

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

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed (05/15/20)			Date filed (08/14/20)			Date filed (11/14/2020)			Date filed (2/14/21)		
		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	47.83	82.21	131.40	119.97	195.86	175.47						
	Total # of service orders	22.00	47.00	54.00	71.00	166.00	91.00						
	Avg. # of business days	2.17	1.75	2.43	1.69	1.18	1.93						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	22.00	47.00	54.00	71.00	166.00	91.00						
	Total # of installation commitment met	22.00	47.00	54.00	71.00	166.00	90.00						
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	1.00						
	% of commitment met	100%	100%	100%	100%	100%	99%						
Customers	Acct # for voice or bundle, res+bus	6236	6226	6233	6294	6336	6390						
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	5848	5840	5848	5926	6025	6095					
		Total # of trouble reports	43	30	63	47	45	60					
		% of trouble reports	1%	0.51%	1.08%	0.79%	0.75%	0.98%					
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	1574	1570	1577	1589	1659	1736					
		Total # of trouble reports	22	18	7	17	15	13					
		% of trouble reports	1%	1.15%	0.44%	1.07%	0.90%	0.75%					
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	35	28	42	35	36	36					
		Total # of repair tickets restored in < 24hrs	33	28	41	34	36	35					
		% of repair tickets restored ≤ 24 Hours	94%	100%	98%	97%	100%	97%					
		Sum of the duration of all outages (hh:mm)	205.60	188.93	323.99	248.15	330.04	293.57					
		Avg. outage duration (hh:mm)	5.87	6.75	7.71	7.09	9.17	8.15					
Indicate if catastrophic event is in a month													
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	37	31	45	38	41	48					
		Total # of repair tickets restored in < 24hrs	34	30	43	35	37	36					
		% of repair tickets restored ≤ 24 Hours	91.89%	96.77%	95.56%	92.11%	90.24%	75.00%					
		Sum of the duration of all outages (hh:mm)	251.67	243.68	354.62	316.27	643.93	858.85					
		Avg. outage duration (hh:mm)	6.80	7.86	7.88	8.32	15.71	17.89					
Refunds	Number of customers who received refunds	0.00	0.00	1.00	0.00	1.00	1.00						
	Monthly amount of refunds	0.00	0.00	24.15	0.00	13.65	19.95						
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: fred@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: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Friant

Measurement (Compile monthly, file quarterly)		Date filed (05/15/20)			Date filed (08/14/20)			Date filed (11/14/2020)			Date filed (2/14/21)		
		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	11.72	1.47	3.55	1.53	4.15	1.50						
	Total # of service orders	3.00	5.00	2.00	2.00	3.00	2.00						
	Avg. # of business days	3.91	0.29	1.77	0.76	1.38	0.75						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	3.00	5.00	2.00	2.00	3.00	2.00						
	Total # of installation commitment met	3.00	5.00	2.00	2.00	3.00	2.00						
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00						
	% of commitment met	100%	100%	100%	100%	100%	100%						
Customers	Acct # for voice or bundle, res+bus	388	391	389	396	399	398						
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	801	802	805	811	812	815					
		Total # of trouble reports	7	8	5	3	6	4					
		% of trouble reports	1%	1.00%	0.62%	0.37%	0.74%	0.49%					
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	5	7	3	1	4	2					
		Total # of repair tickets restored in ≤ 24hrs	5	7	3	0	4	2					
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	0%	100%	100%					
		Sum of the duration of all outages (hh:mm)	27.68	54.42	27.42	44.25	12.23	3.73					
		Avg. outage duration (hh:mm)	5.54	7.77	9.14	44.25	3.06	1.87					
		Indicate if catastrophic event is in a month	no	no	no	no	no	no					
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	5	7	3	1	5	2					
		Total # of repair tickets restored in ≤ 24hrs	5	7	3	0	4	2					
		% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%	0.00%	80.00%	100.00%					
		Sum of the duration of all outages (hh:mm)	27.68	54.42	27.42	44.25	57.93	3.73					
		Avg. outage duration (hh:mm)	5.54	7.77	9.14	44.25	11.59	1.87					
Refunds	Number of customers who received refunds	0	0	0	0	0	0						
	Monthly amount of refunds	0	0	0	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: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Shaver

