Company Name:	The Ponderosa Telephone Co.	U#: <u>1014-C</u>	Report Year: 2020
Reporting Unit Type:	☑ Total Company □ Exchange □ Wire Center	Reporting Unit Name:	Total Company

	Measurement (Con	npile monthly, file quarterly)	(Date filed 05/15/20)			Date filed (08/14/20)	_		Date filed (11/14/2020)			Date filed (2/14/21)	
	,		Jan	st Quarter Feb	Mar	Apr	2nd Quarte May	r Jun	Jul	3rd Quarter Aug	Sep	Oct	4th Quarter	r Dec
		Total # of business days	47.83	82.21	131.40	дрі	widy	Jun	Jui	Aug	Jeh	001	NOV	Dec
	allation Interval	Total # of service orders	22.00	47.00	54.00									
Min.	standard = 5 bus. days	Avg. # of business days	2.17	1.75	2.43									
		Total # of installation commitments	22.00	47.00	54.00									
	allation Commitment	Total # of installation commitment met	22.00	47.00	54.00		1				-			
Min.	standard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00			-						
met		% of commitment met	100%	100%	100%									
Cue	tomers	Acct # for voice or bundle, res+bus	6236	6226	6233			-						
	tomer Trouble Report		0230	0220	0233			-						
Cus		Total # of working lines												
	6% (6 per 100 working lines	Total # of working lines Total # of trouble reports												<u> </u>
ē	for units w/ ≥ 3,000 lines)	% of trouble reports												
Standard		Total # of working lines	5848	5840	5848									
aŭ	8% (8 per 100 working lines	Total # of trouble reports	43	30	63			-						
	for units w/ 1,001 - 2,999 lines)	% of trouble reports	43	0.51%	1.08%									
Min.		Total # of working lines	1574	1570	1577									
Σ	10% (10 per 100 working lines	Total # of trouble reports	22	18	7									
	or units w/ \leq 1,000 lines) %	% of trouble reports	1%	1.15%	0.44%									
		Total # of outage report tickets	35	28	42									
		Total # of repair tickets restored in \leq 24hrs	33	28	41									
	isted	% of repair tickets restored ≤ 24 Hours	94%	100%	98%									
	of Service Report	Sum of the duration of all outages (hh:mm)	205.60	188.93	323.99									
Min.		Avg. outage duration (hh:mm)	5.87	6.75	7.71									
		Indicate if catastrophic event is in a month	0.07	0.70	7.71		1				-			
		Total # of unadjusted outage report tickets	37	31	45		1							
Una	djusted Out	Total # of repair tickets restored in \leq 24hrs	34	30	43									
	ervice Report	% of repair tickets restored ≤ 24 Hours	91.89%	96.77%	95.56%									
		Sum of the duration of all outages (hh:mm)	251.67	243.68	354.62		1							
		Avg. outage duration (hh:mm)	6.80	7.86	7.88									
Refu	inds	Number of customers who received refunds	0.00	0.00	1.00		1							
		Monthly anount of refunds	0.00	0.00	24.15									
					-									
Ans	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		1			ł							┢────
	onds to reach live agent (w/ a	% ≤ 60 seconds												
	u option to reach live agent (W) a						-							
men	a option to reach live agent)]												

Primary Utility Contact Information

Name: Fred Lofy

Phone: 559-868-6376

Email: fredl@ponderosatel.com

Company Name:	Company Name: The Ponderosa Telephone		_			U#: <u>1014-C</u>			Report Yea			2020	-
Reporting Unit Type:	Total Company Exchange Wire Center					Reportin	g Unit Na	me:	Friant				-
Measurement (Co	mpile monthly, file guarterly)		Date filed 05/15/20)			Date filed (08/14/20)			Date filed (11/14/2020)		Date filed (2/14/21)	
Wedstreinent (CO	inplie montiny, me quarterry)	1:	st Quarter			2nd Quarte	r		3rd Quarte	r		4th Quarter	r
	Total # of husiness days			Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval	Total # of business days	11.72	1.47	3.55	0.00	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	3.00	5.00	2.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
win. standard = 5 bus. days	Avg. # of business days	3.91	0.29	1.77	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Total # of installation commitments	3.00	5.00	2.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Installation Commitment	Total # of installation commitment met	3.00	5.00	2.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
in. standard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
met	% of commitment met	100%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Customers	Acct # for voice or bundle, res+bus	388	391	389	0	0	0	0	0	0	0	0	0
Customer Trouble Report													

