Company Name:	The Ponderosa Telephone Co.	U#:	<u>1014-C</u>		Report Year:	<u>2017</u>
Reporting Unit Type:	✓ Check Box 1027 ☐ Check Box 1025 ☐ Check Box 1026	Reporting Unit	Name:	Total Company		

				Date filed			Date filed			Date filed			Date filed	
	Mossuroment (Comp	ile monthly, file quarterly)	((05/15/17)			(8/15/17)			(11/15/17)			(2/15/18)	
	Measurement (Comp	ne monthly, me quarterly)	19	t Quarter			2nd Quarter			3rd Quarter			4th Quarter	
			Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
nstallation	Interval	Total # of business days	55.51	88.86	91.70									
	rd = 5 bus. days	Total # of service orders	25.00	42.00	41.00									
Starida		Avg. # of business days	2.22	2.12	2.24									
		Total # of installation commitments	25.00	42.00	41.00									
	Commitment	Total # of installation commitment met	25.00	42.00	41.00									
√lin. standa	rd = 95% commitment met	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									
:ustomer]	Trouble Report													
6% (6 per 100 working lines		Total # of working lines												
	for units $w/ \ge 3,000$ lines)	Total # of trouble reports												
힏	101 unite W/ = 0,000 inico/	% of trouble reports												
Standar	8% (8 per 100 working lines	Total # of working lines	5886	5880	5873									
Ear	for unito w/ 4 004 2 000 lines)	Total # of trouble reports	119	123	118									
Min.	101 dilito W/ 1,001 2,000 iii100)	% of trouble reports	2.02%	2.09%	2.01%									
		Total # of working lines	1600	1626	1656									
	10% (10 per 100 working lines	Total # of trouble reports	40	30	24									
	for units w/ ≤ 1,000 lines)													
		% of trouble reports	2.50%	1.85%	1.45%									
		Total # of outage report tickets	85	86	83									
Adjusted	Out of	Total # of repair tickets restored in ≤ 24hrs	82	83	83									
-		% of repair tickets restored ≤ 24 Hours	96.47%	96.51%	100.00%									
Service Re	rd = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	519	470	490									
viin. Standa	rd = 90% within 24 hrs	Avg. outage duration (hh:mm)	6.10	5.46	5.91									
		Indicate if catastrophic event is in month												
		Total # of unadjusted outage report tickets	102	95	94							•		
Jnadjusted	l Out of	Total # of repair tickets restored in ≤ 24hrs	85	84	88							•		
Service Re		% of repair tickets restored ≤ 24 Hours	83.33%	88.42%	93.62%									
	•	Sum of the duration of all outages (hh:mm)	1356	1021	742				-					· I
		Avg. unadjusted outage duration (hh:mm)	13.30	10.75	7.89									
		Number of customers who received refunds							<u> </u>		-		<u> </u>	
Refunds		Monthly amount of rrefunds	14	110	0				-					
												•		
Answer Tin	ne (Trouble Reports "TR",	Total # of calls for TR, Billing & Non-Billing												
	on-Billing)	Total # of call seconds to reach live agent												
	rd = 80% of calls ≤ 60 seconds	% ≤ 60 seconds												
	e agent (w/ a menu option to							_				-	-	
each live a														

Name: Linda J. Roller	Phone: 559-868-6310	Email: <u>lroller@ponderosatel.com</u>

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)

