

California Public Utilities Commission

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2017

Reporting Unit Type: Check Box C C

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed (05/15/17)			Date filed (8/15/17)			Date filed (11/15/17)			Date filed (2/15/18)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	55.51	88.86	91.70									
	Total # of service orders	25.00	42.00	41.00									
	Avg. # of business days	2.22	2.12	2.24									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	25.00	42.00	41.00									
	Total # of installation commitment met	25.00	42.00	41.00									
	Total # of installation commitment missed	0.00	0.00	0.00									
	% of commitment met	100.00%	100.00%	100.00%									
Customers	Acct # for voice or bundle, res+bus	6463	6500	6531									
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								
		Total # of trouble reports	119	123	118								
		% of trouble reports	2.02%	2.09%	2.01%								
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	1600	1626	1656								
		Total # of trouble reports	40	30	24								
		% of trouble reports	2.50%	1.85%	1.45%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	85	86	83									
	Total # of repair tickets restored in ≤ 24hrs	82	83	83									
	% of repair tickets restored ≤ 24 Hours	96.47%	96.51%	100.00%									
	Sum of the duration of all outages (hh:mm)	519	470	490									
	Avg. outage duration (hh:mm)	6.10	5.46	5.91									
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	102	95	94									
	Total # of repair tickets restored in ≤ 24hrs	85	84	88									
	% of repair tickets restored ≤ 24 Hours	83.33%	88.42%	93.62%									
	Sum of the duration of all outages (hh:mm)	1356	1021	742									
	Avg. unadjusted outage duration (hh:mm)	13.30	10.75	7.89									
Refunds	Number of customers who received refunds	na	na	0									
	Monthly amount of rrefunds	14	110	0									
Answer Time (Trouble Reports "TR", 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												

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)

California Public Utilities Commission

Company Name:

The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2017

Reporting Unit Type:

Check Box C C

Reporting Unit Name:

Friant

Measurement (Compile monthly, file quarterly)		Date filed (05/15/17)			Date filed (8/15/17)			Date filed (11/15/17)			Date filed (2/15/18)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	7.06	11.25	6.21									
	Total # of service orders	3.00	4.00	5.00									
	Avg. # of business days	2.35	2.81	1.24									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	3.00	4.00	5.00									
	Total # of installation commitment met	3.00	4.00	5.00									
	Total # of installation commitment missed	0.00	0.00	0.00									
	% of commitment met	100.00%	100.00%	100.00%									
Customers	Acct # for voice or bundle, res+bus	472	477	481									
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								
		Total # of trouble reports	11	8	12								
		% of trouble reports	1.34%	0.94%	1.40%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	4	5	5									
	Total # of repair tickets restored in ≤ 24hrs	4	5	5									
	% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%									
	Sum of the duration of all outages (hh:mm)	11.80	30.37	25.87									
	Avg. outage duration (hh:mm)	2.95	6.07	5.17									
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	4	8	6									
	Total # of repair tickets restored in ≤ 24hrs	4	5	6									
	% of repair tickets restored ≤ 24 Hours	100.00%	62.50%	100.00%									
	Sum of the duration of all outages (hh:mm)	11.80	304.07	28.58									
	Avg. unadjusted outage duration (hh:mm)	2.95	60.81	4.76									
Refunds	Number of customers who received refunds	na	0	0									
	Monthly amount of rrefunds	6.68	0	0									
Answer Time (Trouble Reports "TR", 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

Check Box C C

Name:

Linda J. Roller

Phone: 559-868-6310

Email: lroller@ponderosatel.com

California Public Utilities Commission

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2017

Reporting Unit Type: Check Box C C

Reporting Unit Name: Shaver

Measurement (Compile monthly, file quarterly)		Date filed (05/15/17)			Date filed (8/15/17)			Date filed (11/15/17)			Date filed (2/15/18)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	22.96	12.36	23.41									
	Total # of service orders	8.00	6.00	15.00									
	Avg. # of business days	2.87	2.06	1.56									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	8.00	6.00	15.00									
	Total # of installation commitment met	8.00	6.00	15.00									
	Total # of installation commitment missed	0.00	0.00	0.00									
	% of commitment met	100.00%	100.00%	100.00%									
Customers	Acct # for voice or bundle, res+bus	1517	1528	1525									
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								
		Total # of trouble reports	14	22	27								
		% of trouble reports	0.89%	1.40%	1.73%								
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	7	7	11									
	Total # of repair tickets restored in ≤ 24hrs	7	7	11									
	% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%									
	Sum of the duration of all outages (hh:mm)	49.32	55.62	125.12									
	Avg. outage duration (hh:mm)	7.05	7.95	11.37									
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	11	9	16									
	Total # of repair tickets restored in ≤ 24hrs	8	7	14									
	% of repair tickets restored ≤ 24 Hours	72.73%	77.78%	87.50%									
	Sum of the duration of all outages (hh:mm)	265.83	125.72	208.08									
	Avg. unadjusted outage duration (hh:mm)	24.17	13.97	13.01									
Refunds	Number of customers who received refunds	0	na	0									
	Monthly amount of rrefunds	0	14.63	0									
Answer Time (Trouble Reports "TR", 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: Check Box C C
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)

