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

	Measurement (Con	npile monthly, file quarterly)	(Date filed (05/15/19)			Date filed (08/14/19)		Date filed (11/14/2019) 3rd Quarter			Date filed (2/14/20)		
	measurement (00h	nphe montiny, me quarterry,		st Quarter			2nd Quarte						4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Insta	allation Interval	Total # of business days	67.80	61.69	110.02									
Min.	standard = 5 bus. days	Total # of service orders	32.00	28.00	52.00									L
		Avg. # of business days	2.12	2.20	2.12									
Insta	allation Commitment	Total # of installation commitments	32.00	28.00	52.00									
	standard = 95% commitment	Total # of installation commitment met	32.00	28.00	52.00									
met		Total # of installation commitment missed	0.00	0.00	0.00									1
met		% of commitment met	100%	100%	100%									
	tomers	Acct # for voice or bundle, res+bus	6285	6273	6268									
Cust	omer Trouble Report													
	6% (6 per 100 working lines	Total # of working lines												
-	for units w/ \geq 3,000 lines)	Total # of trouble reports												
Standard	for units w/ \geq 3,000 lines)	% of trouble reports												
ğ	8% (8 per 100 working lines	Total # of working lines	5855	5836	5846									
ŝta	for units w/ 1,001 - 2,999 lines)	Total # of trouble reports	71	87	83									
	101 units w/ 1,001 - 2,999 intes)	% of trouble reports	1%	1.49%	1.42%									
Min.	For units w/ \leq 1,000 lines)	Total # of working lines	1571	1574	1573									
		Total # of trouble reports	29	34	19									
		% of trouble reports	2%	2.16%	1.21%									
		Total # of outage report tickets	45	77	65									
Adju	stad	Total # of repair tickets restored in < 24hrs	44	76	62									
	of Service Report	% of repair tickets restored ≤ 24 Hours	98%	99%	95%									
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	569.47	547.40	242.73									
IVIIII.	standard = 90% within 24 his	Avg. outage duration (hh:mm)	12.65	7.11	3.73									
		Indicate if catastrophic event is in a month												
		Total # of unadjusted outage report tickets	62	94	70									
		Total # of repair tickets restored in < 24hrs	50	88	64									
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	80.65%	93.62%	91.43%									
		Sum of the duration of all outages (hh:mm)	2230.42	1541.00	871.63									
		Avg. outage duration (hh:mm)	35.97	16.39	12.45									
Refu	Inds	Number of customers who received refunds	26.00	4.00	5.00									
		Monthly anount of refunds	211.51	39.10	183.75									
		•	•	·			•	•		•	•		•	
Ans	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
Rep	orts,Billing & Non-Billing) Min.	Total # of call seconds to reach live agent												
	dard = 80% of calls ≤ 60	, i i i i i i i i i i i i i i i i i i i											ł	ł
	onds to reach live agent (w/ a	% ≤ 60 seconds												<u> </u>
	u option to reach live agent)													
	a option to rough into agoint)	J												