Company	Name:	The Ponderosa Telephone Co.					U#:	<u>1014-C</u>			Report Year:		<u>2017</u>	
Reporting	g Unit Type:	✓ Check Box 1027 ☐ Check Box 1025☐ Check Box	1026				Reporting Unit	Name:	<u>.</u>	Friant				
	Measurement (Compi	le monthly, file quarterly)	(1:	Date filed (05/15/17) st Quarter			Date filed (8/15/17) 2nd Quarter			Date filed (11/15/17) 3rd Quarter			Date filed (2/15/18) 4th Quarter	
		Taral Watth allows Inc.	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
stallation	Interval	Total # of business days	7.06	11.25	6.21									
lin. standa	rd = 5 bus. days	Total # of service orders	3.00	4.00	5.00									
	·	Avg. # of business days Total # of installation commitments	2.35	2.81 4.00	1.24									
etallation	Commitment	Total # of installation commitments Total # of installation commitment met	3.00 3.00	4.00										
	rd = 95% commitment met	Total # of installation commitment met Total # of installation commitment missed	0.00	0.00	0.00									
% of commitment met			100.00%	100.00%										
ustomers		Acct # for voice or bundle, res+bus	472	477	481									
	Trouble Report	Acct # 101 voice of buildie, res+bus	412	477	401									
astorner		Total # of working lines												
	6% (6 per 100 working lines	Total # of trouble reports												
ъ	for units w/ ≥ 3,000 lines)	% of trouble reports												
Standard	/	Total # of working lines												
anc	8% (8 per 100 working lines	Total # of trouble reports												
St	for units w/ 1,001 - 2,999 lines)	% of trouble reports												
<u>.</u>		Total # of working lines	819	849	856									
Min	10% (10 per 100 working lines		11	8	12		•	•						
	for units w/ ≤ 1,000 lines)	'												
	,	% of trouble reports	1.34%	0.94%	1.40%									
	•	Total # of outage report tickets	4	5	5									
		Total # of repair tickets restored in ≤ 24hrs	4	5	5									
djusted	Out of		4 00 000/		400,000/									
ervice Re		% of repair tickets restored ≤ 24 Hours	100.00%	100.00%										
lin. standa	rd = 90% within 24 hrs	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												
	Out of	Total # of unadjusted outage report tickets	4	8	6				-					
nadjusted		Total # of repair tickets restored in ≤ 24hrs	4	5	6				-		T			I
ervice Re	port	% of repair tickets restored ≤ 24 Hours	100.00%	62.50%					-					
		Sum of the duration of all outages (hh:mm)	11.80	304.07	28.58				-		Τ			I
		Avg. unadjusted outage duration (hh:mm) Number of customers who received refunds	2.95	60.81	4.76				-					
efunds		Monthly amount of rrefunds	6.68	0	0				- 1					
		Monthly amount of freithids	0.00											
newer Tir	ne (Trouble Reports "TR",	Total # of calls for TR, Billing & Non-Billing					1	<u> </u>						
	on-Billing)	Total # of call seconds to reach live agent												
	rd = 80% of calls ≤ 60 seconds	% ≤ 60 seconds												
	e agent (w/ a menu option to	70 2 00 0000 nd0						<u>!</u>						
each live a														
zaom iivo a	gonty	4				Pr	rimary Utility Co	ntact Informati	on					
		☐ Check Box 1030 ☐ Check Box 1028☐ Check Box	1029											
	Name:	Linda J. Roller			Phone:	559-868-6	310			Email:	Iroller@ponderosatel.com			
		Check Box 1033 Check Box 1031 Check Box	1032		•				ı					
					Calif	iornia Pu	ublic Utilities (Commission						
					Serv	vice Qua	ality Standard	s Reportina						
General Order						•		t 2016						
General Order No						. 30 0, 100 D		0.0						
Company Name: <u>The Ponderosa Telephone Co.</u> U#:				U#:	1014-C			Report Year:		<u>2017</u>				
The Foliderosa Felephone Co.							•		•			•		
Reporting	g Unit Type:	✓ Check Box 1027 ☐ Check Box 1025 ✓ Check Box	1026				Reporting Unit	Name:	;	Shaver				
•							_		-					•

		[Date filed			Date filed		Date filed				Date filed		
Mossurement (Com	pile monthly, file quarterly)	(1	05/15/17)			(8/15/17)			(11/15/17)			(2/15/18)		
weasurement (Com	pile monthly, me quarterly)	1st Quarter			2nd Quarter		3rd Quarter							
	<u> </u>		Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Interval	Total # of business days	22.96	12.36	23.41										
Min_standard = 5 bus_days I otal # of service orders	Total # of service orders	8.00	6.00	15.00										
iviiii. Standard = 5 bus. days	Avg. # of business days	2.87	2.06	1.56										
	Total # of installation commitments	8.00	6.00	15.00										
Installation Commitment	Total # of installation commitment met	8.00	6.00	15.00										
Min. standard = 95% commitment met	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 T	Trouble Report									
	6% (6 per 100 working lines	Total # of working lines								
	for units w/ ≥ 3,000 lines)	Total # of trouble reports								
5	ior units w/ ≥ 3,000 lines)	% of trouble reports								
Standar	8% (8 per 100 working lines	Total # of working lines	1572	1568	1560					
an	for units w/ 1 001 2 000 lines)	Total # of trouble reports	14	22	27					
SS	101 driits w/ 1,001 - 2,999 lines)	% of trouble reports	0.89%	1.40%	1.73%					
Min.		Total # of working lines								
	10% (10 per 100 working lines	Total # of trouble reports								
	for units w/ ≤ 1,000 lines)	% of trouble reports								
		Total # of outage report tickets	7	7	11					
Adjusted	Out of	Total # of repair tickets restored in ≤ 24hrs	7	7	11					
Service Rep		% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%	,				
	rd = 90% within 24 hrs	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								
		Total # of unadjusted outage report tickets	11	9	16					
Unadjusted	d Out of	Total # of repair tickets restored in ≤ 24hrs	8	7	14					
Service Re	port	% 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								
Refulius		Monthly amount of rrefunds	0	14.63	0					
							 		T	
		Total # of calls for TR, Billing & Non-Billing								
Billing & No	G /	Total # of call seconds to reach live agent								
	00/00! 00!!!0 = 00 0000!!!00	% ≤ 60 seconds								
to reach live	e agent (w/ a menu option to									