met		Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
met		% of commitment met	100%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	omers	Acct # for voice or bundle, res+bus	388	391	389	0	0	0	0	0	0	0	0	0
Cust	omer Trouble Report													
	6% (6 per 100 working lines	Total # of working lines												
q	for units $w/ \ge 3,000$ lines)	Total # of trouble reports												
arc	101 units w/ = 3,000 intes/	% of trouble reports												
andar	8% (8 per 100 working lines	Total # of working lines												
Sta	for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	101 units w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.	10% (10 per 100 working lines	Total # of working lines	801	802	805	0	0	0	0	0	0	0	0	0
-	for units $w \le 1,000$ lines)	Total # of trouble reports	7	8	5	0	0	0	0	0	0	0	0	0
		% of trouble reports	1%	1.00%	0.62%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
		Total # of outage report tickets	5	7	3	0	0	0	0	0	0	0	0	0
۸diu	sted	Total # of repair tickets restored in < 24hrs	5	7	3	0	0	0	0	0	0	0	0	0
	of Service Report	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	27.68	54.42	27.42	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
IVIIII.	standard = 90% within 24 his	Avg. outage duration (hh:mm)	5.54	7.77	9.14	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no
		Total # of unadjusted outage report tickets	5	7	3	0	0	0	0	0	0	0	0	0
Una	djusted Out	Total # of repair tickets restored in < 24hrs	5	7	3	0	0	0	0	0	0	0	0	0
of S	ervice Report	% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
		Sum of the duration of all outages (hh:mm)	27.68	54.42	27.42	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	5.54	7.77	9.14	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Refu	inds	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
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	dard = 80% of calls ≤ 60													
seco	onds to reach live agent (w/ a	% ≤ 60 seconds											<u> </u>	
men	u option to reach live agent)													
	. 5,	-												

Primary Utility Contact Information

Name: Fred Lofy

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(05/15/20) (08/14/20) (11/14/202) (10/14/202) (11/14/202) (11/14/202) (11/14/202) (11/14/202) (11/14/202) (11/14/202) (11/1	Date filed (2/14/21) th Quarter Nov Dec 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
$\begin{tabular}{ c c c c c c c c c c c c c c c c c c c$	Way Dec 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
$ \begin{array}{ c c c c c c c c c c c c c c c c c c c$	Nov Dec 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
Installation interval Min. standard = 5 bus. days Total # of service orders 5.00 13.00 13.00 0.00	0.00 0.00 0.00 0.00 0.00 0.00
Min. standard = 5 bus. days Iotal # of service orders 5.00 13.00 13.00 0.	0.00 0.00 0.00 0.00
Installation Commitment Avg. # of business days 2.45 1.83 2.37 0.00	0.00 0.00
Installation Commitment Min. standard = 95% commitment met Total # of installation commitment met 5.00 13.00 13.00 0.00 <	
Min. standard = 95% commitment Total # of installation commitment met 5.00 13.00 0.00	
met Total # of installation commitment missed 0.00 </td <td>0.00 0.00</td>	0.00 0.00
Intel % of commitment met 100% 100% 0% <t< td=""><td>0.00 0.00</td></t<>	0.00 0.00
Customer Trouble Report Interference I	0% 0%
Pype 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) Total # of working lines Total # of trouble reports Image: Constraint of t	0 0
b% (6) per 100 working lines for units w/ ≥ 3,000 lines) Total # of trouble reports Image: constraint of trouble reports <	
Image: For units w/ ≥ 3,000 lines) Total # of trouble reports Image: For units w/ ≥ 3,000 lines) Total # of trouble reports Image: For units w/ ≥ 3,000 lines) Image: For units w/ ≥ 3,000 lines) Total # of trouble reports Image: For units w/ ≥ 3,000 lines) Image: For units w/ ≥ 3,000 lines) Total # of trouble reports Image: For units w/ ≥ 3,000 lines) Image: For units w/ ≥ 3,000 lines) Total # of trouble reports Image: For units w/ ≥ 3,000 lines) Imag	
Yes % of trouble reports 1681 1685 1693 0 <t< td=""><td></td></t<>	
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for units w/ ≤ 1,000 lines) Total # of trouble reports Image: constraint of trouble reportrouble reportrouble reports Image: constraint	0.00% 0.00%
for units w/ ≤ 1,000 lines) Total # of trouble reports Image: constraint of trouble reportrouble reportrouble reports Image: constraint	
Motor di trouble reports Contrati di di ottage report tickets Contrati di di contrati di con	
Adjusted Total # of repair tickets restored in ≤ 24hrs 7 1 8 0	
Adjusted % of repair tickets restored ≤ 24 Hours 100% 100% 100% 0% 0% 0% 0% 0% 0% 0% 0%	0 0
Out of Service Penert "% of repair tickets restored \$ 24 Hours 100% 100% 100% 0% 0% 0% 0% 0% 0% 0%	0 0
	0% 0%
Min_standard = 0.0% within 24 hrs Sum of the duration of all outages (hh:mm) 41.37 23.18 58.78 0.00 0.00 0.00 0.00 0.00 0.00 0.00	0.00 0.00
Avg. outage duration (hn:mm) 5.91 23.18 7.35 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0	0.00 0.00
Indicate if catastrophic event is in a month no	no no
Total # of unadjusted outage report tickets 8 1 9 0 <td>0 0</td>	0 0
Unadjusted Out Total # of repair tickets restored in ≤ 24hrs 8 1 8 0	0 0
of Service Report % of repair tickets restored ≤ 24 Hours 100% 100% 89% 0% <td>0% 0%</td>	0% 0%
Sum of the duration of all outages (hh:mm) 62.90 23.18 85.70 0.00 0.	0.00 0.00
Avg. outage duration (hh:mm) 7.86 23.18 9.52 0.00	0.00 0.00
Refunds Number of customers who received refunds 0<	0 0
Monthly amount of refunds 0.00	0.00 0.00
Answer Time (Trouble Total # of calls for TR, Billing & Non-Billing	
Reports, Billing & Non-Billing) Min.	
standard = 80% of calls ≤ 60 seconds to reach live agent (w/a	
menu option to reach live agent)	