Primary Utility Contact Information

Name: Fred Lofy

Phone: 559-868-6376

Email: fredl@ponderosatel.com

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

	Measurement (Con	npile monthly, file quarterly)	(Date filed 05/15/19) st Quarter			Date filed (08/14/19) 2nd Quarter	r	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
las e f	allation Interval	Total # of business days	3.72	4.71	3.64									
		Total # of service orders	1.00	2.00	2.00									
win.	standard = 5 bus. days	Avg. # of business days	3.72	2.36	1.82									
la et		Total # of installation commitments	1.00	2.00	2.00									
	allation Commitment	Total # of installation commitment met	1.00	2.00	2.00									
	standard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00					1	1			
met		% of commitment met	100%	100%	100%									
Cus	tomers	Acct # for voice or bundle, res+bus	385	384	382									
Cus	tomer Trouble Report		1	1							1			1
	00/ (0 400	Total # of working lines	1	1							1			1
	6% (6 per 100 working lines	Total # of trouble reports	1	1						1	1			1
Standard	for units w/ \geq 3,000 lines)	% of trouble reports	1	1						1	1			1
ğ	00/ (0 a sa 400 washing lines	Total # of working lines	1	1							1			1
tar	8% (8 per 100 working lines	Total # of trouble reports	1	1							1			1
	for units w/ 1,001 - 2,999 lines)	% of trouble reports	1	1							1			1
Min.	10% (10 per 100 working lines or units w/ \leq 1,000 lines)	Total # of working lines	797	799	797						1			1
~		Total # of trouble reports	7	7	1									
		% of trouble reports	1%	0.88%	0.13%					1	1			1
		Total # of outage report tickets	3	4	1						1			1
A .11.		Total # of repair tickets restored in < 24hrs	3	4	1						1			1
	usted	% of repair tickets restored ≤ 24 Hours	100%	100%	100%						1			1
	of Service Report	Sum of the duration of all outages (hh:mm)	4.77	37.78	2.48						1			1
win.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	1.59	9.45	2.48									
		Indicate if catastrophic event is in a month	no	no	no									
		Total # of unadjusted outage report tickets	4	4	1									
Una	djusted Out	Total # of repair tickets restored in < 24hrs	3	4	1									
of S	ervice Report	% of repair tickets restored ≤ 24 Hours	75.00%	100.00%	100.00%									
	-	Sum of the duration of all outages (hh:mm)	55.13	37.78	2.48									
		Avg. outage duration (hh:mm)	13.78	9.45	2.48									
Refu	unds	Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	0	0	0									
Ans	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
Rep	orts,Billing & Non-Billing) Min.	Total # of call seconds to reach live agent												
stan	idard = 80% of calls ≤ 60	· · · · · · · · · · · · · · · · · · ·												
seco	onds to reach live agent (w/ a	% ≤ 60 seconds												
	onds to reach live agent (w/ a													

menu option to reach live agent)

Primary Utility Contact Information

Name: Fred Lofy

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Email: fredl@ponderosatel.com

	Company Name:	The Ponderosa Telephone	Co.				U#:	1014-C	-		Report Y	ear:	2019	_
	Reporting Unit Type:	Total Company Exchange Wire Center					Reportin	g Unit Na	me:	Shaver				-
	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)	
			Jan	1st Quarter Feb	Mar	Apr	2nd Quarte Mav	r Jun	Jul	3rd Quarte Aug	r Sep	Oct	4th Quarte Nov	r Dec
		Total # of business days	26.31	0.42	26.38	7.421	inay	Vull	oui	rug	000			200
	Illation Interval	Total # of service orders	12.00	3.00	14.00									
win.	standard = 5 bus. days	Avg. # of business days	2.19	0.14	1.88									
		Total # of installation commitments	12.00	3.00	14.00									
	Illation Commitment	Total # of installation commitment met	12.00	3.00	14.00									
met	standard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00								1	l
mer		% of commitment met	100%	100%	100%									
Cust	omers	Acct # for voice or bundle, res+bus	1560	1561	1566								1	
Cust	omer Trouble Report													
	6% (6 per 100 working lines	Total # of working lines												
_	for units w/ \geq 3,000 lines)	Total # of trouble reports												
ard	for units w/ \geq 3,000 lines)	% of trouble reports												
Standard	8% (8 per 100 working lines	Total # of working lines	1619	1618	1621									
stal		Total # of trouble reports	10	16	18									
	r units w/ 1,001 - 2,999 lines)	% of trouble reports	1%	0.99%	1.11%									
Min.	10% (10 per 100 working lines	Total # of working lines												
-	for units w/ \leq 1,000 lines)	Total # of trouble reports												
	101 α m s w/ β 1,000 m es)	% of trouble reports												
		Total # of outage report tickets	6	10	11									
Adju	stad	Total # of repair tickets restored in < 24hrs	6	10	10									
	of Service Report	% of repair tickets restored ≤ 24 Hours	100%	100%	91%									
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	50.47	20.67	0.00									
IVIII I.	standard = 90 % within 24 ms	Avg. outage duration (hh:mm)	8.41	2.07	0.00									
		Indicate if catastrophic event is in a month	no	no	no									
		Total # of unadjusted outage report tickets	6	13	13									
			6	11	11									
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	100%	85%	85%									
		Sum of the duration of all outages (hh:mm)	50.47	669.95	461.30									
		Avg. outage duration (hh:mm)	8.41	51.53	35.48									
Refu	nds	Number of customers who received refunds	0	0	5		1							
		Monthly amount of refunds	0.00	0.00	183.75									
								1		_				
	ver Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
	orts,Billing & Non-Billing)	Total # of call seconds to reach live agent												
	standard = 80% of calls \leq 60	% ≤ 60 seconds												
	nds to reach live agent (w/ a						1	I					1	
men	u option to reach live agent)]												