reach live agent)		

Primary Utility Contact Information

Name:	Check Box 1030 Linda J. Roller	✓ Check Box 1028	Check Box 1029
	Check Box 1033	Check Box 1031	Check Box 1032

hone: <u>559-868-6310</u>	Email: <u>Iroller@ponderosatel.com</u>

California Public Utilities Commission Service Quality Standards Reporting General Order No. 133-C, 133-D as of August 2016

ompany Name:	The Ponderosa Telephone Co.	U#:	<u>1014-C</u>		Report Year:	<u>2017</u>
eporting Unit Type:	☐ Check Box 1027 ☐ Check Box 1025 ☐ Check Box 1026	Reporting Unit	Name:	Auberry		

Reporting Unit Type:							Reporting Un	nit Name:		Auberry						
				Date filed			Date file			Date filed			Date filed			
	Measurement (Compi	ile monthly, file quarterly)		05/15/17)		(8/15/17)				(11/15/17)			(2/15/18)			
		3,	1st Quarter		A	2nd Quarter			3rd Quarter	0.00	4th Quarter					
		IT-(-1 # - C)	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec		
stallation	Interval	Total # of business days	12.55	43.85					-							
in. standaı	rd = 5 bus. days	Total # of service orders	/ 1.70	20			1				_	_				
	·	Avg. # of business days	1.79	2.19								_				
- 4 - 11 - 42	O	Total # of installation commitments	7.00	20.00					-			_				
	Commitment	Total # of installation commitment met	7.00	20.00												
ın. standai	rd = 95% commitment met	Total # of installation commitment missed	0.00	0.00												
		% of commitment met	100.00%	100.00%						_						
ustomers		Acct # for voice or bundle, res+bus	2203	2215	2228											
ustomer T	rouble Report	T + 1 11 11 11														
	6% (6 per 100 working lines	Total # of working lines														
	for units w/ ≥ 3,000 lines)	Total # of trouble reports														
99/ (9 par 100 working		% of trouble reports					•			_						
	8% (8 per 100 working lines	Total # of working lines	2574	2577												
	for units w/ 1.001 - 2.999 lines)	Total # of trouble reports	60	51												
Ś.	for units w/ 1,001 - 2,999 lines)	% of trouble reports	2.33%	1.98%	1.44%		,									
Min.		Total # of working lines														
2	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports														
		% of trouble reports														
		Total # of outage report tickets	42	32	23											
djusted	Out of	Total # of repair tickets restored in ≤ 24hrs	41	29	23											
rvice Rep		% of repair tickets restored ≤ 24 Hours	97.62%	90.63%	100.00%		•	•								
	rd = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	268.73	204.08	114.00											
n. otanaa	14 - 55 /6 Willim 24 1115	Avg. outage duration (hh:mm)	6.40	6.38	4.96		•			_						
		Indicate if catastrophic event is in month														
		Total # of unadjusted outage report tickets	45	34	26											
nadjusted	Out of	Total # of repair tickets restored in ≤ 24hrs	41	29	24											
ervice Re	port	% 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												
of unda		Number of customers who received refunds														
efunds		Monthly amount of rrefunds	0	0	0											
			-													
nswer Tim	ne (Trouble Reports "TR",	Total # of calls for TR, Billing & Non-Billing														
	on-Billing)	Total # of call seconds to reach live agent														
	rd = 80% of calls ≤ 60 seconds	% ≤ 60 seconds														
	e agent (w/ a menu option to						•					_	-			