Primary Utility Contact Information

Name: Fred Lofy

Phone: 559-868-6376

Email: fred@ponderosatel.com

Company Name:	The Ponderosa Telephone	Co.	-			U#:	1014-C	-		Report Y	'ear:	2020	-
Reporting Unit Type	e: □ Total Company □ Exchange □ Wire Center					Reportin	g Unit Na	ime:	Auberry				
Measurement (C	Compile monthly, file guarterly)		Date filed 05/15/20)			Date filed (08/14/20)			Date filed (11/14/2020)		Date filed (2/14/21)	
weasurement (C	somplie montiny, me quarterly)	19	st Quarter			2nd Quarte	r		3rd Quarte	r		4th Quarter	r
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval	Total # of business days	6.06	33.02	16.83	0.00	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	5.00	13.00	7.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Will. Standard = 5 bus. days	Avg. # of business days	1.21	2.54	2.40	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Min	standard = 5 bus. days	I otal # of service orders	5.00	13.00	7.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
vIIII.	standard = 5 bus. days	Avg. # of business days	1.21	2.54	2.40	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
4 -	lation Commitment	Total # of installation commitments	5.00	13.00	7.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	allation Commitment	Total # of installation commitment met	5.00	13.00	7.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	standard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
net		% of commitment met	100%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%
ust		Acct # for voice or bundle, res+bus	2043	2034	2024	0	0	0	0	0	0	0	0	0
ust	omer Trouble Report													
	00/ /0 100	Total # of working lines		1									1	1
_	6% (6 per 100 working 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	2488	2482	2478	0	0	0	0	0	0	0	0	0
Į	f	Total # of trouble reports	18	15	28	0	0	0	0	0	0	0	0	0
	for units w/ 1,001 - 2,999 lines)	% of trouble reports	1%	0.60%	1.13%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	10% (10 per 100 working lines	Total # of working lines												
-		Total # of trouble reports												
	for units w/ \leq 1,000 lines)	% of trouble reports		1									1	
	•	Total # of outage report tickets	9	8	17	0	0	0	0	0	0	0	0	0
J :	at a d	Total # of repair tickets restored in < 24hrs	9	8	17	0	0	0	0	0	0	0	0	0
	sted	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	of Service Report	Sum of the duration of all outages (hh:mm)	38.38	63.45	136.63	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
ın.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	4.26	7.93	8.04	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no
		Total # of unadjusted outage report tickets	9	10	18	0	0	0	0	0	0	0	0	0
nac	djusted Out	Total # of repair tickets restored in < 24hrs	9	10	18	0	0	0	0	0	0	0	0	0
Se	ervice Report	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	•	Sum of the duration of all outages (hh:mm)	38.38	88.55	138.70	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	4.26	8.85	7.71	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
əfu	Inds	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
		· ·												
nsv	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
epo	orts,Billing & Non-Billing) Min.	Total # of call seconds to reach live agent												
tan	dard = 80% of calls ≤ 60												<u> </u>	
	onds to reach live agent (w/ a	% ≤ 60 seconds												
	u option to reach live agent)		-	-		-						-		
	a opnon to reash into agoing	1												