California Public Utilities Commission

Company Name:

The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2017

Reporting Unit Type:

Check Box C C

Reporting Unit Name:

Auberry

Measurement (Compile monthly, file quarterly)		Date filed (05/15/17)			Date filed (8/15/17)			Date filed (11/15/17)			Date filed (2/15/18)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	12.55	43.85	36.08									
	Total # of service orders	7	20	12									
	Avg. # of business days	1.79	2.19	3.01									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	7.00	20.00	12.00									
	Total # of installation commitment met	7.00	20.00	12.00									
	Total # of installation commitment missed	0.00	0.00	0.00									
	% of commitment met	100.00%	100.00%	100.00%									
Customers	Acct # for voice or bundle, res+bus	2203	2215	2228									
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								
		Total # of trouble reports	60	51	37								
		% of trouble reports	2.33%	1.98%	1.44%								
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	42	32	23									
	Total # of repair tickets restored in ≤ 24hrs	41	29	23									
	% of repair tickets restored ≤ 24 Hours	97.62%	90.63%	100.00%									
	Sum of the duration of all outages (hh:mm)	268.73	204.08	114.00									
	Avg. outage duration (hh:mm)	6.40	6.38	4.96									
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	45	34	26									
	Total # of repair tickets restored in ≤ 24hrs	41	29	24									
	% of repair tickets restored ≤ 24 Hours	91.11%	85.29%	92.31%									
	Sum of the duration of all outages (hh:mm)	379.47	295.00	186.85									
	Avg. unadjusted outage duration (hh:mm)	8.43	8.68	7.19									
Refunds	Number of customers who received refunds	0	0	0									
	Monthly amount of rrefunds	0	0	0									
Answer Time (Trouble Reports "TR", 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)

California Public Utilities Commission

Company Name:

The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2017

Reporting Unit Type:

Check Box C C

Reporting Unit Name:

Wishon

Measurement (Compile monthly, file quarterly)		Date filed (05/15/17)			Date filed (8/15/17)			Date filed (11/15/17)			Date filed (2/15/18)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	0.00	0.00	0.00									
	Total # of service orders	0	0	0									
	Avg. # of business days	0.00	0.00	0.00									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	0	0									
	Total # of installation commitment met	0.00	0.00	0.00									
	Total # of installation commitment missed	0.00	0.00	0.00									
	% of commitment met	100.00%	100.00%	100.00%									
Customers	Acct # for voice or bundle, res+bus	36	37	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								
		Total # of trouble reports	8	1	1								
		% of trouble reports	12.12%	1.49%	1.12%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	1	0									
	Total # of repair tickets restored in ≤ 24hrs	1	1	0									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	2.37	0.47	0.00									
	Avg. outage duration (hh:mm)	2.37	0.47	0.00									
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	8	1	1									
	Total # of repair tickets restored in ≤ 24hrs	3	1	0									
	% of repair tickets restored ≤ 24 Hours	37.50%	100.00%	0.00%									
	Sum of the duration of all outages (hh:mm)	376.07	0.47	48.82									
	Avg. unadjusted outage duration (hh:mm)	47.01	0.47	48.82									
Refunds	Number of customers who received refunds	na	na	0									
	Monthly amount of rrefunds	6.99	95.16	0									
Answer Time (Trouble Reports "TR", 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

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California Public Utilities Commission

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2017

Reporting Unit Type: Check Box C C

Reporting Unit Name: O'Neals

Measurement (Compile monthly, file quarterly)		Date filed (05/15/17)			Date filed (8/15/17)			Date filed (11/15/17)			Date filed (2/15/18)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	7.35	8.79	4.57									
	Total # of service orders	2	3	2									
	Avg. # of business days	3.67	2.93	2.28									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2	3	2									
	Total # of installation commitment met	2.00	3.00	2.00									
	Total # of installation commitment missed	0.00	0.00	0.00									
	% of commitment met	100.00%	100.00%	100.00%									
Customers	Acct # for voice or bundle, res+bus	259	261	269									
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								
		Total # of trouble reports	15	19	4								
		% of trouble reports	4.60%	5.86%	1.23%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	6	5	2									
	Total # of repair tickets restored in ≤ 24hrs	6	5	2									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	13	30	21									
	Avg. outage duration (hh:mm)	2.21	5.95	10.53									
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	7	6	2									
	Total # of repair tickets restored in ≤ 24hrs	6	6	2									
	% of repair tickets restored ≤ 24 Hours	85.71%	100.00%	100.00%									
	Sum of the duration of all outages (hh:mm)	60.17	50.78	21.07									
	Avg. unadjusted outage duration (hh:mm)	8.60	8.46	10.53									
Refunds	Number of customers who received refunds	0	0	0									
	Monthly amount of rrefunds	0	0	0									
Answer Time (Trouble Reports "TR", 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