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

						Pr	imary Utility Co	ontact Informati	ion					
	Name:	Check Box 1030 Check Box 1036 Check Box 1036 Check Box 1034 Check			Phone:	559-868-63	310		-	Email:	<u> roller@ponderosatel.cor</u>	<u>n</u>		
				G	Ser	fornia Public Utilities Commission rvice Quality Standards Reporting order No. 133-C, 133-D as of August 2016								
Company	y Name:	The Ponderosa Telephone Co.					U#:	<u>1014-C</u>			Report Year:		<u>2017</u>	
	ng Unit Type:	Check Box 1027 Check Box 1025 Check Box	1026				Reporting Unit		_	Wishon				
	Measurement (Comp	ile monthly, file quarterly)	(1	Date filed (05/15/17)			Date filed (8/15/17)			Date filed (11/15/17)			Date filed (2/15/18)	
	` .	, , ,	Jan	st Quarter Feb	Mar	Apr	2nd Quarte May	June	Jul	3rd Quarter Aug	Sep	Oct	4th Quarter Nov	Dec
		Total # of business days	0.00	0.00	0.00	Aþi	Iviay	Julie	Jui	Aug	Оер	OCI	NOV	Dec
nstallation		Total # of service orders	0	0	0									
/lin. standa	ard = 5 bus. days	Avg. # of business days	0.00	0.00	0.00									
		Total # of installation commitments	0	0	0			•						
nstallatior	n Commitment	Total # of installation commitment met	0.00	0.00	0.00									
/lin. standa	ard = 95% commitment met	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													
	6% (6 per 100 working lines	Total # of working lines												
_	for units w/ ≥ 3,000 lines)	Total # of trouble reports												
ard	,	% of trouble reports					1					_		
ndar	8% (8 per 100 working lines	Total # of working lines										_		
Staı	for units w/ 1,001 - 2,999 lines)	Total # of trouble reports										_		
<u>ς</u>	,	% of trouble reports	00	0.7	00		1					_		
Ā	100/ (10 per 100 working lines	Total # of working lines	66	67	89							_		
_	10% (10 per 100 working lines	l otal # of trouble reports	8	1]	1									
	for units w/ ≤ 1,000 lines)	0/ of trouble reports	10 100/	1 400/	1 120/									
	1	% of trouble reports	12.12%	1.49%	1.12%									
		Total # of outage report tickets	1	1	0									
Adjusted	Out of	Total # of repair tickets restored in ≤ 24hrs	1	1	0									
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
Min. standard = 90% within 24 hrs		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										1		
		Total # of unadjusted outage report tickets	8	1	1									
Jnadjuste	d Out of	Total # of repair tickets restored in ≤ 24hrs	3	1	0									
Service Re		% of repair tickets restored ≤ 24 Hours	37.50%	100.00%	0.00%						-			

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

Primary Utility Contact Information

376.07

47.01

6.99

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

Avg. unadjusted outage duration (hh:mm)

Monthly amount of rrefunds

% ≤ 60 seconds

Number of customers who received refunds

Total # of calls for TR, Billing & Non-Billing Total # of call seconds to reach live agent

Name: Linda J. Roller Phone: 559-868-6310 Email: loller@ponderosatel.com

48.82

48.82

0.47

0.47

95.16

Date Adopted: 7/28/09

Billing & Non-Billing)

Refunds

Date Revised: 12/08/09 (Corrects typographical errors)

Answer Time (Trouble Reports "TR",

Min. standard = 80% of calls ≤ 60 seconds

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

Company Name:	The Ponderosa Telephone Co.		U#: <u>1014-C</u>	Report Year:	<u>2017</u>
Reporting Unit Type:	☐ Check Box 1039 ☑ Check Box 1037☐ Check Box	1038	Reporting Unit Name:	O'Neals	
		Date filed	Date filed	Date filed	Date filed
Mossurement (Com	pile monthly, file quarterly)	(05/15/17)	(8/15/17)	(11/15/17)	(2/15/18)
Measurement (Com	plie monthly, me quarterly)	1 of Ougston	2nd Ougston	2nd Occupation	Ath Occartor