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 Y	ear:	2020	_
	Reporting Unit Type:	Total Company Exchange Wire Center					Reportin	g Unit Na	me:	Wishon				-
	Measurement (Cor	npile monthly, file quarterly)	(Date filed (05/15/20) st Quarter			Date filed (08/14/20)			Date filed (11/14/2020 3rd Quarte			Date filed (2/14/21) 4th Quarter	
			Jan	Feb	Mar	Apr	2nd Quarte May	r Jun	Jul	Aug Aug	Sep	Oct	Ath Quarter Nov	r Dec
les et		Total # of business days	0.00	0.09	5.91	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	allation Interval	Total # of service orders	0.00	1.00	2.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
win.	standard = 5 bus. days	Avg. # of business days	0.00	0.09	2.95	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
la et		Total # of installation commitments	0.00	1.00	2.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	allation Commitment	Total # of installation commitment met	0.00	1.00	2.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
met	standard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
met		% of commitment met	0%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Cus	tomers	Acct # for voice or bundle, res+bus	33	32	34	0	0	0	0	0	0	0	0	0
Cus	tomer Trouble Report												1	
	6% (6 per 100 working lines	Total # of working lines											1	
_	for units w/ ≥ 3,000 lines)	Total # of trouble reports												
ard	for units $W \ge 3,000$ lines)	% of trouble reports												
Standard	8% (8 per 100 working lines	Total # of working lines												
ŝta		Total # of trouble reports												
	or units w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.	10% (10 per 100 working lines	Total # of working lines	79	79	78	0	0	0	0	0	0	0	0	0
_	for units $w/ \le 1,000$ lines)	Total # of trouble reports	4	0	1	0	0	0	0	0	0	0	0	0
		% of trouble reports	5%	0.00%	1.28%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
		Total # of outage report tickets	2	0	1	0	0	0	0	0	0	0	0	0
۵dii	usted	Total # of repair tickets restored in < 24hrs	2	0	0	0	0	0	0	0	0	0	0	0
	of Service Report	% of repair tickets restored ≤ 24 Hours	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	0.92	0.00	35.42	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Standard = 3070 within 24 m3	Avg. outage duration (hh:mm)	0.46	0.00	35.42	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no
		Total # of unadjusted outage report tickets	2	0	1	0	0	0	0	0	0	0	0	0
		Total # of repair tickets restored in < 24hrs	2	0	0	0	0	0	0	0	0	0	0	0
of S	ervice Report	% of repair tickets restored ≤ 24 Hours	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
		Sum of the duration of all outages (hh:mm)	0.92	0.00	35.42	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	0.46	0.00	35.42	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Refu	unds	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
Ans	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing											T	
	ante Dilling 9 Nen Dilling) Min	Total # of call seconds to reach live agent											1	<u> </u>
	ndard = 80% of calls ≤ 60	$\% \le 60$ seconds											1	
	onds to reach live agent (w/ a nu option to reach live agent)					1	I	1				I	1	L
men	iu option to reach live agent)	1												

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 Y	'ear:	2020	-
	Reporting Unit Type:	□ Total Company □ Exchange □ Wire Center					Reportir	ng Unit Na	me:	O'Neals				
	Moasuromont (Cor	npile monthly, file quarterly)		Date filed 05/15/20)			Date filed (08/14/20)			Date filed (11/14/2020			Date filed (2/14/21)	
	weasurement (CO	nphe montiny, me quarterry)	1	st Quarter	M		2nd Quarte	-	L.I.	3rd Quarte		0.1	4th Quarter	
		Total # of herein and date	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inst	allation Interval	Total # of business days Total # of service orders	4.53 2.00	6.79 3.00	3.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Min.	standard = 5 bus. days	Avg. # of business days	2.00	2.26	3.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Total # of installation commitments	2.00	3.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	allation Commitment	Total # of installation commitment met	2.00	3.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	standard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
met		% of commitment met	100%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Cus	tomers	Acct # for voice or bundle, res+bus	239	241	241	0	0	0	0	0	0	0	0	0
Cus	tomer Trouble Report													
	6% (6 per 100 working lines	Total # of working lines												
_	for units w/ \geq 3,000 lines)	Total # of trouble reports												
dard	$101 \text{ units } \text{W} \ge 3,000 \text{ liftes})$	% of trouble reports												
pu	8% (8 per 100 working lines	Total # of working lines												
Stan		Total # of trouble reports												ļ
	101 units w/ 1,001 - 2,333 miles/	% of trouble reports					1						1	1

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Primary Utility Contact Information

Reports, Billing & Non-Billing) Min.

seconds to reach live agent (w/ a menu option to reach live agent)

standard = 80% of calls ≤ 60

10% (10 per 100 working lines

for units $w \le 1,000$ lines)

Min. standard = 90% within 24 hrs

Min.

