

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company

| 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) | | |
|--|---|----------------------------|---------|--------|--------------------------|-----|-----|----------------------------|-----|-----|-------------------------|-----|-----|
| | | 1st Quarter | | | 2nd Quarter | | | 3rd Quarter | | | 4th Quarter | | |
| | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
| Installation Interval Min. standard = 5 bus. days | Total # of business days | 67.80 | 61.69 | 110.02 | | | | | | | | | |
| | Total # of service orders | 32.00 | 28.00 | 52.00 | | | | | | | | | |
| | Avg. # of business days | 2.12 | 2.20 | 2.12 | | | | | | | | | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 32.00 | 28.00 | 52.00 | | | | | | | | | |
| | Total # of installation commitment met | 32.00 | 28.00 | 52.00 | | | | | | | | | |
| | Total # of installation commitment missed | 0.00 | 0.00 | 0.00 | | | | | | | | | |
| | % of commitment met | 100% | 100% | 100% | | | | | | | | | |
| Customers | Acct # for voice or bundle, res+bus | 6285 | 6273 | 6268 | | | | | | | | | |
| Customer Trouble Report | | | | | | | | | | | | | |
| Min. Standard | 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) | Total # of working lines | | | | | | | | | | | |
| | | Total # of trouble reports | | | | | | | | | | | |
| | | % of trouble reports | | | | | | | | | | | |
| | 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) | Total # of working lines | 5855 | 5836 | 5846 | | | | | | | | |
| | | Total # of trouble reports | 71 | 87 | 83 | | | | | | | | |
| | | % of trouble reports | 1% | 1.49% | 1.42% | | | | | | | | |
| | 10% (10 per 100 working lines for units w/ ≤ 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% | | | | | | | | |
| Adjusted Out of Service Report Min. standard = 90% within 24 hrs | Total # of outage report tickets | 45 | 77 | 65 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 44 | 76 | 62 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 98% | 99% | 95% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 569.47 | 547.40 | 242.73 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 12.65 | 7.11 | 3.73 | | | | | | | | | |
| | Indicate if catastrophic event is in a month | | | | | | | | | | | | |
| Unadjusted Out of Service Report | Total # of unadjusted outage report tickets | 62 | 94 | 70 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 50 | 88 | 64 | | | | | | | | | |
| | % 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 | | | | | | | | | |
| Refunds | Number of customers who received refunds | 26.00 | 4.00 | 5.00 | | | | | | | | | |
| | Monthly amount of refunds | 211.51 | 39.10 | 183.75 | | | | | | | | | |
| Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent) | | | | | | | | | | | | | |
| | Total # of calls for TR, Billing & Non-Billing | | | | | | | | | | | | |
| | Total # of call seconds to reach live agent | | | | | | | | | | | | |
| | % ≤ 60 seconds | | | | | | | | | | | | |

Primary Utility Contact Information

Name: Fred Lofy

Phone: 559-868-6376

Email: 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)