	Measurement (Compile monthly, file quarterly)		(0	Date filed 05/15/17) of Quarter		(8	ate filed 3/15/17) d Quarter			Date filed (11/15/17) 3rd Quarter			Date filed (2/15/18) 4th Quarter	
			Jan	Feb	Mar	Apr N	<i>l</i> lay	June	Jul	Aug	Sep	Oct	Nov	Dec
la stallatia	latement	Total # of business days	7.35	8.79	4.57	•				<u> </u>	·			
Installation Interval Min. standard = 5 bus. days		Total # of service orders	2	3	2									
		Avg. # of business days	3.67	2.93	2.28									
		Total # of installation commitments	2	3	2	•	•							
nstallatio	on Commitment	Total # of installation commitment met	2.00	3.00	2.00									
lin. stand	lard = 95% commitment met	Total # of installation commitment missed	0.00	0.00	0.00		•							
		% of commitment met	100.00%	100.00%	100.00%									
ustome	'S	Acct # for voice or bundle, res+bus	259	261	269									
ustome	Trouble Report										•			
	6% (6 per 100 working lines	Total # of working lines												
	for units w/ ≥ 3,000 lines)	Total # of trouble reports												
ard	for units w/ ≥ 3,000 lines)	% of trouble reports												
Min. Standar	8% (8 per 100 working lines	Total # of working lines												
	for units w/ 1,001 - 2,999 lines	Total # of trouble reports												
		% of trouble reports				-	_							
		Total # of working lines	326	324	325									
	10% (10 per 100 working lines	Total # of trouble reports	15	19	4									
	for units w/ ≤ 1,000 lines)					•	-							
		% of trouble reports	4.60%	5.86%	1.23%									
		Total # of outage report tickets	6	5	2									
djusted	Out of	Total # of repair tickets restored in ≤ 24hrs	6	5	2									
ervice R		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	•	•							
	lard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	13	30	21							1		
IIII. Staric	iaid = 90 % Within 24 ms	Avg. outage duration (hh:mm)	2.21	5.95	10.53	ļ	<u> </u>					1		
		Indicate if catastrophic event is in month		0.00	10.00							1		
		Total # of unadjusted outage report tickets	7	6	2									
nadjuste	ed Out of	Total # of repair tickets restored in ≤ 24hrs	6	6	2								•	
ervice R		% 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	0.00	0.10	10.00									
		Monthly amount of rrefunds	0	0	0									
nswer T	ime (Trouble Reports "TR",	Total # of calls for TR, Billing & Non-Billing												
	Non-Billing)	Total # of call seconds to reach live agent												
	lard = 80% of calls ≤ 60 seconds	% ≤ 60 seconds												
o reach live agent (w/ a menu option to														
reach live agent)														

Primary Utility Contact Information

Name: Linda J. Roller	Phone: 559-868-6310	Email: <u>Iroller@ponderosatel.com</u>
D + A +		

Date Adopted: 7/28/09

reach live agent)

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)