Primary Utility Contact Information

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Date Adopted: 7/28/09

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

	Measurement (Con	npile monthly, file quarterly)	(Date filed 05/15/19)			Date filed (08/14/19)		Date filed (11/14/2019) 3rd Quarter			Date filed (2/14/20)		
	Measurement (Oon	nphe montiny, me quarterly)	1	st Quarter			2nd Quarte	r		3rd Quarter			4th Quarte	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inst	allation Interval	Total # of business days	24.38	36.32	46.42									
	standard - 5 bus davs	Total # of service orders	11.00	14.00	17.00									
IVIIII.	standard = 5 bus. days	Avg. # of business days	2.22	2.59	2.73									
Inct	allation Commitment	Total # of installation commitments	11.00	14.00	17.00									
	standard = 95% commitment	Total # of installation commitment met	11.00	14.00	17.00									
met	standard = 95% communent	Total # of installation commitment missed	0.00	0.00	0.00									
mer		% of commitment met	100%	100%	100%									
Cust	tomers	Acct # for voice or bundle, res+bus	2116	2111	2108									
Cust	tomer Trouble Report													
	6% (6 per 100 working lines	Total # of working lines												
_		Total # of trouble reports												
Standard	for units w/ ≥ 3,000 lines)	% of trouble reports												
pu	8% (8 per 100 working lines	Total # of working lines	2534	2523	2531									
itai	for units w/ 1,001 - 2,999 lines)	Total # of trouble reports	28	21	28									
	ior units w/ 1,001 - 2,999 lines)	% of trouble reports	1%	0.83%	1.11%									
Min.	10% (10 per 100 working lines for units w/ < 1 000 lines)	Total # of working lines												
-		Total # of trouble reports												
	for units w/ \leq 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	15	14	17									
Adju	atad	Total # of repair tickets restored in < 24hrs	15	14	17									
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	of Service Report standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	115.05	71.83	81.57									
IVIIII.	standard = 90% within 24 ms	Avg. outage duration (hh:mm)	7.67	5.13	4.80									
		Indicate if catastrophic event is in a month	no	no	no									
		Total # of unadjusted outage report tickets	17	15	19									
Una	djusted Out	Total # of repair tickets restored in < 24hrs	15	15	18									
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	88%	100%	95%									
		Sum of the duration of all outages (hh:mm)	144.40	78.83	125.43									
		Avg. outage duration (hh:mm)	8.49	5.26	6.60									
Refu	Inds	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												
	dard = 80% of calls ≤ 60													
seco	onds to reach live agent (w/ a	% ≤ 60 seconds												
	u option to reach live agent)													
		1												

Primary Utility Contact Information

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Company Name:	e Co.			U#: <u>1014-C</u>			Report Year:			2019	_		
Reporting Unit Type:	☐Total Company	ter				Reportin	g Unit Na	me:	Wishon				-
Maggurgmont (Co	Measurement (Compile monthly, file quarterly)					Date filed (08/14/19)			Date filed (11/14/2019)			Date filed (2/14/20)	
weasurement (Co	mplie monthly, file quarterly)	1	(05/15/19) 1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval	Total # of business days	0.00	0.00	2.56									
Installation Interval	Total # of service orders	0.00	0.00	1.00									
Min. standard = 5 bus. days	Avg. # of business days	0.00	0.00	2.56									
	Total # of installation commitments	0.00	0.00	1.00									
Installation Commitment	Total # of installation commitment met	0.00	0.00	1.00									