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Friant

| 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) | | |
|--|---|----------------------------|---------|---------|--------------------------|-----|-----|----------------------------|-----|-----|-------------------------|-----|-----|
| | | 1st Quarter | | | 2nd Quarter | | | 3rd Quarter | | | 4th Quarter | | |
| | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
| Installation Interval Min. standard = 5 bus. days | Total # of business days | 3.72 | 4.71 | 3.64 | | | | | | | | | |
| | Total # of service orders | 1.00 | 2.00 | 2.00 | | | | | | | | | |
| | Avg. # of business days | 3.72 | 2.36 | 1.82 | | | | | | | | | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 1.00 | 2.00 | 2.00 | | | | | | | | | |
| | Total # of installation commitment met | 1.00 | 2.00 | 2.00 | | | | | | | | | |
| | Total # of installation commitment missed | 0.00 | 0.00 | 0.00 | | | | | | | | | |
| | % of commitment met | 100% | 100% | 100% | | | | | | | | | |
| Customers | Acct # for voice or bundle, res+bus | 385 | 384 | 382 | | | | | | | | | |
| Customer Trouble Report | | | | | | | | | | | | | |
| Min. Standard | 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) | Total # of working lines | | | | | | | | | | | |
| | | Total # of trouble reports | | | | | | | | | | | |
| | | % of trouble reports | | | | | | | | | | | |
| | 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) | Total # of working lines | | | | | | | | | | | |
| | | Total # of trouble reports | | | | | | | | | | | |
| | | % of trouble reports | | | | | | | | | | | |
| | 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) | Total # of working lines | 797 | 799 | 797 | | | | | | | | |
| | | Total # of trouble reports | 7 | 7 | 1 | | | | | | | | |
| | | % of trouble reports | 1% | 0.88% | 0.13% | | | | | | | | |
| Adjusted Out of Service Report Min. standard = 90% within 24 hrs | Total # of outage report tickets | 3 | 4 | 1 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 3 | 4 | 1 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 100% | 100% | 100% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 4.77 | 37.78 | 2.48 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 1.59 | 9.45 | 2.48 | | | | | | | | | |
| | Indicate if catastrophic event is in a month | no | no | no | | | | | | | | | |
| Unadjusted Out of Service Report | Total # of unadjusted outage report tickets | 4 | 4 | 1 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 3 | 4 | 1 | | | | | | | | | |
| | % 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 | | | | | | | | | |
| Refunds | Number of customers who received refunds | 0 | 0 | 0 | | | | | | | | | |
| | Monthly amount of refunds | 0 | 0 | 0 | | | | | | | | | |
| Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent) | Total # of calls for TR, Billing & Non-Billing | | | | | | | | | | | | |
| | Total # of call seconds to reach live agent | | | | | | | | | | | | |
| | % ≤ 60 seconds | | | | | | | | | | | | |

Primary Utility Contact Information

Name: Fred Lofy

Phone: 559-868-6376

Email: 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)

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Shaver

| 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) | | |
|---|---|----------------------------|--------|--------|--------------------------|-----|-----|----------------------------|-----|-----|-------------------------|-----|-----|
| | | 1st Quarter | | | 2nd Quarter | | | 3rd Quarter | | | 4th Quarter | | |
| | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
| Installation Interval Min. standard = 5 bus. days | Total # of business days | 26.31 | 0.42 | 26.38 | | | | | | | | | |
| | Total # of service orders | 12.00 | 3.00 | 14.00 | | | | | | | | | |
| | Avg. # of business days | 2.19 | 0.14 | 1.88 | | | | | | | | | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 12.00 | 3.00 | 14.00 | | | | | | | | | |
| | Total # of installation commitment met | 12.00 | 3.00 | 14.00 | | | | | | | | | |
| | Total # of installation commitment missed | 0.00 | 0.00 | 0.00 | | | | | | | | | |
| | % of commitment met | 100% | 100% | 100% | | | | | | | | | |
| Customers | Acct # for voice or bundle, res+bus | 1560 | 1561 | 1566 | | | | | | | | | |
| Customer Trouble Report | | | | | | | | | | | | | |
| Min. Standard | 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) | Total # of working lines | | | | | | | | | | | |
| | | Total # of trouble reports | | | | | | | | | | | |
| | | % of trouble reports | | | | | | | | | | | |
| 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) | Total # of working lines | 1619 | 1618 | 1621 | | | | | | | | | |
| | Total # of trouble reports | 10 | 16 | 18 | | | | | | | | | |
| | % of trouble reports | 1% | 0.99% | 1.11% | | | | | | | | | |
| 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) | Total # of working lines | | | | | | | | | | | | |
| | Total # of trouble reports | | | | | | | | | | | | |
| | % of trouble reports | | | | | | | | | | | | |
| Adjusted Out of Service Report Min. standard = 90% within 24 hrs | Total # of outage report tickets | 6 | 10 | 11 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 6 | 10 | 10 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 100% | 100% | 91% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 50.47 | 20.67 | 0.00 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 8.41 | 2.07 | 0.00 | | | | | | | | | |
| | Indicate if catastrophic event is in a month | no | no | no | | | | | | | | | |
| Unadjusted Out of Service Report | Total # of unadjusted outage report tickets | 6 | 13 | 13 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 6 | 11 | 11 | | | | | | | | | |
| | % 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 | | | | | | | | | |
| Refunds | Number of customers who received refunds | 0 | 0 | 5 | | | | | | | | | |
| | Monthly amount of refunds | 0.00 | 0.00 | 183.75 | | | | | | | | | |
| Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent) | Total # of calls for TR, Billing & Non-Billing | | | | | | | | | | | | |
| | Total # of call seconds to reach live agent | | | | | | | | | | | | |
| | % ≤ 60 seconds | | | | | | | | | | | | |

