	2.59%	2.26%	2.29%	0.32%	0.97%	2.61%	3.25%	1.63%
		Total # of outage report tickets	0	12	8	1	6	5	5	1	1	6	7	4
ا الله	sted Out	Total # of repair tickets restored in ≤ 24hrs	0	12	8	1	6	5	5	1	1	5	7	4
Adju	ervice Report	% of repair tickets restored ≤ 24 Hours	0%	100%	100%	100%	100%	100%	100%	100%	100%	83%	100%	100%
	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	76.23	29.12	23.20
IVIII I. 3	Standard = 90% 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	12.71	4.16	5.80
		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	6	7	4
	djusted Out	Total # of repair tickets restored in ≤ 24hrs	0	15	8	1	6	5	5	1	1	5	7	4
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	0%	100%	100%	100%	100%	83%	100%	100%	100%	83%	100%	100%
		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	76.23	29.12	23.20
		Avg. outage duration (hh:mm)	0.00	7.74	2.84	3.23	8.64	13.87	8.78	1.38	2.38	12.71	4.16	5.80
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
_						1	T	1					1	
	ver Time (Trouble	Total # of calls for TR, Billing & Non-Billing						ļ						
	orts,Billing & Non-Billing) Min. dard = 80% of calls ≤ 60	Total # of call seconds to reach live agent												
	ends 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	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) st Quarter			Date filed (08/14/19) 2nd Quarte	r		Date filed (11/14/2019 3rd Quarter			Date filed (2/14/20) 4th Quarter	<u> </u>
			 Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	9.37	18.34	25.43	23.96	21.28	20.12	25.50	14.21	20.30	25.51	21.01	32.71
	Illation Interval	Total # of service orders	4.00	8.00	14.00	12.00	9.00	8.00	10.00	4.00	10.00	14.00	13.00	11.00
Min.	standard = 5 bus. days	Avg. # of business days	2.34	2.29	1.82	2.00	2.36	2.52	2.55	3.55	2.03	1.82	1.62	2.97
_		Total # of installation commitments	4.00	8.00	14.00	12.00	9.00	8.00	10.00	4.00	10.00	14.00	13.00	11.00
	Illation Commitment	Total # of installation commitment met	4.00	8.00	14.00	12.00	9.00	8.00	10.00	4.00	10.00	14.00	13.00	11.00
	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	1502	1494	1490	1498	1499	1499	1491	1485	1482	1475	1473	1466
Customer Trouble Report														
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
Standard	units w/ ≥ 3,000 lines)	% of trouble reports												
) g	8% (8 per 100 working lines for	Total # of working lines	1702	1695	1694	1696	1704	1705	1700	1697	1689	1687	1686	1679
itai	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	33	50	37	23	78	34	17	19	21	18	11	20
	units w/ 1,001 - 2,999 lines)	% of trouble reports	2%	2.95%	2.18%	1.36%	4.58%	1.99%	1.00%	1.12%	1.24%	1.07%	0.65%	1.19%
Min.	10% (10 per 100 working lines	Total # of working lines												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports												
		% of trouble reports												
	· · · · · · · · · · · · · · · · · · ·	Total # of outage report tickets	20	34	24	10	39	24	11	9	10	12	4	10
Adju	sted Out	Total # of repair tickets restored in ≤ 24hrs	20	34	23	10	35	22	10	7	10	9	4	10
_	ervice Report	% of repair tickets restored ≤ 24 Hours	100%	100%	96%	100%	90%	92%	91%	78%	100%	75%	100%	100%
	standard = 90% within 24 hrs	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	151.42	26.78	46.72
I IVIII I.	Standard = 30 /0 Within 24 ms	Avg. outage duration (hh:mm)	7.88	6.14	4.11	7.80	9.85	16.50	8.85	37.70	3.36	12.62	6.70	4.67
		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	12	6	10
	djusted Out	Total # of repair tickets restored in ≤ 24hrs	20	37	23	10	49	23	10	7	10	9	4	10
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	100%	95%	92%	100%	78%	92%	91%	78%	91%	75%	67%	100%
		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	151.42	121.92	46.72
		Avg. outage duration (hh:mm)	7.88	7.73	8.89	7.80	13.24	137.53	10.40	37.70	5.49	12.62	20.32	4.67
Refu	nds	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
		<u></u>					T	ı					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												
	ends 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	