Adjusted

Unadjusted

Refunds

of Service Report

Answer Time (Trouble

Out of Service Report

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)

Total # of working lines

Total # of trouble reports

Total # of outage report tickets

Avg. outage duration (hh:mm)

Avg. outage duration (hh:mm)

Monthly amount of refunds

% ≤ 60 seconds

Total # of repair tickets restored in \leq 24hrs

Sum of the duration of all outages (hh:mm)

Indicate if catastrophic event is in a month

Total # of unadjusted outage report tickets

Sum of the duration of all outages (hh:mm)

Number of customers who received refunds

Total # of calls for TR, Billing & Non-Billing

Total # of call seconds to reach live agent

Out Total # of repair tickets restored in < 24hrs

% of repair tickets restored ≤ 24 Hours

% of repair tickets restored \leq 24 Hours

% of trouble reports

% of trouble reports

Company Name:	The Ponderosa Telephone (Со.	U#: <u>1014-C</u>	Report	Year: 2020
Reporting Unit Type:	Total Company Z Exchange Wire Center		Reporting Unit Na	ne: North Fork	
		Date filed	Date filed	Date filed	Date filed
N	we will a second block of the second and a block	(05/15/20)	(08/14/20)	(11/14/2020)	(2/14/21)

	Measurement (Con	npile monthly, file quarterly)		05/15/20)			(08/14/20)			<u>(11/14/2020</u>			(2/14/21)	
	measurement (oon	nphe monting, me quarterry,		st Quarter			2nd Quarte	r		3rd Quarte			4th Quarte	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inst	allation Interval	Total # of business days	12.75	16.54	58.89	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	standard = 5 bus. days	Total # of service orders	5.00	8.00	25.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
IVIIII.	standard = 5 bus. days	Avg. # of business days	2.55	2.07	2.36	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Inch	allation Commitment	Total # of installation commitments	5.00	8.00	25.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	standard = 95% commitment	Total # of installation commitment met	5.00	8.00	25.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
met		Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
mot		% of commitment met	100%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Cus	tomers	Acct # for voice or bundle, res+bus	1466	1462	1470	0	0	0	0	0	0	0	0	0
Cus	tomer Trouble Report													
	6% (6 per 100 working lines	Total # of working lines												
-	for units $w/ \ge 3,000$ lines)	Total # of trouble reports												
arc	ior units w/ = 3,000 intes/	% of trouble reports												
pu	8% (8 per 100 working lines	Total # of working lines	1679	1673	1677	0	0	0	0	0	0	0	0	0
Standard	for units w/ 1 001 - 2 000 lines)	Total # of trouble reports	13	12	22	0	0	0	0	0	0	0	0	0
	101 units w/ 1,001 - 2,999 inies/	% of trouble reports	1%	0.72%	1.31%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Min.	10% (10 per 100 working lines	Total # of working lines												
	for units $w \le 1,000$ lines)	Total # of trouble reports												
	, , , , , , , , , , , , , , , , , , ,	% of trouble reports												
		Total # of outage report tickets	7	6	12	0	0	0	0	0	0	0	0	0
۵dii	isted	Total # of repair tickets restored in < 24hrs	6	6	12	0	0	0	0	0	0	0	0	0
	of Service Report	% of repair tickets restored ≤ 24 Hours	86%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	34.63	35.06	63.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
IVIIII.	Standard = 3078 Within 24 113	Avg. outage duration (hh:mm)	4.95	5.84	5.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no
		Total # of unadjusted outage report tickets	7	7	13	0	0	0	0	0	0	0	0	0
		Total # of repair tickets restored in < 24hrs	6	6	13	0	0	0	0	0	0	0	0	0
of S	ervice Report	% of repair tickets restored ≤ 24 Hours	86%	86%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%
		Sum of the duration of all outages (hh:mm)	34.63	64.72	64.65	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	4.95	9.25	4.97	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Refu	inds	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		r				1	r	r	τ
	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												Į
	orts,Billing & Non-Billing) Min.	Total # of call seconds to reach live agent												
	idard = 80% of calls \leq 60	% ≤ 60 seconds												
	onds to reach live agent (w/ a ou option to reach live agent)						1					1	1	
men	iu option to reach live agent)	J												