Measurement (Compile monthly, file quarterly)		Date filed (05/15/20)			Date filed (08/14/20)			Date filed (11/14/2020)			Date filed (2/14/21)		
		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	12.26	23.82	30.81	18.37	55.58	69.58						
	Total # of service orders	5.00	13.00	13.00	19.00	58.00	33.00						
	Avg. # of business days	2.45	1.83	2.37	0.97	0.96	2.11						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	5.00	13.00	13.00	19.00	58.00	33.00						
	Total # of installation commitment met	5.00	13.00	13.00	19.00	58.00	33.00						
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00						
Customers	Acct # for voice or bundle, res+bus	1624	1626	1632	1640	1652	1678						
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	1681	1685	1693	1708	1772	1813					
		Total # of trouble reports	12	3	13	10	20	13					
		% of trouble reports	1%	0.18%	0.77%	0.59%	1.13%	0.72%					
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	7	1	8	5	12	9					
		Total # of repair tickets restored in ≤ 24hrs	7	1	8	5	12	8					
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	89%					
		Sum of the duration of all outages (hh:mm)	41.37	23.18	58.78	43.00	142.44	142.30					
		Avg. outage duration (hh:mm)	5.91	23.18	7.35	8.60	11.87	15.81					
Indicate if catastrophic event is in a month		no	no	no	no	no	no						
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	8	1	9	6	14	10					
		Total # of repair tickets restored in ≤ 24hrs	8	1	8	5	12	8					
		% of repair tickets restored ≤ 24 Hours	100%	100%	89%	83%	86%	80%					
		Sum of the duration of all outages (hh:mm)	62.90	23.18	85.70	67.25	304.82	281.97					
		Avg. outage duration (hh:mm)	7.86	23.18	9.52	11.21	21.77	28.20					
Refunds	Number of customers who received refunds	0	0	0	0	1	0						
	Monthly amount of refunds	0.00	0.00	0.00	0.00	13.65	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

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 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: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Auberry

Measurement (Compile monthly, file quarterly)		Date filed (05/15/20)			Date filed (08/14/20)			Date filed (11/14/2020)			Date filed (2/14/21)		
		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	6.06	33.02	16.83	64.62	8.74	15.86						
	Total # of service orders	5.00	13.00	7.00	28.00	7.00	6.00						
	Avg. # of business days	1.21	2.54	2.40	2.31	1.25	2.64						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	5.00	13.00	7.00	28.00	7.00	6.00						
	Total # of installation commitment met	5.00	13.00	7.00	28.00	7.00	6.00						
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00						
	% of commitment met	100%	100%	100%	100%	100%	100%						
Customers	Acct # for voice or bundle, res+bus	2043	2034	2024	2055	2062	2067						
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	2488	2482	2478	2513	2528	2537					
		Total # of trouble reports	18	15	28	17	17	20					
		% of trouble reports	1%	0.60%	1.13%	0.68%	0.67%	0.79%					
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	9	8	17	9	11	8					
		Total # of repair tickets restored in ≤ 24hrs	9	8	17	9	11	8					
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%					
		Sum of the duration of all outages (hh:mm)	38.38	63.45	136.63	34.40	134.63	57.95					
		Avg. outage duration (hh:mm)	4.26	7.93	8.04	3.82	12.24	7.24					
		Indicate if catastrophic event is in a month	no	no	no	no	no	no					
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	9	10	18	10	11	13					
		Total # of repair tickets restored in ≤ 24hrs	9	10	18	9	11	8					
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	90%	100%	62%					
		Sum of the duration of all outages (hh:mm)	38.38	88.55	138.70	58.45	134.63	238.58					
		Avg. outage duration (hh:mm)	4.26	8.85	7.71	5.85	12.24	18.35					
		Number of customers who received refunds	0	0	0	0	0	0					
Refunds	Monthly amount of refunds	0.00	0.00	0.00	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