			0.00	2.50									
Installation Commitment	Total # of installation commitments	0.00	0.00	1.00									
	Total # of installation commitment met	0.00	0.00	1.00									
	Total # of installation commitment missed	0.00	0.00	0.00									
	% of commitment met	0%	0%	100%									
omers	Acct # for voice or bundle, res+bus	29	30	33									
omer Trouble Report													
for units $w/ > 2.000$ lines)													
	Total # of trouble reports												
		69	70	72									
for units $w/ < 1.000$ lines)		13	4	0									
		19%	5.71%	0.00%									
		0	0	0									
			0	•									
f Service Peport													
tandard – 90% within 24 hrs													
		0.00	0.00	0.00									
		no	no	no									
			39.52										
			0	· ·									
	Monthly amount of refunds	159.01	0.00	0.00									
						1							
	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% < 60 seconds												
nds to reach live agent (w/ a	/0 2 00 5000105					1	I						l
option to reach live agent)													
	tandard = 95% commitment mers mer Trouble Report 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) ted f Service Report tandard = 90% within 24 hrs justed Out vice Report usted Out rtice Report tandard = 10% within 24 hrs usted Out vice Report tandard = 10% within 24 hrs 10% (10 per 100 working lines) ted f Service Report tandard = 90% within 24 hrs inter tandard = 10% within 24 hrs tandard = 10% within 24 hrs	lation Commitment Total # of installation commitment met tandard = 95% commitment Total # of installation commitment met Total # of installation commitment met Total # of installation commitment met mmers Acct # for voice or bundle, res+bus mmer Trouble Report Total # of working lines 6% (6 per 100 working lines Total # of trouble reports for units w/ ≥ 3,000 lines) % of trouble reports 8% (8 per 100 working lines Total # of working lines Total # of trouble reports Total # of trouble reports 10% (10 per 100 working lines) Total # of trouble reports 10% (10 per 100 working lines) Total # of trouble reports for units w/ ≤ 1,000 lines) Total # of rouble reports for units w/ ≤ 1,000 lines) Total # of rouble reports for units w/ ≤ 1,000 lines) Total # of repair tickets restored in ≤ 24hrs % of repair tickets restored ≤ 24 Hours Sum of the duration of all outages (hh:mm) Avg. outage duration (hh:mm) Indicate if catastrophic event is in a month Total # of repair tickets restored ≤ 24 Hours Sum of the duration of all outages (hh:mm) Avg. outage duration (hh:mm) Avg. outage duration (hh:mm) Number of customers who received	lation Commitment Total # of installation commitment met 0.00 Total # of installation commitment met 0.00 % of commitment met 0% mmer Trouble Report 0% 6% (6 per 100 working lines Total # of working lines for units w/ ≥ 3,000 lines) Total # of working lines 8% (8 per 100 working lines Total # of working lines for units w/ 1,001 - 2,999 lines) Total # of working lines 10% (10 per 100 working lines) Total # of trouble reports 10% (10 per 100 working lines) Total # of trouble reports 10% (10 per 100 working lines) Total # of trouble reports 10% (10 per 100 working lines) Total # of trouble reports 10% (10 per 100 working lines) Total # of trouble reports 10% (10 per 100 working lines) Total # of oroutage report for all # of repair tickets restored in ≤ 24hrs 0 % of trouble reports 13 % of repair tickets restored ≤ 24 Hours 0% Sum of the duration of all outages (hh:mm) 0.00 Indicate if catastrophic event is in a month no Yuce Report Total # of repair tickets restored ≤ 24 Hours 50% Sum of the	lation Commitment Total # of installation commitment met 0.00 0.00 mers Acct # for voice or bundle, res+bus 29 30 mer Trouble Report Total # of installation commitment missed 0.00 0.00 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) Total # of working lines 1 1 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) Total # of working lines 1 1 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) Total # of working lines 0 0 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) Total # of working lines 69 70 10% (10 per 100 working lines Total # of working lines 0 0 10% (10 per 100 working lines Total # of working lines 13 4 % of trouble reports 13 4 0 0 0 10% (10 per 100 working lines Total # of working lines 0 0 0 0 10% of trouble reports 13 4 4 0 0 0 0 10al # of orepair tickets restored is 24Hrous 0 0 0 0 0 0	lation Commitment tandard = 95% commitmenttandard = 95% commitmentTotal # of installation commitment met0.000.001.00% of commitment met0%0%100%mersAcct # for voice or bundle, res+bus293033mer Trouble Report111100%6% (6 per 100 working lines for units w/ ≥ 3,000 lines)Total # of working lines Total # of trouble reports118% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)Total # of trouble reports1110% (10 per 100 working lines for units w/ ≤ 1,000 lines)Total # of trouble reports1110% (10 per 100 working lines for units w/ ≤ 1,000 lines)Total # of trouble reports1340% of trouble reports1340000% of trouble reports134000% of trouble reports134000% of trouble reports134000% of trouble reports00000% of trouble reports00000% of trouble reports134000% of trouble reports00000% of trouble reports00000% of trouble reports134000% of trouble reports134000% of troubl	lation Commitment tandard = 95% commitmenttandard = 95% commitmentTotal # of installation commitment met0.000.001.00% of commitment met0%0%100%mersAcct # for voice or bundle, res+bus293033mer Trouble Report71018 / or voice or bundle, res+bus2930336% (6 per 100 working lines for units w/ ≥ 3,000 lines)71018 / or voice or bundle, res+bus2930337771018 / or voice or bundle, res+bus1008 / or voice or bundle, res+bus8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)71018 / or vorking lines for units w/ 1,001 - 2,999 lines)1008 / or voice or bundle, res+bus1008 / or voice or bundle, res+bus10% (10 per 100 working lines for units w/ ≤ 1,000 lines)71340772772772104 # of trouble reports13407% of trouble reports13408% of trouble reports13409% of trouble reports1340108114 # of outage report tickets000109% within 24 hrsSum of the duration of all outages (hh:mm)0.000.001012 # of repair tickets restored ≤ 24 Hours0%0%0%109% within 24 hrsSum of the duration of all outages (hh:mm)<	Total # of installation commitment met 0.00 0.00 1.00 mer s Acct # for voice or bundle, res+bus 29 30 33 mer Trouble Report 701 # of installation commitment missed 0.00 0.00 0.00 % (6 per 100 working lines for units w/ ≥ 3,000 lines) Total # of working lines 1 1 1 % (8 per 100 working lines for units w/ 1,001 - 2,999 lines Total # of trouble reports 1 1 1 10% (10 per 100 working lines for units w/ 1,001 - 2,999 lines Total # of trouble reports 1 1 1 1 10% (10 per 100 working lines for units w/ 1,000 lines) Total # of trouble reports 1 1 1 0 1 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) Total # of trouble reports 13 4 0 1 1 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) Total # of repart tickets restored in ≤ 24hrs 0 0 0 1 10% of trouble reports 13 4 0 1 1 1 0 0 0 1	lation Commitment Total # of installation commitment met 0.00 0.00 1.00 Total # of installation commitment missed 0.00 0.00 0.00 0.00 mer S Acct # for voice or bundle, res+bus 29 30 33	lation Commitment tandard = 95% commitment mer s Total # of installation commitment met % of commitment met 0.00 0.00 1.00 mer s Acct # for voice or bundle, res+bus 29 30 33	lation Commitment tandard = 95% commitment Total # of installation commitment met 0.00 0.00 1.00 Total # of installation commitment missed 0.00 0.00 0.00 0.00 mer s Acct # for voice or bundle, res+bus 29 30 33 0 0 mer Trouble Report % of commitment met 0% 0% 0% 0% 0% 0% % (6 per 100 working lines for units w ≥ 3,000 lines) Total # of working lines for units w ≥ 3,000 lines) Total # of working lines for units w 1,001 - 2,999 lines Total # of working lines for units w 1,001 - 2,999 lines Total # of working lines for units w 1,000 lines) 0<	lation Commitment tandard = 95% commitment Total # of installation commitment met 0.00 0.00 1.00 Total # of installation commitment missed 0.00 0.	lation Commitment tandard = 95% commitment Total # of installation commitment met 0.00 0.00 1.00 Image: Commitment met installation commitment missed 0.00 0.00 0.00 Image: Commitment met installation commitment missed 0.00 0.00 Image: Commitment met installation commitment missed 0.00 0.00 Image: Commitment met installation commitmet met installation commitment met installatinstallation commi	Lation Commitment tandard = 95% commitment Total # of installation commitment met 0.00 0.00 1.00 Image: Commitment Tandard = 95% commitment met Image: Commitment Tandard = 95% commitment met 0.00 0.00 0.00 0.00 Image: Commitment Tandard = 95% commitment met Image: Commitment Tandard = 95% commitment met 0.00 0.00 0.00 0.00 Image: Commitment Tandard = 95% commitment met Image: Commitment Tandard = 95% commitment met Image: Commitment Tandard = 95% commitment met 0.00 0.00 0.00 Image: Commitment Tandard = 95% commitment met Image: Commitment met Image: Commitment met </td