Primary Utility Contact Information

Name: Fred Lofy

Phone: 559-868-6376

Email: fredl@ponderosatel.com

Company Name:	The Ponderosa Telephone	Co.	U#: <u>1</u>					I.		Report Y	ear:	2020	
Reporting Unit Type:	□ Total Company □ Exchange □ Wire Center					Reporting	g Unit Na	me:	Big Cree	k			
Measurement (Cor	npile monthly, file guarterly)	(Date filed 05/15/20)			Date filed (08/14/20)	-		Date filed (11/14/2020	/		Date filed (2/14/21)	
		Jan	st Quarter Feb	Mar	Apr	2nd Quarte May	Jun	Jul	3rd Quarter Aug	Sep	Oct	4th Quarter Nov	Dec
In stallation Interval	Total # of business days	0.50	0.49	12.41	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Installation Interval	Total # of service orders	2.00	4.00	4.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
in standard = 5 bus days	Avg. # of business days	0.25	0.12	3.10	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
nstallation Commitment	Total # of installation commitments	2.00	4.00	4.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Total # of installation commitment met	2.00	4.00	4.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Min. standard = 95% commitment met		Total # of installation commitment met	2.00	4.00	4.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		% of commitment met	100%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Customers		Acct # for voice or bundle, res+bus	409	405	408	0	0	0	0	0	0	0	0	0
Cust	omer Trouble Report													
	6% (6 per 100 working lines	Total # of working lines												
_	6% (6 per 100 working 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												
ŝtal	for units w/ 1 001 2 000 lines)	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	343	337	340	0	0	0	0	0	0	0	0	0
-		Total # of trouble reports	4	1	0	0	0	0	0	0	0	0	0	0
	ior units w/ = 1,000 lines)	% of trouble reports	1%	0.30%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
		Total # of outage report tickets	0	0	0	0	0	0	0	0	0	0	0	0
Adiu	sted	Total # of repair tickets restored in < 24hrs	0	0	0	0	0	0	0	0	0	0	0	0
	of Service Report	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
IVIIII.	standard = 90% within 24 ms	Avg. outage duration (hh:mm)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Indicate if catastrophic event is in a month	no											
		Total # of unadjusted outage report tickets	1	0	0	0	0	0	0	0	0	0	0	0
Unad	djusted Out	Total # of repair tickets restored in < 24hrs	0	0	0	0	0	0	0	0	0	0	0	0
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
		Sum of the duration of all outages (hh:mm)	24.53	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	24.53	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Refunds		Number of customers who received refunds	0	0	1	0	0	0	0	0	0	0	0	0
		Monthly amount of refunds	0.00	0.00	24.15	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Ansv	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
	ports,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												
	u option to reach live agent (w/ a		•	*		*	*	:	*			•	:	*

Primary Utility Contact Information

Name: Fred Lofy

Phone: 559-868-6376

Email: fredl@ponderosatel.com

Company Name:	The Ponderosa Telephon	The Ponderosa Telephone Co.				U#:	1014-C	1014-C		Report Year:			-	
Reporting Unit Ty	ype: □ Total Company □ Exchange □ Wire Cente	r				Reportin	ig Unit Na	ime:	Cima				-	
M	t (Compile monthly, file quarterly)		Date filed (05/15/20)						Date filed (11/14/2020)			Date filed (2/14/21)		
Measurement		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	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
installation interval	Total # of service orders	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	