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

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Wishon

Measurement (Compile monthly, file quarterly)		Date filed (05/15/20)			Date filed (08/14/20)			Date filed (11/14/2020)			Date filed (2/14/21)		
		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	0.09	5.91	0.00	5.32	0.00						
	Total # of service orders	0.00	1.00	2.00	0.00	2.00	0.00						
	Avg. # of business days	0.00	0.09	2.95	0.00	2.66	0.00						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0.00	1.00	2.00	0.00	2.00	0.00						
	Total # of installation commitment met	0.00	1.00	2.00	0.00	2.00	0.00						
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00						
	% of commitment met	0%	100%	100%	0%	100%	0%						
Customers	Acct # for voice or bundle, res+bus	33	32	34	33	33	32						
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	79	79	78	83	82	82					
		Total # of trouble reports	4	0	1	3	0	2					
		% of trouble reports	5%	0.00%	1.28%	3.61%	0.00%	2.44%					
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	2	0	1	3	0	2					
		Total # of repair tickets restored in < 24hrs	2	0	0	3	0	2					
		% of repair tickets restored ≤ 24 Hours	100%	0%	0%	100%	0%	100%					
	Sum of the duration of all outages (hh:mm)	0.92	0.00	35.42	14.27	0.00	1.35						
	Avg. outage duration (hh:mm)	0.46	0.00	35.42	4.76	0.00	0.68						
	Indicate if catastrophic event is in a month	no	no	no	no	no	no						
	Total # of unadjusted outage report tickets	2	0	1	3	0	2						
Unadjusted of Service Report	Out	Total # of repair tickets restored in < 24hrs	2	0	0	3	0	2					
		% of repair tickets restored ≤ 24 Hours	100%	0%	0%	100%	0%	100%					
		Sum of the duration of all outages (hh:mm)	0.92	0.00	35.42	14.27	0.00	1.35					
	Avg. outage duration (hh:mm)	0.46	0.00	35.42	4.76	0.00	0.68						
	Refunds	Number of customers who received refunds	0	0	0	0	0	0					
	Monthly amount of refunds	0.00	0.00	0.00	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

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Phone: 559-868-6376

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

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: O'Neals

Measurement (Compile monthly, file quarterly)		Date filed (05/15/20)			Date filed (08/14/20)			Date filed (11/14/2020)			Date filed (2/14/21)		
		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	4.53	6.79	3.01	1.72	0.00	0.00						
	Total # of service orders	2.00	3.00	1.00	1.00	0.00	0.00						
	Avg. # of business days	2.27	2.26	3.01	1.72	0.00	0.00						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2.00	3.00	1.00	1.00	0.00	0.00						
	Total # of installation commitment met	2.00	3.00	1.00	1.00	0.00	0.00						
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00						
	% of commitment met	100%	100%	100%	100%	0%	0%						
Customers	Acct # for voice or bundle, res+bus	239	241	241	242	242	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	308	308	310	310	313	311					
		Total # of trouble reports	6	9	1	9	3	6					
		% of trouble reports	2%	2.92%	0.32%	2.90%	0.96%	1.93%					
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	5	6	1	4	1	0					
		Total # of repair tickets restored in < 24hrs	4	6	1	4	1	0					
		% of repair tickets restored ≤ 24 Hours	80%	100%	100%	100%	100%	0%					
		Sum of the duration of all outages (hh:mm)	62.61	12.82	2.73	30.62	2.37	0.00					
		Avg. outage duration (hh:mm)	12.52	2.14	2.73	7.65	2.37	0.00					
		no	no	no	no	no	no						
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	5	6	1	5	1	2					
		Total # of repair tickets restored in < 24hrs	4	6	1	5	1	1					
		% of repair tickets restored ≤ 24 Hours	80%	100%	100%	100%	100%	50%					
		Sum of the duration of all outages (hh:mm)	62.62	12.82	2.73	50.43	2.37	45.33					
		Avg. outage duration (hh:mm)	12.52	2.14	2.73	10.09	2.37	22.67					
Refunds	Number of customers who received refunds	0	0	0	0	0	0						
	Monthly amount of refunds	0.00	0.00	0.00	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

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 Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
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**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: North Fork