Primary Utility Contact Information

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Email: fredl@ponderosatel.com

Company Name:	The	Ponderosa T	elephone Co.	U#: <u>1014-C</u>	Report Year:	2019
Reporting Unit Type:	Total Company	✓Exchange	Wire Center	Reporting Unit Name:	O'Neals	

	Measurement (Con	npile monthly, file quarterly)		Date filed (05/15/19)			Date filed (08/14/19)		Date filed (11/14/2019) 3rd Quarter			Date filed (2/14/20) 4th Quarter		
			Jan 1	st Quarter Feb	Mar	Apr	2nd Quarte May	r Jun	Jul	3rd Quarter Aug	Sep	Oct	4th Quarter	r Dec
		Total # of business days	0.00	0.00	5.35	Арг	iviay	Jun	Jui	Aug	Sep	001	NOV	Dec
	allation Interval	Total # of service orders	0.00	0.00	2.00									
Min.		Avg. # of business days	0.00	0.00	2.68									
		Total # of installation commitments	0.00	0.00	2.00									<u> </u>
	allation Commitment	Total # of installation commitment met	0.00	0.00	2.00									
	standard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00									
met		% of commitment met	0.00	0.00	100%			-						ł
Cue		Acct # for voice or bundle, res+bus	243	243	242									ł
-	tomer Trouble Report		240	240	242									
ous		Total # of working lines												<u> </u>
	6% (6 per 100 working lines	Total # of trouble reports												
2	tor unite $W/ \geq 3 (100)$ lines)	% of trouble reports		1	1						-			ł
Standard		Total # of working lines												
tar	8% (8 per 100 working lines	Total # of trouble reports												
	for units w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.	10% (10 per 100 working lines $\frac{T}{T}$ for units w/ ≤ 1,000 lines)	Total # of working lines	309	309	308									
		Total # of trouble reports	4	17	12									
		% of trouble reports	1%	5.50%	3.90%									
		Total # of outage report tickets	0	12	8									
بناہ ۸	isted	Total # of repair tickets restored in < 24hrs	0	12	8									
	of Service Report	% of repair tickets restored ≤ 24 Hours	0%	100%	100%									
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	0.00	56.60	22.70									
iviiri.	standard = 90% within 24 firs	Avg. outage duration (hh:mm)	0.00	4.72	2.84									
		Indicate if catastrophic event is in a month	no	no	no									
		Total # of unadjusted outage report tickets	0	15	8									
		Total # of repair tickets restored in < 24hrs	0	15	8									
of S	ervice Report	% of repair tickets restored ≤ 24 Hours	0%	100%	100%									
		Sum of the duration of all outages (hh:mm)	0.00	116.15	22.70									
		Avg. outage duration (hh:mm)	0.00	7.74	2.84									
Refu		Number of customers who received refunds	0	0	0									L
		Monthly amount of refunds	0.00	0.00	0.00									<u> </u>
Anc	Inswer Time (Trouble Total # of calls for TR, Billing & Non-Billing												1	1
														├
	orts,Billing & Non-Billing) Min. dard = 80% of calls ≤ 60	Total # of call seconds to reach live agent												
		% ≤ 60 seconds												
	onds to reach live agent (w/ a													

menu option to reach live agent)

