

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

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed (05/15/17)			Date filed (08/15/17)			Date filed (11/15/2017)			Date filed (2/15/18)		
		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	55.51	88.86	91.70	84.20	115.65	80.29	118.54	118.46	94.68			
	Total # of service orders	25	42	41	38	40.00	31	59.00	52.00	43.00			
	Avg. # of business days	2.22	2.12	2.24	2.22	2.89	2.59	10.57	13.28	20.55			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	25	42	41	38	40.00	31	59.00	52.00	43.00			
	Total # of installation commitment met	25.00	42.00	41.00	38	39.00	31	59.00	52.00	42.00			
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	1.00	0.00	0.00	0.00	1.00			
	% of commitment met	100.00%	100.00%	100.00%	100.00%	97.50%	100.00%	100.00%	100.00%	97.67%			
Customers	Acct # for voice or bundle, res+bus	6463	6500	6531	6534	6502	6471	6409	6396	6385			
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	5886	5880	5873	5909	5962	5965	5955	5953	5935		
		Total # of trouble reports	119	123	118	78	65	135	72	70	64		
		% of trouble reports	2.02%	2.09%	2.01%	1.32%	1.09%	2.26%	1.21%	1.18%	1.08%		
	10% (10 per 100 working lines for units w/ 1,000 lines)	Total # of working lines	1600	1626	1656	1647	1666	1722	1771	1778	1745		
		Total # of trouble reports	40	30	24	18	24	40	13	19	24		
		% of trouble reports	2.50%	1.85%	1.45%	1.09%	1.44%	2.32%	0.73%	1.07%	1.38%		
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	85	86	83	51	41	91	52	46	54		
		Total # of repair tickets restored in < 24hrs	82	83	83	50	39	88	51	43	53		
		% of repair tickets restored 24 Hours	96%	97%	100%	98%	95%	97%	98%	93%	98%		
		Sum of the duration of all outages (hh:mm)	518.57	469.62	490.15	341	357.75	798	366.17	563.70	363.00		
		Avg. outage duration (hh:mm)	6.10	5.46	5.91	6.69	8.73	8.76	7.04	12.25	6.72		
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no		
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	102	95	94	60	50	107	55	53	63		
		Total # of repair tickets restored in < 24hrs	85	84	88	50	39	93	52	45	52		
		% of repair tickets restored 24 Hours	83.33%	88.42%	93.62%	83.33%	78.00%	86.92%	94.55%	84.91%	82.54%		
		Sum of the duration of all outages (hh:mm)	1471.57	1021.30	741.82	1242.02	4694.40	2892.32	417.47	1125.27	995.03		
		Avg. outage duration (hh:mm)	14.43	10.75	7.89	20.70	93.89	27.03	7.59	21.23	15.79		
Refunds	Number of customers who received refunds	2	7	0	2	6	0	2.00	3.00	1.00			
	Monthly amount of refunds	13.67	139.12	0	95.48	177.68	0	33.63	22.53	8.91			
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: Linda J. Roller

Phone: 559-868-6310

Email: lroller@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: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Friant

Measurement (Compile monthly, file quarterly)		Date filed (05/15/17)			Date filed (08/15/17)			Date filed (11/15/2017)			Date filed (2/15/18)		
		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	7.06	11.25	6.21	3.29	4.97	4.97	0.00	3.90	5.61			
	Total # of service orders	3.00	4.00	5.00	2.00	2.00	2.00	0.00	3.00	2.00			
	Avg. # of business days	2.35	2.81	1.24	1.65	2.49	2.49	0.00	1.30	2.81			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	3.00	4.00	5.00	2.00	2.00	2.00	0.00	3.00	2.00			
	Total # of installation commitment met	3.00	4.00	5.00	2.00	2.00	2.00	0.00	3.00	2.00			
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
	% of commitment met	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100%	100%	100%			
Customers	Acct # for voice or bundle, res+bus	472	477	481	475	468	453	449	446	447			
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	819	849	856	849	849	836	831	823	822		
		Total # of trouble reports	11	8	12	3	10	6	1	0	6		
		% of trouble reports	1.34%	0.94%	1.40%	0.35%	1.18%	0.72%	0.12%	0.00%	0.73%		
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	4	5	5	1	5	2	0	0	4		
		Total # of repair tickets restored in < 24hrs	4	5	5	1	5	2	0	0	4		
		% of repair tickets restored 24 Hours	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100%	100%	100%		
		Sum of the duration of all outages (hh:mm)	11.80	30.37	25.87	1.83	67.97	0.52	0	0	35		
		Avg. outage duration (hh:mm)	2.95	6.07	5.17	1.83	13.59	0.26	0	0	9		
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no		
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	4	8	6	1	5	3	0	0	4		
		Total # of repair tickets restored in < 24hrs	4	5	6	1	5	2	0	0	4		
		% of repair tickets restored 24 Hours	100.00%	62.50%	100.00%	100.00%	100.00%	66.67%	100.0%	100.0%	100.00%		
		Sum of the duration of all outages (hh:mm)	11.80	304.07	28.58	2	68	722	0	0	35		
		Avg. outage duration (hh:mm)	2.95	60.81	4.76	1.83	13.59	360.87	0:00	0:00	8.71		
		Number of customers who received refunds	1	0	0	0	1	0	0	1	0		
Refunds	Monthly amount of refunds	6.68	0	0	0	25.15	0	0.00	10.99	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: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Shaver