Primary Utility Contact Information

Name: Fred Lofy

Phone: 559-868-6376

Email: fredl@ponderosatel.com

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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)

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Auberry

| 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) | | |
|--|---|----------------------------|-------|--------|--------------------------|-----|-----|----------------------------|-----|-----|-------------------------|-----|-----|
| | | 1st Quarter | | | 2nd Quarter | | | 3rd Quarter | | | 4th Quarter | | |
| | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
| Installation Interval Min. standard = 5 bus. days | Total # of business days | 24.38 | 36.32 | 46.42 | | | | | | | | | |
| | Total # of service orders | 11.00 | 14.00 | 17.00 | | | | | | | | | |
| | Avg. # of business days | 2.22 | 2.59 | 2.73 | | | | | | | | | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 11.00 | 14.00 | 17.00 | | | | | | | | | |
| | Total # of installation commitment met | 11.00 | 14.00 | 17.00 | | | | | | | | | |
| | Total # of installation commitment missed | 0.00 | 0.00 | 0.00 | | | | | | | | | |
| | % of commitment met | 100% | 100% | 100% | | | | | | | | | |
| Customers | Acct # for voice or bundle, res+bus | 2116 | 2111 | 2108 | | | | | | | | | |
| Customer Trouble Report | | | | | | | | | | | | | |
| Min. Standard | 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) | Total # of working lines | | | | | | | | | | | |
| | | Total # of trouble reports | | | | | | | | | | | |
| | | % of trouble reports | | | | | | | | | | | |
| | 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) | Total # of working lines | 2534 | 2523 | 2531 | | | | | | | | |
| | | Total # of trouble reports | 28 | 21 | 28 | | | | | | | | |
| | | % of trouble reports | 1% | 0.83% | 1.11% | | | | | | | | |
| | 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) | Total # of working lines | | | | | | | | | | | |
| | | Total # of trouble reports | | | | | | | | | | | |
| | | % of trouble reports | | | | | | | | | | | |
| Adjusted Out of Service Report Min. standard = 90% within 24 hrs | Total # of outage report tickets | 15 | 14 | 17 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 15 | 14 | 17 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 100% | 100% | 100% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 115.05 | 71.83 | 81.57 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 7.67 | 5.13 | 4.80 | | | | | | | | | |
| | Indicate if catastrophic event is in a month | no | no | no | | | | | | | | | |
| Unadjusted Out of Service Report | Total # of unadjusted outage report tickets | 17 | 15 | 19 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 15 | 15 | 18 | | | | | | | | | |
| | % 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 | | | | | | | | | |
| Refunds | Number of customers who received refunds | 0 | 0 | 0 | | | | | | | | | |
| | Monthly amount of refunds | 0.00 | 0.00 | 0.00 | | | | | | | | | |
| Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent) | | | | | | | | | | | | | |
| | Total # of calls for TR, Billing & Non-Billing | | | | | | | | | | | | |
| | Total # of call seconds to reach live agent | | | | | | | | | | | | |
| | % ≤ 60 seconds | | | | | | | | | | | | |

Primary Utility Contact Information

Name: Fred Lofy

Phone: 559-868-6376

Email: 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)