Primary Utility Contact Information

Name: Fred Lofy

Phone: 559-868-6376

Email: fredl@ponderosatel.com

Company Name:	The	Ponderosa	Telephone Co.	U#:	1014-C	Report Year:	2019
Reporting Unit Type:	Total Company	✓Exchange	Wire Center	Reporti	ng Unit Name:	North Fork	

Measurement (Compile monthly, file quarterly)			(Date filed 05/15/19) st Quarter		Date filed (08/14/19) 2nd Quarter			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	
Installation Interval		Total # of business days	9.37	18.34	25.43									
		Total # of service orders	4.00	8.00	14.00									
Min. standard = 5 bus. days		Avg. # of business days	2.34	2.29	1.82									
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitments	4.00	8.00	14.00									
		Total # of installation commitment met	4.00	8.00	14.00									
		Total # of installation commitment missed	0.00	0.00	0.00		1							
		% of commitment met	100%	100%	100%									
Cus	tomers	Acct # for voice or bundle, res+bus	1502	1494	1490									
Customer Trouble Report														
	•	Total # of working lines											1	
_	or unite $W/ \geq 3 (100)$ lines)	Total # of trouble reports					1							
Standard	for units w/ 2 3,000 lines)	% of trouble reports					1							
ğ	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	1702	1695	1694									
taı		Total # of trouble reports	33	50	37									
		% of trouble reports	2%	2.95%	2.18%									
Min.	10% (10 per 100 working lines for units w/ \leq 1,000 lines)	Total # of working lines												
~		Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	20	34	24									
۰. مانه	ustod	Total # of repair tickets restored in < 24hrs	20	34	23									
	isted	% of repair tickets restored ≤ 24 Hours	100%	100%	96%									
	of Service Report standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	157.68	208.77	98.53									
win.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	7.88	6.14	4.11									
		Indicate if catastrophic event is in a month	no	no	no									
		Total # of unadjusted outage report tickets	20	39	25									
Una	djusted Out	Total # of repair tickets restored in < 24hrs	20	37	23									
of S	ervice Report	% of repair tickets restored ≤ 24 Hours	100%	95%	92%									
		Sum of the duration of all outages (hh:mm)	157.68	301.43	222.27									
		Avg. outage duration (hh:mm)	7.88	7.73	8.89									
Refunds		Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	0.00	0.00	0.00									
Ans	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
Rep	orts,Billing & Non-Billing) Min.	Total # of call seconds to reach live agent												
standard = 80% of calls ≤ 60		· · · · · · · · · · · · · · · · · · ·												
seco	onds to reach live agent (w/ a	% ≤ 60 seconds												L
menu option to reach live agent)														

menu option to reach live agent)

Primary Utility Contact Information

Name: Fred Lofy

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Company Name:	The	Ponderosa 7	ſelephone Co.	U#: <u>1014</u>	4-C	Report Year:	2019
Reporting Unit Type:	Total Company	✓Exchange	Wire Center	Reporting Un	nit Name:	Big Creek	

Measurement (Compile monthly, file quarterly)				Date filed (05/15/19) st Quarter		Date filed (08/14/19) 2nd Quarter			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			3.99	1.89	0.20	, thi	inay	oun	vui	rug	000	000		
Installation Interval Min. standard = 5 bus. days		Total # of service orders	3.00	1.00	1.00								+	
		Avg. # of business days	1.33	1.89	0.20								+	
		Total # of installation commitments	3.00	1.00	1.00								+	
	allation Commitment	Total # of installation commitment met	3.00	1.00	1.00									
Min. standard = 95% commitment		Total # of installation commitment missed	0.00	0.00	0.00					1			+	
met		% of commitment met	100%	100%	100%								+	
Cust	omers	Acct # for voice or bundle, res+bus	414	414	411								·	
Customer Trouble Report			114	114									+'	
5431	· ·	Total # of working lines											t'	<u> </u>
	6% (6 per 100 working lines	Total # of trouble reports											t'	
Standard	for units w/ \geq 3,000 lines)	% of trouble reports											+	
Ida	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines											1	
tar		Total # of trouble reports											+	
		% of trouble reports												
Min.	10% (10 per 100 working lines for units w/ \leq 1,000 lines)	Total # of working lines	351	351	350									
2		Total # of trouble reports	1	5	5		1							1
		% of trouble reports	0%	1.42%	1.43%		1			1				1
		Total # of outage report tickets	0	2	3		1							1
A	at a d	Total # of repair tickets restored in ≤ 24hrs	0	2	2		1			1				1
	sted	% of repair tickets restored ≤ 24 Hours	0%	100%	67%								1	
	of Service Report standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	0.00	6.38	33.93								1	
win.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	0.00	3.19	11.31									
		Indicate if catastrophic event is in a month	no	no	no									
		Total # of unadjusted outage report tickets	1	3	3									
Unad	djusted Out	Total # of repair tickets restored in < 24hrs	0	3	2									
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	0%	100%	67%									
		Sum of the duration of all outages (hh:mm)	24.98	9.40	33.93									
		Avg. outage duration (hh:mm)	24.98	3.13	11.31									
Refu	Inds	Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	0.00	0.00	0.00									
	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing											 '	L
	orts,Billing & Non-Billing) Min	Total # of call seconds to reach live agent												
	dard = 80% of calls \leq 60 onds to reach live agent (w/ a	% ≤ 60 seconds												
	u option to reach live agent (w/ a			•										
men	u option to reach live agent)													