Measurement (Compile monthly, file quarterly)		Date filed (05/15/17)			Date filed (08/15/17)			Date filed (11/15/2017)			Date filed (2/15/18)		
		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	22.96	12.36	23.41	11.73	45.66	20.62	45.89	27.25	27.90			
	Total # of service orders	8.00	6.00	15.00	8.00	13.00	8.00	22.00	10.00	12.00			
	Avg. # of business days	2.87	2.06	1.56	1.47	3.51	2.58	2.09	2.72	2.33			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	8.00	6.00	15.00	8.00	13.00	8.00	22.00	10.00	12.00			
	Total # of installation commitment met	8.00	6.00	15.00	8.00	13.00	8.00	22.00	10.00	11.00			
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00			
	% of commitment met	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100%	100%	92%			
Customers	Acct # for voice or bundle, res+bus	1517	1528	1525	1528	1524	1530	1515	1510	1521			
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	1572	1568	1560	1578	1630	1660	1665	1661	1663		
		Total # of trouble reports	14	22	27	7	16	50	24	23	20		
		% of trouble reports	0.89%	1.40%	1.73%	0.44%	0.98%	3.01%	1.44%	1.38%	1.20%		
	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	7	11	2	8	22	18	11	10		
		Total # of repair tickets restored in < 24hrs	7	7	11	2	7	22	18	10	10		
		% of repair tickets restored 24 Hours	100.00%	100.00%	100.00%	100.00%	87.50%	100.00%	100%	91%	100%		
		Sum of the duration of all outages (hh:mm)	49.32	55.62	125.12	21.67	106.77	137.93	82	99	88		
		Avg. outage duration (hh:mm)	7.05	7.95	11.37	10.83	13.35	6.27	4.58	9.03	8.83		
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no		
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	11	9	16	3	12	33	19	14	13		
		Total # of repair tickets restored in < 24hrs	8	7	14	3	7	26	19	11	9		
		% of repair tickets restored 24 Hours	72.73%	77.78%	87.50%	100.00%	58.33%	78.79%	100.00%	78.57%	69.23%		
		Sum of the duration of all outages (hh:mm)	265.83	125.72	208.08	28.82	547.67	1358.22	106	269	317		
		Avg. outage duration (hh:mm)	24.17	13.97	13.01	9.61	45.64	41.16	5.59	19.23	24.42		
Refunds	Number of customers who received refunds	0	1	0	0	0	0	1	0	1			
	Monthly amount of refunds	0	14.63	0	0	0	0	19.78	0.00	8.91			
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: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Auberry