Installation Interval Min. standard = 5 bus. days Total # of business days 0.00	Measurement (Complie monthly, file quarterly)		1st Quarter				2nd Quarte	r	3rd Quarter			4th Quarter		
Instantian Total # of service orderis. 0.00			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Min. standard = 5 bus. days Total # of service orders 0.00 <th< td=""><td>allation Interval</td><td>Total # of business days</td><td>0.00</td><td>0.00</td><td>0.00</td><td>0.00</td><td>0.00</td><td>0.00</td><td>0.00</td><td>0.00</td><td>0.00</td><td>0.00</td><td>0.00</td><td>0.00</td></th<>	allation Interval	Total # of business days	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Installation Commitment Avg. # of business days 0.000 <td></td> <td>Total # of service orders</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> <td></td> <td>0.00</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> <td></td> <td>0.00</td> <td>0.00</td>		Total # of service orders	0.00	0.00	0.00	0.00		0.00	0.00	0.00	0.00		0.00	0.00
Installation Commitment met Total # of installation commitment met 0.00 <td>standard = 5 bus. days</td> <td>Avg. # of business days</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> <td>Aug Sep Oct Nov 0 0.00 0.00 0.00 0.00 0.00 0 0.00 0.00 0.00 0.00 0.00 0 0.00 0.00 0.00 0.00 0.00 0 0.00 0.00 0.00 0.00 0.00 0 0.00 0.00 0.00 0.00 0.00 0 0.00 0.00 0.00 0.00 0.00 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0</td> <td>0.00</td> <td>0.00</td>	standard = 5 bus. days	Avg. # of business days	0.00	0.00	0.00	0.00	0.00	0.00	0.00	Aug Sep Oct Nov 0 0.00 0.00 0.00 0.00 0.00 0 0.00 0.00 0.00 0.00 0.00 0 0.00 0.00 0.00 0.00 0.00 0 0.00 0.00 0.00 0.00 0.00 0 0.00 0.00 0.00 0.00 0.00 0 0.00 0.00 0.00 0.00 0.00 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0.00	0.00		
Min. standard = 95% commitment Lotal # of installation commitment met 0.00<		Total # of installation commitments	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 Total # of installation commitment missed 0.00 <td></td> <td>Total # of installation commitment met</td> <td>0.00</td>		Total # of installation commitment met	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Mile Mile <th< td=""><td>standard = 95% commitment</td><td>Total # of installation commitment missed</td><td>0.00</td><td>0.00</td><td>0.00</td><td>0.00</td><td>0.00</td><td>0.00</td><td>0.00</td><td>0.00</td><td>0.00</td><td>0.00</td><td>0.00</td><td>0.00</td></th<>	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
Customers Acit # for voice or bundle, res+bus 34 35 35 0<		% of commitment met		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Customer Trouble Report Image: Customer Trouble Report <thimage: customer="" report<="" th="" trouble=""> <thimage: customer<="" td=""><td>omers</td><td>Acct # for voice or bundle, res+bus</td><td></td><td></td><td>35</td><td>0</td><td></td><td>0</td><td></td><td></td><td></td><td>0</td><td>0</td><td>0</td></thimage:></thimage:>	omers	Acct # for voice or bundle, res+bus			35	0		0				0	0	0
By (b (b P) 100 Working lines) Total # of trouble reports Image: Control troub reports Image: Control trouble reports	omer Trouble Report													
By (b (b P) 100 Working lines) Total # of trouble reports Image: Control troub reports Image: Control trouble reports		Total # of working lines												
Tot function % of trouble reports % <t< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></t<>														
Image: Second Secon	for units w/ \ge 3,000 lines)	% of trouble reports												
Image: Second Secon	00/ (0 a sa 400 sus dia a lia sa													
Image: Second Secon														
for units w/ ≤ 1,000 lines) Total # of trouble reports 1 0 <	for units w/ 1,001 - 2,999 lines)			1			1							
for units w/ ≤ 1,000 lines) Total # of trouble reports 1 0		Total # of working lines	43	44	44	0	0	0	0	0	0	0	0	0
Adjusted Out of service Report Total # of outage report tickets O		Total # of trouble reports	1	0	0	0	0	0	0	0	0	0	0	0
Adjusted Out of Service Report Total # of repair tickets restored in ≤ 24hrs 0 </td <td>% of trouble reports</td> <td>2%</td> <td>0.00%</td>		% of trouble reports	2%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Adjusted Out of Service Report % of repair tickets restored ≤ 24 Hours 0% <t< td=""><td>•</td><td>Total # of outage report tickets</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></t<>	•	Total # of outage report tickets	0	0	0	0	0	0	0	0	0	0	0	0
Out of Service Report Min. standard = 90% within 24 hrs % 0%	at a d	Total # of repair tickets restored in < 24hrs	0	0	0	0	0	0	0	0	0	0	0	0
Min. standard = 90% within 24 hrs Sum of the duration of all outages (nh:mm) 0.00 <td></td> <td>% of repair tickets restored ≤ 24 Hours</td> <td>0%</td>		% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Avg. outage duration (hh:mm) 0.00 <		Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Unadjusted of Service Report Total # of unadjusted outage report tickets 0 <	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Unadjusted of Service Report Out (Vote Total # of repair tickets restored in < 24hrs) O </td <td></td> <td>Indicate if catastrophic event is in a month</td> <td>no</td>		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no