Measurement (Compile monthly, file quarterly)		Date filed (05/15/20)			Date filed (08/14/20)			Date filed (11/14/2020)			Date filed (2/14/21)		
		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	12.75	16.54	58.89	30.77	25.17	61.47						
	Total # of service orders	5.00	8.00	25.00	16.00	10.00	17.00						
	Avg. # of business days	2.55	2.07	2.36	1.92	2.52	3.62						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	5.00	8.00	25.00	16.00	10.00	17.00						
	Total # of installation commitment met	5.00	8.00	25.00	16.00	10.00	16.00						
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	1.00						
	% of commitment met	100%	100%	100%	100%	100%	94%						
Customers	Acct # for voice or bundle, res+bus	1466	1462	1470	1484	1498	1512						
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	1679	1673	1677	1705	1725	1745					
		Total # of trouble reports	13	12	22	20	8	27					
		% of trouble reports	1%	0.72%	1.31%	1.17%	0.46%	1.55%					
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	7	6	12	11	5	15					
		Total # of repair tickets restored in ≤ 24hrs	6	6	12	11	5	15					
		% of repair tickets restored ≤ 24 Hours	86%	100%	100%	100%	100%	100%					
		Sum of the duration of all outages (hh:mm)	34.63	35.06	63.00	56.32	11.20	88.23					
		Avg. outage duration (hh:mm)	4.95	5.84	5.25	5.12	2.24	5.88					
		Indicate if catastrophic event is in a month	no	no	no	no	no	no					
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	7	7	13	11	5	18					
		Total # of repair tickets restored in ≤ 24hrs	6	6	13	11	5	15					
		% of repair tickets restored ≤ 24 Hours	86%	86%	100%	100%	100%	83%					
		Sum of the duration of all outages (hh:mm)	34.63	64.72	64.65	56.32	11.20	193.83					
		Avg. outage duration (hh:mm)	4.95	9.25	4.97	5.12	2.24	10.77					
		Number of customers who received refunds	0	0	0	0	0	0					
Refunds	Monthly amount of refunds	0.00	0.00	0.00	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: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Big Creek

Measurement (Compile monthly, file quarterly)		Date filed (05/15/20)			Date filed (08/14/20)			Date filed (11/14/2020)			Date filed (2/14/21)		
		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	0.50	0.49	12.41	1.89	96.88	27.05						
	Total # of service orders	2.00	4.00	4.00	4.00	86.00	33.00						
	Avg. # of business days	0.25	0.12	3.10	0.47	1.13	0.82						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2.00	4.00	4.00	4.00	86.00	33.00						
	Total # of installation commitment met	2.00	4.00	4.00	4.00	86.00	33.00						
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00						
	% of commitment met	100%	100%	100%	100%	100%	100%						
Customers	Acct # for voice or bundle, res+bus	409	405	408	408	414	425						
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	343	337	340	340	407	483					
		Total # of trouble reports	4	1	0	2	6	1					
		% of trouble reports	1%	0.30%	0.00%	0.59%	1.47%	0.21%					
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	0	0	0	2	3	0					
		Total # of repair tickets restored in ≤ 24hrs	0	0	0	2	3	0					
		% of repair tickets restored ≤ 24 Hours	0%	0%	0%	100%	100%	0%					
		Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	25.30	27.17	0.00					
		Avg. outage duration (hh:mm)	0.00	0.00	0.00	12.65	9.06	0.00					
		Indicate if catastrophic event is in a month	no	no	no	no	no						
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	1	0	0	2	5	1					
		Total # of repair tickets restored in ≤ 24hrs	0	0	0	2	4	0					
		% of repair tickets restored ≤ 24 Hours	0%	0%	0%	100%	80%	0%					
		Sum of the duration of all outages (hh:mm)	24.53	0.00	0.00	25.30	132.98	94.05					
		Avg. outage duration (hh:mm)	24.53	0.00	0.00	12.65	26.60	94.05					
Refunds	Number of customers who received refunds	0	0	1	0	0	1						
	Monthly amount of refunds	0.00	0.00	24.15	0.00	0.00	19.95						
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

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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: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Cima

Measurement (Compile monthly, file quarterly)		Date filed (05/15/20)			Date filed (08/14/20)			Date filed (11/14/2020)			Date filed (2/14/21)			
		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	0.00	1.07	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of service orders	0.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. # of business days	0.00	0.00	0.00	1.07	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment met	0.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	% of commitment met	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%	
Customers	Acct # for voice or bundle, res+bus	34	35	35	36	36	36	0	0	0	0	0	0	
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	43	44	44	45	45	45	0	0	0	0	0	0
		Total # of trouble reports	1	0	0	0	0	0	0	0	0	0	0	0
		% 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 of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	0	0	0	0	0	0	0	0	0	0	0	
		Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	0	0	0	0	
		% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	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	
		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	
Unadjusted of Service Report	Out	Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	
		Total # of unadjusted outage report tickets	0	0	0	0	0	0	0	0	0	0	0	
		Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	0	0	0	0	
		% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	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	
Refunds	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		
	Number of customers who received refunds	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		
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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