Measurement (Compile monthly, file quarterly)		Date filed (05/15/17)			Date filed (08/15/17)			Date filed (11/15/2017)			Date filed (2/15/18)		
		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	12.55	43.85	36.08	43.83	25.88	30.02	41.06	44.86	19.45			
	Total # of service orders	7	20	12	16.00	10.00	10.00	14.00	16.00	8.00			
	Avg. # of business days	1.79	2.19	3.01	2.74	2.59	3.00	2.93	2.80	2.43			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	7.00	20.00	12.00	16.00	10.00	10.00	14.00	16.00	8.00			
	Total # of installation commitment met	7.00	20.00	12.00	16.00	9.00	10.00	14.00	16.00	8.00			
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00			
	% of commitment met	100.00%	100.00%	100.00%	100.00%	90.00%	100.00%	100%	100%	100%			
Customers	Acct # for voice or bundle, res+bus	2203	2215	2228	2234	2223	2213	2207	2197	2184			
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	2574	2577	2576	2595	2592	2571	2566	2566	2554		
		Total # of trouble reports	60	51	37	17	30	43	31	29	20		
		% of trouble reports	2.33%	1.98%	1.44%	0.66%	1.16%	1.67%	1.21%	1.13%	0.78%		
	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	42	32	23	11	10	29	19	15	13		
		Total # of repair tickets restored in < 24hrs	41	29	23	11	10	29	19	14	12		
		% of repair tickets restored 24 Hours	97.62%	90.63%	100.00%	100.00%	100.00%	100.00%	100%	93%	92%		
		Sum of the duration of all outages (hh:mm)	268.73	204.08	114.00	87	45	232	143	90	93		
		Avg. outage duration (hh:mm)	6.40	6.38	4.96	7.94	4.52	7.98	7.51	5.98	7.19		
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no		
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	45	34	26	12	10	30	20	18	14		
		Total # of repair tickets restored in < 24hrs	41	29	24	12	10	29	19	15	12		
		% of repair tickets restored 24 Hours	91.11%	85.29%	92.31%	100.00%	100.00%	96.67%	95.00%	83.33%	85.71%		
		Sum of the duration of all outages (hh:mm)	494.62	295.00	186.85	92	66	257	169	361	122		
		Avg. outage duration (hh:mm)	10.99	8.68	7.19	7.64	6.56	8.56	8.46	20.05	8.75		
Refunds	Number of customers who received refunds	0	1	0	0	1.00	0.00	0.00	0	0			
	Monthly amount of refunds	0	20.33	0	0	28.58	0	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: Linda J. Roller

Phone: 559-868-6310

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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: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Wishon

Measurement (Compile monthly, file quarterly)		Date filed (05/15/17)			Date filed (08/15/17)			Date filed (11/15/2017)			Date filed (2/15/18)		
		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	0	2.82	0	0.01	0.99	4.73			
	Total # of service orders	0	0	0	0	1.00	0	1.00	1.00	2.00			
	Avg. # of business days	0.00	0.00	0.00	0.00	2.82	0.00	0.01	0.99	2.37			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	0	0	0	1.00	0	1.00	1.00	2.00			
	Total # of installation commitment met	0.00	0.00	0.00	0	1.00	0	1.00	1.00	2.00			
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
	% of commitment met	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100%	100%	100%			
Customers	Acct # for voice or bundle, res+bus	36	37	35	34	34	34	34	34	35			
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	66	67	89	86	89	77	96	98	97		
		Total # of trouble reports	8	1	1	1	0	1	1	3	6		
		% of trouble reports	12.12%	1.49%	1.12%	1.16%	0.00%	1.30%	1.04%	3.06%	6.19%		
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	1	0	1	0	0	1	1	4			
	Total # of repair tickets restored in ≤ 24hrs	1	1	0	1	0	0	0	1	4			
	% of repair tickets restored 24 Hours	100%	100%	100%	100%	100%	100%	0%	100%	100%			
	Sum of the duration of all outages (hh:mm)	2.37	0.47	0.00	20	0	0	26	1	54			
	Avg. outage duration (hh:mm)	2.37	0.47	0.00	20.40	0.00	0.00	26.05	1.00	13.39			
Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no				
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	8	1	1	1	0	0	1	1	4			
	Total # of repair tickets restored in ≤ 24hrs	3	1	0	1	0	0	0	1	4			
	% of repair tickets restored 24 Hours	37.50%	100.00%	0.00%	100.00%	100.00%	100.00%	0.00%	100.00%	100.00%			
	Sum of the duration of all outages (hh:mm)	376.07	0.47	48.82	20.40	0.00	0.00	26	1	54			
	Avg. outage duration (hh:mm)	47.01	0.47	48.82	20.40	0.00	0.00	26.05	1.00	13.39			
Refunds	Number of customers who received refunds	1	4	0	0	0:00	0:00	0	0	0			
	Monthly amount of refunds	6.99	95.16	0	0	0	0	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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**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: O'Neals