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Wishon

| 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) | | |
|--|---|----------------------------|--------|-------|--------------------------|-----|-----|----------------------------|-----|-----|-------------------------|-----|-----|
| | | 1st Quarter | | | 2nd Quarter | | | 3rd Quarter | | | 4th Quarter | | |
| | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
| Installation Interval Min. standard = 5 bus. days | Total # of business days | 0.00 | 0.00 | 2.56 | | | | | | | | | |
| | Total # of service orders | 0.00 | 0.00 | 1.00 | | | | | | | | | |
| | Avg. # of business days | 0.00 | 0.00 | 2.56 | | | | | | | | | |
| Installation Commitment Min. standard = 95% commitment met | 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% | | | | | | | | | |
| Customers | Acct # for voice or bundle, res+bus | 29 | 30 | 33 | | | | | | | | | |
| Customer Trouble Report | | | | | | | | | | | | | |
| Min. Standard | 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) | Total # of working lines | | | | | | | | | | | |
| | | Total # of trouble reports | | | | | | | | | | | |
| | | % of trouble reports | | | | | | | | | | | |
| | 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) | Total # of working lines | | | | | | | | | | | |
| | | Total # of trouble reports | | | | | | | | | | | |
| | | % of trouble reports | | | | | | | | | | | |
| | 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) | Total # of working lines | 69 | 70 | 72 | | | | | | | | |
| | | Total # of trouble reports | 13 | 4 | 0 | | | | | | | | |
| | | % of trouble reports | 19% | 5.71% | 0.00% | | | | | | | | |
| Adjusted Out of Service Report Min. standard = 90% within 24 hrs | Total # of outage report tickets | 0 | 0 | 0 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 0 | 0 | 0 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 0% | 0% | 0% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 0.00 | 0.00 | 0.00 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 0.00 | 0.00 | 0.00 | | | | | | | | | |
| Indicate if catastrophic event is in a month | | no | no | no | | | | | | | | | |
| Unadjusted Out of Service Report | Total # of unadjusted outage report tickets | 12 | 4 | 0 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 6 | 3 | 0 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 50% | 75% | 0% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 307.08 | 158.08 | 0.00 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 25.59 | 39.52 | 0.00 | | | | | | | | | |
| Refunds | Number of customers who received refunds | 25 | 0 | 0 | | | | | | | | | |
| | Monthly amount of refunds | 159.01 | 0.00 | 0.00 | | | | | | | | | |
| Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent) | | | | | | | | | | | | | |
| Total # of calls for TR, Billing & Non-Billing | | | | | | | | | | | | | |
| Total # of call seconds to reach live agent | | | | | | | | | | | | | |
| % ≤ 60 seconds | | | | | | | | | | | | | |

Primary Utility Contact Information

Name: Fred Lofy

Phone: 559-868-6376

Email: 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)

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: O'Neals

| 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) | | |
|--|---|----------------------------|--------|-------|--------------------------|-----|-----|----------------------------|-----|-----|-------------------------|-----|-----|
| | | 1st Quarter | | | 2nd Quarter | | | 3rd Quarter | | | 4th Quarter | | |
| | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
| Installation Interval Min. standard = 5 bus. days | Total # of business days | 0.00 | 0.00 | 5.35 | | | | | | | | | |
| | Total # of service orders | 0.00 | 0.00 | 2.00 | | | | | | | | | |
| | Avg. # of business days | 0.00 | 0.00 | 2.68 | | | | | | | | | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 0.00 | 0.00 | 2.00 | | | | | | | | | |
| | Total # of installation commitment met | 0.00 | 0.00 | 2.00 | | | | | | | | | |
| | Total # of installation commitment missed | 0.00 | 0.00 | 0.00 | | | | | | | | | |
| | % of commitment met | 0% | 0% | 100% | | | | | | | | | |
| Customers | Acct # for voice or bundle, res+bus | 243 | 243 | 242 | | | | | | | | | |
| Customer Trouble Report | | | | | | | | | | | | | |
| Min. Standard | 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) | Total # of working lines | | | | | | | | | | | |
| | | Total # of trouble reports | | | | | | | | | | | |
| | | % of trouble reports | | | | | | | | | | | |
| | 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) | Total # of working lines | | | | | | | | | | | |
| | | Total # of trouble reports | | | | | | | | | | | |
| | | % of trouble reports | | | | | | | | | | | |
| | 10% (10 per 100 working lines 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% | | | | | | | | |
| Adjusted Out of Service Report Min. standard = 90% within 24 hrs | Total # of outage report tickets | 0 | 12 | 8 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 0 | 12 | 8 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 0% | 100% | 100% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 0.00 | 56.60 | 22.70 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 0.00 | 4.72 | 2.84 | | | | | | | | | |
| | Indicate if catastrophic event is in a month | no | no | no | | | | | | | | | |
| Unadjusted Out of Service Report | Total # of unadjusted outage report tickets | 0 | 15 | 8 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 0 | 15 | 8 | | | | | | | | | |
| | % 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 | | | | | | | | | |
| Refunds | Number of customers who received refunds | 0 | 0 | 0 | | | | | | | | | |
| | Monthly amount of refunds | 0.00 | 0.00 | 0.00 | | | | | | | | | |
| Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent) | | | | | | | | | | | | | |
| | Total # of calls for TR, Billing & Non-Billing | | | | | | | | | | | | |
| | Total # of call seconds to reach live agent | | | | | | | | | | | | |
| | % ≤ 60 seconds | | | | | | | | | | | | |