Min. s Insta Min. s	llation Interval	Measurement (Compile monthly, file quarterly)		Date filed (05/15/19) 1st Quarter			Date filed (08/14/19) nd Quarter			Date filed (11/14/2019) 3rd Quarter			Date filed (2/14/20) 4th Quarter		
Min. s Insta Min. s	llation Interval		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Min. s Insta Min. s	llation Interval	Total # of business days	3.99	1.89	0.20	0.00	44.85	44.48	17.30	3.91	2.67	0.82	5.13	6.34	
Insta Min. s		Total # of service orders	3.00	1.00	1.00	0.00	40.00	72.00	20.00	1.00	4.00	1.00	2.00	2.00	
Min. s	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	0.82	2.57	3.17	
Min. s		Total # of installation commitments	3.00	1.00	1.00	0.00	40.00	72.00	20.00	1.00	4.00	1.00	2.00	2.00	
	Ilation 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	2.00	2.00	
	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	1.00	0.00	0.00	
met		% of commitment met	100%	100%	100%	0%	100%	100%	100%	100%	100%	0%	100%	100%	
Cust	omers	Acct # for voice or bundle, res+bus	414	414	411	410	407	407	411	409	410	409	407	410	
Customer Trouble Report		Theorem for velocion barrane, recorbaci					101	101		100	110				
	•	Total # of working lines													
	6% (6 per 100 working lines for	Total # of trouble reports													
ī	units w/ ≥ 3,000 lines)	% of trouble reports													
Standard	00/ (0 100 1 1 1 1	Total # of working lines													
ţar	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports													
	units w/ 1,001 - 2,999 lines)	% of trouble reports													
Min.	10% (10 per 100 working lines	Total # of working lines	351	351	350	349	369	469	491	491	465	403	356	345	
_	for units w/ ≤ 1,000 lines)	Total # of trouble reports	1	5	5	2	8	9	9	7	2	2	1	1	
	ior units w/ 2 1,000 iiiles)	% of trouble reports	0%	1.42%	1.43%	0.57%	2.17%	1.92%	1.83%	1.43%	0.43%	0.50%	0.28%	0.29%	
		Total # of outage report tickets	0	2	3	0	5	7	6	1	1	2	1	1	
Adju	sted Out	Total # of repair tickets restored in ≤ 24hrs	0	2	2	0	2	7	6	1	1	2	1	1	
•	ervice Report	% of repair tickets restored ≤ 24 Hours	0%	100%	67%	0%	40%	100%	100%	100%	100%	100%	100%	100%	
	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	3.78	2.45	2.98	
IVIII I. V	Standard = 50 /0 Within 24 1113	Avg. outage duration (hh:mm)	0.00	3.19	11.31	0.00	107.95	5.21	7.32	21.33	0.57	1.89	2.45	2.98	
		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	2	1	1	
	ljusted Out	Total # of repair tickets restored in ≤ 24hrs	0	3	2	0	2	7	6	1	1	2	1	1	
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	0%	100%	67%	0%	33%	100%	86%	100%	100%	100%	100%	100%	
		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	3.78	2.45	2.98	
		Avg. outage duration (hh:mm)	24.98	3.13	11.31	81.02	94.81	5.21	16.39	21.33	0.57	1.89	2.45	2.98	
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	
A	an Time (Trank!	Total # of colle for TD_Dillion 0 Non-Dillion				<u> </u>								T	
	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
--	-----------------	-----------------------------	-------------------------------

Date Adopted: 7/28/09

Company Name:	The	Ponderosa T	elephone Co.	U#:	1014-C	Report Yo	ear:	2019
Reporting Unit Type:	☐ Total Company	Exchange	☐ Wire Center	Reporti	ng Unit Name:	Cima		

	Measurement (Cor	npile monthly, file quarterly)		Date filed (08/14/19) 2nd Quarter			Date filed (11/14/2019) 3rd Quarter			Date filed (2/14/20) 4th Quarter				
	Measurement (COI	inplie monthly, me quarterly)	1st Quarter											
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Ineta	allation 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
IMIN. Standard = 95% commitment		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
met		% of commitment met	100%	0%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%
Customers		Acct # for voice or bundle, res+bus	36	36	36	36	36	36	36	36	36	36	35	35
Customer Trouble Report		· ·												
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
ırd	units w/ ≥ 3,000 lines)	% of trouble reports												
pqs	00/ /0 = == 400 = die == lie == fe ==	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	Total # of working lines	45	45	46	46	46	46	46	46	45	45	43	43
		Total # of trouble reports	4	1	1	2	1	1	0	0	3	0	2	0
	for units w/ ≤ 1,000 lines)	% of trouble reports	9%	2.22%	2.17%	4.35%	2.17%	2.17%	0.00%	0.00%	6.67%	0.00%	4.65%	0.00%
		Total # of outage report tickets	1	1	1	2	0	0	0	0	2	0	1	0
۸ ali	oted	Total # of repair tickets restored in ≤ 24hrs	0	0	1	2	0	0	0	0	2	0	1	0
Adjusted Out of Service Report Min. standard = 90% within 24 hrs		% of repair tickets restored ≤ 24 Hours	0%	0%	100%	100%	0%	0%	0%	0%	100%	0%	100%	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	23.53	0.00
IVIII 1.	standard = 90% within 24 ms	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	23.53	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	2	0
Una	djusted Out	Total # of repair tickets restored in ≤ 24hrs	0	0	1	2	0	0	0	0	2	0	1	0
of Service Report		% of repair tickets restored ≤ 24 Hours	0%	0%	100%	100%	0%	0%	0%	0%	100%	0%	50%	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	357.33	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	178.67	0.00
Refunds		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: 559-86	8-63/6 Email:	redi@ponderosatei.com
-------------------------------	----------------------	-----------------------

Date Adopted: 7/28/09