Measurement (Compile monthly, file quarterly)		Date filed (05/15/17)			Date filed (08/15/17)			Date filed (11/15/2017)			Date filed (2/15/18)		
		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	7.35	8.79	4.57	3.71	0	2.60	4.86	3.01	4.59			
	Total # of service orders	2	3	2	1.00	0	2.00	2.00	2.00	1.00			
	Avg. # of business days	3.67	2.93	2.28	3.71	0.00	1.30	2.43	1.50	4.59			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2	3	2	1.00	0	2.00	2.00	2.00	1.00			
	Total # of installation commitment met	2.00	3.00	2.00	1.00	0	2.00	2.00	2.00	1.00			
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
	% of commitment met	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100%	100%	100%			
Customers	Acct # for voice or bundle, res+bus	259	261	269	269	266	265	266	267	265			
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	326	324	325	327	325	326	327	328	326		
		Total # of trouble reports	15	19	4	9	1	16	6	12	6		
		% of trouble reports	4.60%	5.86%	1.23%	2.75%	0.31%	4.91%	1.83%	3.66%	1.84%		
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	6	5	2	4	1	1	4	8	1		
		Total # of repair tickets restored in < 24hrs	6	5	2	4	1	1	4	7	1		
		% of repair tickets restored 24 Hours	100%	100%	100%	100%	100%	100%	100%	88%	100%		
		Sum of the duration of all outages (hh:mm)	13	30	21	69	1	7	26	337	3		
		Avg. outage duration (hh:mm)	2.21	5.95	10.53	17.18	1.08	7.33	6.62	42.10	2.62		
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no		
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	7	6	2	6	1	1	4	8	3		
		Total # of repair tickets restored in < 24hrs	6	6	2	4	1	1	4	7	1		
		% of repair tickets restored 24 Hours	85.71%	100.00%	100.00%	66.67%	100.00%	100.00%	100.00%	87.50%	33.33%		
		Sum of the duration of all outages (hh:mm)	60.17	50.78	21.07	293.52	1.08	7.33	26	385	54		
		Avg. outage duration (hh:mm)	8.60	8.46	10.53	48.92	1.08	7.33	6.62	48.10	17.90		
		Number of customers who received refunds	0	0	0	0	0	0	0	1	0		
Refunds	Monthly amount of refunds	0	0	0	0	0	0	0.00	8.91	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: Linda J. Roller

Phone: 559-868-6310

Email: lroller@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: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: North Fork

Measurement (Compile monthly, file quarterly)		Date filed (05/15/17)			Date filed (08/15/17)			Date filed (11/15/2017)			Date filed (2/15/18)		
		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	4.75	12.30	20.06	21.63	28.36	10.67	15.96	28.72	26.51			
	Total # of service orders	3	8.00	6	11.00	11.00	6.00	7.00	13.00	14.00			
	Avg. # of business days	1.58	1.54	3.34	1.97	2.58	1.78	2.28	2.21	1.89			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	3	8	6	11.00	11.00	6.00	7.00	13.00	14.00			
	Total # of installation commitment met	3.00	8.00	6.00	11.00	11.00	6.00	7.00	13.00	14.00			
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
	% of commitment met	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100%	100%	100%			
Customers	Acct # for voice or bundle, res+bus	1533	1540	1549	1551	1545	1533	1504	1504	1498			
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	1740	1735	1737	1736	1740	1734	1724	1726	1718		
		Total # of trouble reports	45	50	54	54	19	42	17	18	24		
		% of trouble reports	2.59%	2.88%	3.11%	3.11%	1.09%	2.42%	0.99%	1.04%	1.40%		
	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	25	35	40	28	14	22	9	9	19		
		Total # of repair tickets restored in < 24hrs	23	35	40	27	14	21	9	9	19		
		% of repair tickets restored 24 Hours	92%	100%	100%	96%	100%	95%	100%	100%	100%		
		Sum of the duration of all outages (hh:mm)	173	146	198	108.57	86.80	163.72	86	32	63		
		Avg. outage duration (hh:mm)	6.92	4.18	4.96	3.88	6.20	7.44	9.55	3.58	3.33		
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	yes		
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	26	35	41	32	14	25	9	10	19		
		Total # of repair tickets restored in < 24hrs	23	35	40	26	14	22	8	9	19		
		% of repair tickets restored 24 Hours	88.46%	100.00%	97.56%	81.25%	100.00%	88.00%	88.89%	90.00%	100.00%		
		Sum of the duration of all outages (hh:mm)	236.40	146.38	242.52	416.10	86.80	243.78	86	105	87		
		Avg. outage duration (hh:mm)	9.09	4.18	5.92	13.00	6.20	9.75	9.55	10.46	4.57		
		Number of customers who received refunds	0	0	0	2	2	0	0	1	0		
Refunds	Monthly amount of refunds	0	0	0	95.48	34.95	0	0.00	2.63	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: Linda J. Roller