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California Public Utilities Commission

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2017

Reporting Unit Type: Check Box C C

Reporting Unit Name: North Fork

Measurement (Compile monthly, file quarterly)		Date filed (05/15/17)			Date filed (8/15/17)			Date filed (11/15/17)			Date filed (2/15/18)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	4.75	12.30	20.06									
	Total # of service orders	3	8.00	6									
	Avg. # of business days	1.58	1.54	3.34									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	3	8	6									
	Total # of installation commitment met	3.00	8.00	6.00									
	Total # of installation commitment missed	0.00	0.00	0.00									
	% of commitment met	100.00%	100.00%	100.00%									
Customers	Acct # for voice or bundle, res+bus	1533	1540	1549									
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								
		Total # of trouble reports	45	50	54								
		% of trouble reports	2.59%	2.88%	3.11%								
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	25	35	40									
	Total # of repair tickets restored in ≤ 24hrs	23	35	40									
	% of repair tickets restored ≤ 24 Hours	92%	100%	100%									
	Sum of the duration of all outages (hh:mm)	173	146	198									
	Avg. outage duration (hh:mm)	6.92	4.18	4.96									
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	26	35	41									
	Total # of repair tickets restored in ≤ 24hrs	23	35	40									
	% of repair tickets restored ≤ 24 Hours	88.46%	100.00%	97.56%									
	Sum of the duration of all outages (hh:mm)	236.40	146.38	242.52									
	Avg. unadjusted outage duration (hh:mm)	9.09	4.18	5.92									
Refunds	Number of customers who received refunds	0	0	0									
	Monthly amount of rrefunds	0	0	0									
Answer Time (Trouble Reports "TR", 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

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Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

California Public Utilities Commission

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2017

Reporting Unit Type: Check Box C C

Reporting Unit Name: Big Creek

Measurement (Compile monthly, file quarterly)		Date filed (05/15/17)			Date filed (8/15/17)			Date filed (11/15/17)			Date filed (2/15/18)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	0.84	0.30	1.37									
	Total # of service orders	2	1	1									
	Avg. # of business days	0.42	0.30	1.37									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2	1	1									
	Total # of installation commitment met	2.00	1.00	1.00									
	Total # of installation commitment missed	0.00	0.00	0.00									
	% of commitment met	100.00%	100.00%	100.00%									
Customers	Acct # for voice or bundle, res+bus	405	405	406									
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								
		Total # of trouble reports	5	2	6								
		% of trouble reports	1.45%	0.59%	1.76%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	1	2									
	Total # of repair tickets restored in ≤ 24hrs	0	1	2									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	0	3	6									
	Avg. outage duration (hh:mm)	0.00	2.93	2.95									
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	0	2	2									
	Total # of repair tickets restored in ≤ 24hrs	0	1	2									
	% of repair tickets restored ≤ 24 Hours	100.00%	50.00%	100.00%									
	Sum of the duration of all outages (hh:mm)	0.00	98.88	5.90									
	Avg. unadjusted outage duration (hh:mm)	0	49.44	2.95									
Refunds	Number of customers who received refunds												
	Monthly amount of rrefunds	0	0	0									
Answer Time (Trouble Reports "TR", 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)

California Public Utilities Commission

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2017

Reporting Unit Type: Check Box C C

Reporting Unit Name: Cima

Measurement (Compile monthly, file quarterly)		Date filed (05/15/17)			Date filed (8/15/17)			Date filed (11/15/17)			Date filed (2/15/18)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	0.00	0.00	0.00									
	Total # of service orders	0	0	0									
	Avg. # of business days	0.00	0.00	0.00									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0	0	0									
	Total # of installation commitment met	0.00	0.00	0.00									
	Total # of installation commitment missed	0.00	0.00	0.00									
	% of commitment met	100.00%	100.00%	100.00%									
Customers	Acct # for voice or bundle, res+bus	38	37	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								
		Total # of trouble reports	1	0	1								
		% of trouble reports	2.22%	0.00%	2.22%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0									
	Total # of repair tickets restored in ≤ 24hrs	0	0	0									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	0	0	0									
	Avg. outage duration (hh:mm)	0.00	0	0									
	Indicate if catastrophic event is in month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	1	0	0									
	Total # of repair tickets restored in ≤ 24hrs	0	0	0									
	% of repair tickets restored ≤ 24 Hours	0.00%	100%	100%									
	Sum of the duration of all outages (hh:mm)	26.68	0.00	0.00									
	Avg. unadjusted outage duration (hh:mm)	26.68	0	0									
Refunds	Number of customers who received refunds												
	Monthly amount of rrefunds	0	0	0									
Answer Time (Trouble Reports "TR", 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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