Primary Utility Contact Information

Name: Fred Lofy

Phone: 559-868-6376

Email: 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)

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: North Fork

| 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) | | |
|--|---|----------------------------|--------|--------|--------------------------|-----|-----|----------------------------|-----|-----|-------------------------|-----|-----|
| | | 1st Quarter | | | 2nd Quarter | | | 3rd Quarter | | | 4th Quarter | | |
| | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
| Installation Interval Min. standard = 5 bus. days | Total # of business days | 9.37 | 18.34 | 25.43 | | | | | | | | | |
| | Total # of service orders | 4.00 | 8.00 | 14.00 | | | | | | | | | |
| | 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 | | | | | | | | | |
| | % of commitment met | 100% | 100% | 100% | | | | | | | | | |
| Customers | Acct # for voice or bundle, res+bus | 1502 | 1494 | 1490 | | | | | | | | | |
| Customer Trouble Report | | | | | | | | | | | | | |
| Min. Standard | 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) | Total # of working lines | | | | | | | | | | | |
| | | Total # of trouble reports | | | | | | | | | | | |
| | | % of trouble reports | | | | | | | | | | | |
| | 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) | Total # of working lines | 1702 | 1695 | 1694 | | | | | | | | |
| | | Total # of trouble reports | 33 | 50 | 37 | | | | | | | | |
| | | % of trouble reports | 2% | 2.95% | 2.18% | | | | | | | | |
| | 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) | Total # of working lines | | | | | | | | | | | |
| | | Total # of trouble reports | | | | | | | | | | | |
| | | % of trouble reports | | | | | | | | | | | |
| Adjusted Out of Service Report Min. standard = 90% within 24 hrs | Total # of outage report tickets | 20 | 34 | 24 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 20 | 34 | 23 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 100% | 100% | 96% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 157.68 | 208.77 | 98.53 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 7.88 | 6.14 | 4.11 | | | | | | | | | |
| | Indicate if catastrophic event is in a month | no | no | no | | | | | | | | | |
| Unadjusted Out of Service Report | Total # of unadjusted outage report tickets | 20 | 39 | 25 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 20 | 37 | 23 | | | | | | | | | |
| | % 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 | | | | | | | | | |
| Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent) | | | | | | | | | | | | | |
| | Total # of calls for TR, Billing & Non-Billing | | | | | | | | | | | | |
| | Total # of call seconds to reach live agent | | | | | | | | | | | | |
| | % ≤ 60 seconds | | | | | | | | | | | | |

Primary Utility Contact Information

Name: Fred Lofy

Phone: 559-868-6376

Email: 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)