of Service Report % of repair tickets restored ≤ 24 Hours 0%		Total # of unadjusted outage report tickets	0	0	0	0	0	0	0	0	0	0	0	0
Sum of the duration of all outages (hh:mm) 0.00<	djusted Out													0
Avg. outage duration (hh:mm) 0.00 <	ervice Report	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Refunds Number of customers who received refunds 0<		Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Monthly amount of refunds0.00 </td <td></td> <td>Avg. outage duration (hh:mm)</td> <td>0.00</td>		Avg. outage duration (hh:mm)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Answer Time (Trouble Total # of calls for TR, Billing & Non-Billing Reports, Billing & Non-Billing) Min. Total # of call seconds to reach live agent standard = 80% of calls ≤ 60 Seconds to reach live agent (w/ a	Inds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/a \$ 60 seconds		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
Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/a)														
standard = 80% of calls ≤ 60 seconds to reach live agent (w/a $\% \leq 60$ seconds	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
standard = 80% of calls \leq 60 seconds to reach live agent (w/ a ≤ 60 seconds	orts,Billing & Non-Billing) Min.	Total # of call seconds to reach live agent												
seconds to reach live agent (w/ a	dard = 80% of calls ≤ 60	, i i i i i i i i i i i i i i i i i i i												
	onds to reach live agent (w/ a	% ≤ 60 seconds												<u> </u>
menu option to reach live agent)														
men		allation Interval standard = 5 bus. days allation Commitment standard = 95% commitment standard = 95% commitment formers comers comer 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) sted of Service Report standard = 90% within 24 hrs djusted ervice Report unds wer Time (Trouble orts,Billing & Non-Billing) Min. dard = 80% of calls ≤ 60	allation Interval standard = 5 bus. days Total # of business days Total # of service orders Avg. # of business days Total # of installation commitments allation Commitment standard = 95% commitment Total # of installation commitment met Total # of installation commitment met Total # of installation commitment met comers Acct # for voice or bundle, res+bus comers Acct # for voice or bundle, res+bus for units w/ ≥ 3,000 lines) Total # of trouble reports 6% (6 per 100 working lines for units w/ 1,001 - 2,999 lines) Total # of working lines Total # of trouble reports 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) Total # of working lines Total # of trouble reports 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) Total # of trouble reports sted of Service Report standard = 90% within 24 hrs Total # of rouble reports djusted ervice Report Out djusted ervice Report Out mids Number of customers who received refunds Monthly amount of repair tickets restored ≤ 24 Hours Sum of the duration of all outages (hh:mm) Avg. outage duration (hh:mm) Number of customers who received refunds Worthly amount of refunds wer Time (Trouble orts,Billing & Non-Billing) Min. dard = 8	allation Interval standard = 5 bus. days Total # of business days 0.00 Avg. # of business days 0.00 Avg. # of business days 0.00 Avg. # of business days 0.00 Italiation Commitment standard = 95% commitment Total # of installation commitments 0.00 Total # of installation commitment met 0.00 Total # of installation commitment met 0.00 commer Trouble Report Total # of installation commitment met 0.00 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) Total # of working lines Total # of working lines Total # of working lines for units w/ ≥ 3,000 lines) % of trouble reports Total # of working lines Total # of working lines for units w/ ≥ 1,000 lines) Total # of working lines Total # of working lines 43 for units w/ ≤ 1,000 lines) Total # of outage report tickets 0 for service Report Total # of unadjusted outage s(ht:mm) 0.00 standard = 90% within 24 hrs Sum of the duration of all outages (ht:mm) 0.00 India # of repair tickets restored ≤ 24 Hours 0% of Service Report Total # of repair tickets restored in ≤ 24hrs 0 dijusted Out Total # of repair tickets restored in ≤ 24hrs 0 of repair tickets restored ≤ 24 Hours 0%	Ist duarterJanFebJanFebJanFeballation IntervalStatuarterStatuarterJanFebStatuarterJanFebStatuarterJanFebStatuarterJanFebStatuarterJanFebStatuarterJanFebStatuarterJanFebStatuarterJanFebStatuarterJanFebStatuarterJanFebStatuarterStatuarterJanFebStatuarterJanFebStatuarterJanFebStatuarterJanFebTotal # of installation commitment metO.00JonTotal # of installation commitment metO.00JonTotal # of trouble reportsTotal # of trouble reportsTotal # of trouble	Ist CulturerJanFeb MarJanFeb MarJanJanFeb MarJanJanJanFeb MarJanTotal # of business days0.000O.00JanJanJanJanJanJanJan <th cols<="" td=""><td>Ist CultureJanTetal # of business daysJanTetal # AprJanTetal # AprTetal # AppTetal # AppJanTetal # AppTetal # AppTetal # AppJanTetal # App</td></th>	<td>Ist CultureJanTetal # of business daysJanTetal # AprJanTetal # AprTetal # AppTetal # AppJanTetal # AppTetal # AppTetal # AppJanTetal # App</td>	Ist CultureJanTetal # of business daysJanTetal # AprJanTetal # AprTetal # AppTetal # AppJanTetal # AppTetal # AppTetal # AppJanTetal # App						

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