Primary Utility Contact Information

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Company Name:	The	Ponderosa	Telephone Co.	U#: <u>1014-C</u>	0	Report Year:	2019
Reporting Unit Type:	Total Company	✓Exchange	Wire Center	Reporting Unit N	Name: (Cima	

Measurement (Compile monthly, file quarterly)		Date filed (05/15/19) 1st Quarter			Date filed (08/14/19) 2nd Quarter			Date filed (11/14/2019) 3rd Quarter			Date filed (2/14/20) 4th Quarter			
		Jan	Feb	Mar	Apr	Zna Quarte May	r Jun	Jul	Aug	Sep	Oct	Ath Quarte	Dec	
Installation Interval Total # of business days			0.03	0.00	0.04			••••	• •					
		Total # of service orders	1.00	0.00	1.00									
Min.	standard = 5 bus. days	Avg. # of business days	0.03	0.00	0.04									
		Total # of installation commitments	1.00	0.00	1.00		1							
	allation Commitment	Total # of installation commitment met	1.00	0.00	1.00									
	standard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00									
met		% of commitment met	100%	0%	100%									
Cus		Acct # for voice or bundle, res+bus	36	36	36									
Cus	tomer Trouble Report		1											
	•	Total # of working lines												
	6% (6 per 100 working lines	Total # of trouble reports	1											
Standard	for units w/ \geq 3,000 lines)	% of trouble reports	1				1							
ğ	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	1				1							
tar		Total # of trouble reports	1											
		% of trouble reports	1				1							
Min.	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	45	45	46									
~		Total # of trouble reports	4	1	1									
		% of trouble reports	9%	2.22%	2.17%									
	•	Total # of outage report tickets	1	1	1									
۰. مانه	ustad	Total # of repair tickets restored in < 24hrs	0	0	1									
	usted	% of repair tickets restored ≤ 24 Hours	0%	0%	100%									
	of Service Report	Sum of the duration of all outages (hh:mm)	241.50	145.37	3.52									
win.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	241.50	145.37	3.52									
		Indicate if catastrophic event is in a month	no	no	no									
		Total # of unadjusted outage report tickets	2	1	1									
Una	djusted Out	Total # of repair tickets restored in < 24hrs	0	0	1									
of S	ervice Report	% of repair tickets restored ≤ 24 Hours	0%	0%	100%									
		Sum of the duration of all outages (hh:mm)	1490.67	169.37	3.52									
		Avg. outage duration (hh:mm)	745.33	169.37	3.52									
Refunds		Number of customers who received refunds	1	4	0									
		Monthly amount of refunds	52.50	39.10	0.00									
Ans	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
	orts,Billing & Non-Billing) Min.	Total # of call seconds to reach live agent												
standard = 80% of calls ≤ 60		% ≤ 60 seconds												
	onus to reach live agent (w/ a						L	I					1	
menu option to reach live agent)		1												

menu option to reach live agent)

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