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Big Creek

| 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) | | |
|--|---|----------------------------|------|-------|--------------------------|-----|-----|----------------------------|-----|-----|-------------------------|-----|-----|
| | | 1st Quarter | | | 2nd Quarter | | | 3rd Quarter | | | 4th Quarter | | |
| | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
| Installation Interval Min. standard = 5 bus. days | Total # of business days | 3.99 | 1.89 | 0.20 | | | | | | | | | |
| | Total # of service orders | 3.00 | 1.00 | 1.00 | | | | | | | | | |
| | Avg. # of business days | 1.33 | 1.89 | 0.20 | | | | | | | | | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 3.00 | 1.00 | 1.00 | | | | | | | | | |
| | Total # of installation commitment met | 3.00 | 1.00 | 1.00 | | | | | | | | | |
| | Total # of installation commitment missed | 0.00 | 0.00 | 0.00 | | | | | | | | | |
| | % of commitment met | 100% | 100% | 100% | | | | | | | | | |
| Customers | Acct # for voice or bundle, res+bus | 414 | 414 | 411 | | | | | | | | | |
| Customer Trouble Report | | | | | | | | | | | | | |
| Min. Standard | 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) | Total # of working lines | | | | | | | | | | | |
| | | Total # of trouble reports | | | | | | | | | | | |
| | | % of trouble reports | | | | | | | | | | | |
| | 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) | Total # of working lines | | | | | | | | | | | |
| | | Total # of trouble reports | | | | | | | | | | | |
| | | % of trouble reports | | | | | | | | | | | |
| | 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) | Total # of working lines | 351 | 351 | 350 | | | | | | | | |
| | | Total # of trouble reports | 1 | 5 | 5 | | | | | | | | |
| | | % of trouble reports | 0% | 1.42% | 1.43% | | | | | | | | |
| Adjusted Out of Service Report Min. standard = 90% within 24 hrs | Total # of outage report tickets | 0 | 2 | 3 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 0 | 2 | 2 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 0% | 100% | 67% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 0.00 | 6.38 | 33.93 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 0.00 | 3.19 | 11.31 | | | | | | | | | |
| | Indicate if catastrophic event is in a month | no | no | no | | | | | | | | | |
| Unadjusted Out of Service Report | Total # of unadjusted outage report tickets | 1 | 3 | 3 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 0 | 3 | 2 | | | | | | | | | |
| | % 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 | | | | | | | | | |
| Refunds | Number of customers who received refunds | 0 | 0 | 0 | | | | | | | | | |
| | Monthly amount of refunds | 0.00 | 0.00 | 0.00 | | | | | | | | | |
| Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent) | | | | | | | | | | | | | |
| | Total # of calls for TR, Billing & Non-Billing | | | | | | | | | | | | |
| | Total # of call seconds to reach live agent | | | | | | | | | | | | |
| | % ≤ 60 seconds | | | | | | | | | | | | |

Primary Utility Contact Information

Name: Fred Lofy

Phone: 559-868-6376

Email: 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)

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: The Ponderosa Telephone Co.

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) | | |
|--|---|----------------------------|--------|-------|--------------------------|-----|-----|----------------------------|-----|-----|-------------------------|-----|-----|
| | | 1st Quarter | | | 2nd Quarter | | | 3rd Quarter | | | 4th Quarter | | |
| | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
| Installation Interval Min. standard = 5 bus. days | Total # of business days | 0.03 | 0.00 | 0.04 | | | | | | | | | |
| | Total # of service orders | 1.00 | 0.00 | 1.00 | | | | | | | | | |
| | Avg. # of business days | 0.03 | 0.00 | 0.04 | | | | | | | | | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 1.00 | 0.00 | 1.00 | | | | | | | | | |
| | Total # of installation commitment met | 1.00 | 0.00 | 1.00 | | | | | | | | | |
| | Total # of installation commitment missed | 0.00 | 0.00 | 0.00 | | | | | | | | | |
| | % of commitment met | 100% | 0% | 100% | | | | | | | | | |
| Customers | Acct # for voice or bundle, res+bus | 36 | 36 | 36 | | | | | | | | | |
| Customer Trouble Report | | | | | | | | | | | | | |
| Min. Standard | 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) | Total # of working lines | | | | | | | | | | | |
| | | Total # of trouble reports | | | | | | | | | | | |
| | | % of trouble reports | | | | | | | | | | | |
| | 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) | Total # of working lines | | | | | | | | | | | |
| | | Total # of trouble reports | | | | | | | | | | | |
| | | % of trouble reports | | | | | | | | | | | |
| | 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% | | | | | | | | |
| Adjusted Out of Service Report Min. standard = 90% within 24 hrs | Total # of outage report tickets | 1 | 1 | 1 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 0 | 0 | 1 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 0% | 0% | 100% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 241.50 | 145.37 | 3.52 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 241.50 | 145.37 | 3.52 | | | | | | | | | |
| | Indicate if catastrophic event is in a month | no | no | no | | | | | | | | | |
| Unadjusted Out of Service Report | Total # of unadjusted outage report tickets | 2 | 1 | 1 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 0 | 0 | 1 | | | | | | | | | |
| | % 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 | | | | | | | | | |
| Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent) | Total # of calls for TR, Billing & Non-Billing | | | | | | | | | | | | |
| | Total # of call seconds to reach live agent | | | | | | | | | | | | |
| | % ≤ 60 seconds | | | | | | | | | | | | |

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