Phone: 559-868-6310

Email: lroller@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: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Big Creek

Measurement (Compile monthly, file quarterly)		Date filed (05/15/17)			Date filed (08/15/17)			Date filed (11/15/2017)			Date filed (2/15/18)		
		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	0.84	0.30	1.37	0.00	7.96	11.42	10.75	9.59	2.62			
	Total # of service orders	2	1	1	0	3.00	3.00	13.00	6.00	3.00			
	Avg. # of business days	0.42	0.30	1.37	0.00	2.65	3.81	0.83	1.60	0.87			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2	1	1	0	3.00	3.00	13.00	6.00	3.00			
	Total # of installation commitment met	2.00	1.00	1.00	0.00	3.00	3.00	13.00	6.00	3.00			
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
	% of commitment met	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100%	100%	100%			
Customers	Acct # for voice or bundle, res+bus	405	405	406	405	404	405	396	400	397			
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	344	341	341	340	358	437	471	482	454		
		Total # of trouble reports	5	2	6	4	11	17	4	4	4		
		% of trouble reports	1.45%	0.59%	1.76%	1.18%	3.07%	3.89%	0.85%	0.83%	0.88%		
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	0	1	2	3	3	15	1	2	2		
		Total # of repair tickets restored in < 24hrs	0	1	2	3	2	13	1	2	2		
		% of repair tickets restored 24 Hours	100%	100%	100%	100%	67%	87%	100%	100%	100%		
		Sum of the duration of all outages (hh:mm)	0	3	6	28.77	49.90	256.53	3	5	6		
		Avg. outage duration (hh:mm)	0.00	2.93	2.95	9.59	16.63	17.10	2.58	2.37	2.76		
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no		
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	0	2	2	4	8	15	2	2	4		
		Total # of repair tickets restored in < 24hrs	0	1	2	3	2	13	2	2	2		
		% of repair tickets restored 24 Hours	100.00%	50.00%	100.00%	75.00%	25.00%	86.67%	100.00%	100.00%	50.00%		
		Sum of the duration of all outages (hh:mm)	0.00	98.88	5.90	76.90	3925.32	304.53	4	5	185		
		Avg. outage duration (hh:mm)	0	49.44	2.95	19.22	490.66	20.30	1.78	2.37	46.33		
		Number of customers who received refunds	0	1	0	0	2	0	1	0	0		
Refunds	Monthly amount of refunds	0	9	0	0	89	0	13.85	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: Linda J. Roller

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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: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Cima

Measurement (Compile monthly, file quarterly)		Date filed (05/15/17)			Date filed (08/15/17)			Date filed (11/15/2017)			Date filed (2/15/18)		
		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	0.00	0.00	0.00	0.00	0.15	3.27			
	Total # of service orders	0	0	0	0	0	0	0	1.00	1.00			
	Avg. # of business days	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.15	3.27			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	0	0	0	0	0	0	1.00	1.00			
	Total # of installation commitment met	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	1.00			
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
	% of commitment met	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100%	100%	100%			
Customers	Acct # for voice or bundle, res+bus	38	37	38	38	38	38	38	38	38			
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	45	45	45	46	46	47	46		
		Total # of trouble reports	1	0	1	1	2	0	1	0	2		
		% of trouble reports	2.22%	0.00%	2.22%	2.22%	4.44%	0.00%	2.17%	0.00%	4.35%		
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	0	0	0	1	0	0	0	1			
		Total # of repair tickets restored in < 24hrs	0	0	0	1	0	0	0	0	1		
		% of repair tickets restored 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%		
		Sum of the duration of all outages (hh:mm)	0	0	0	3.65	0.00	0.00	0	0	21		
		Avg. outage duration (hh:mm)	0.00	0	0	3.65	0.00	0.00	0	0	21.48		
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no		
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	1	0	0	1	0	0	0	2			
		Total # of repair tickets restored in < 24hrs	0	0	0	0	0	0	0	0	1		
		% of repair tickets restored 24 Hours	0.00%	100%	100%	0%	100%	100%	100%	100%	50.00%		
		Sum of the duration of all outages (hh:mm)	26.68	0.00	0.00	313	0	0	0.00	0.00	141		
		Avg. outage duration (hh:mm)	26.68	0	0	312.77	0	0	0	0	70.39		
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	Monthly amount of refunds	0	0	0	0	0	0	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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