Compan	y Name:	The Ponderosa Telephone Co.					U#:	<u>1014-C</u>	_		Report Year:	<u>2017</u>					
Reportin	ng Unit Type:	☐ Check Box 1042 ✓ Check Box 1040 ☐ Check Box	x 1041				Reporting Unit Name:			orth Fork				-			
Measurement (Compile monthly, file quarterly)		ile monthly, file quarterly)	(1	Date filed (05/15/17) 1st Quarter			Date filed (8/15/17) 2nd Quarter			Date filed (11/15/17) 3rd Quarter			Date filed (2/15/18) 4th Quarter				
			Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec			
Installatio	n Interval	Total # of business days	4.75	12.30	20.06												
Min. standard = 5 bus. days		Total # of service orders	3	8.00	6												
		Avg. # of business days	1.58	1.54	3.34												
		Total # of installation commitments	3	8	6												
	n Commitment	Total # of installation commitment met	3.00	8.00	6.00												
Min. standa	ard = 95% commitment met	Total # of installation commitment missed	0.00	0.00	0.00												
		% of commitment met	100.00%	100.00%	100.00%												
Customer		Acct # for voice or bundle, res+bus	1533	1540	1549												
Customer	Trouble Report																
	6% (6 per 100 working lines	Total # of working lines															
	for units w/ ≥ 3,000 lines)	Total # of trouble reports															
Ē	101 di 1110 117 2 0,000 iii 100)	% of trouble reports															
lin. Standar	8% (8 per 100 working lines	Total # of working lines	1740	1735	1737												
	for units w/ 1,001 - 2,999 lines)	Total # of trouble reports	45	50	54												
	101 anite W 1,001 2,000 iii100)	% of trouble reports	2.59%	2.88%	3.11%												
		Total # of working lines															
Ξ	10% (10 per 100 working lines	Total # of trouble reports															
	for units w/ ≤ 1,000 lines)																
		% of trouble reports															
		Total # of outage report tickets	25	35	40												
A . I	0.4.4	Total # of repair tickets restored in ≤ 24hrs	23	35	40												
Adjusted	Out of	% of repair tickets restored ≤ 24 Hours	92%	100%	100%							_					
Service Re		Sum of the duration of all outages (hh:mm)	173	146	198							-					
Min. standa	ard = 90% within 24 hrs		•	•	_							_					
		Avg. outage duration (hh:mm)	6.92	4.18	4.96												
		Indicate if catastrophic event is in month	00	25	14												
llnadiusta	d Out of	Total # of unadjusted outage report tickets	26	35	41												
Unadjuste		Total # of repair tickets restored in ≤ 24hrs	23	35	40									1			
Service Re	eport	% 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									1			
		Avg. unadjusted outage duration (hh:mm)	9.09	4.18	5.92												
Refunds		Number of customers who received refunds		•	•				_								
		Monthly amount of rrefunds	0	0	0												
A	Trankla Darrarta UTDU	Total # of calls for TD, Dilling 9 Non Dilling										_		1			
	me (Trouble Reports "TR",	Total # of calls for TR, Billing & Non-Billing															
	lon-Billing)	Total # of call seconds to reach live agent															
	ard = 80% of calls ≤ 60 seconds	% ≤ 60 seconds															
o reach live agent (w/ a menu option to																	
reach live a	agent)	J															

Primary Utility Contact Information

Name: Linda J. Roller	Phone: 559-868-6310	Email: Iroller@ponderosatel.com
Data Adapted: 7/20/00		

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)

Company	Name:	The Ponderosa Telephone Co. U#: 1014-C Report Year:					<u>2017</u>							
Reporting	յ Unit Type։	☐ Check Box 1045 ☐ Check Box 1043☐ Check Box 1	Check Box 1045 Check Box 1043 Check Box 1044					Name:	Big	g Creek				
Measurement (Compile monthly, file quarterly)		Date filed (05/15/17) 1st Quarter				Date filed (8/15/17) 2nd Quarter			Date filed (11/15/17) 3rd Quarter			Date filed (2/15/18) 4th Quarter		
		I -	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
stallation	Interval	Total # of business days	0.84	0.30	1.37									
	rd = 5 bus. days	Total # of service orders	2	1	1 1			T						
		Avg. # of business days	0.42	0.30	1.37									
4 - 11 - 42	O	Total # of installation commitments	2	1	1							_		
	Commitment	Total # of installation commitment met	2.00	1.00	1.00			1						
lin. standa	rd = 95% commitment met	Total # of installation commitment missed	0.00	0.00	0.00							_		
		% of commitment met	100.00%		100.00%									
ustomers		Acct # for voice or bundle, res+bus	405	405	406						1			
ustomer	rouble Report	Total # of warking lines												
	6% (6 per 100 working lines	Total # of working lines												
~	for units w/ ≥ 3,000 lines)	Total # of trouble reports												
Standard		% of trouble reports Total # of working lines						Ī			1			
b	8% (8 per 100 working lines										_			
)ta	for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
•	·	% of trouble reports	244	244	244			ı						
E E	100/ (10 per 100 working lines	Total # of working lines	344	341	341									
	10% (10 per 100 working lines	rotal # of trouble reports	ગ		0									
	for units w/ ≤ 1,000 lines)	0/ of trouble reports	4 450/	0.59%	4.760/									
		% of trouble reports	1.45%	0.59%	1.76%			I			1			
		Total # of outage report tickets	0	1	2				_					
djusted	Out of	Total # of repair tickets restored in ≤ 24hrs	0	1	2									
ervice Re _l		% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	rd = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	0	3	6									
IIII. Stariua	10 = 90 % Within 24 ms	Avg. outage duration (hh:mm)	0.00	2.93	2.95									
		Indicate if catastrophic event is in month	0.00	2.00	2.00							1		
		Total # of unadjusted outage report tickets	0	2	2									
nadjusted	Out of	Total # of repair tickets restored in ≤ 24hrs	Ö	1	2									
ervice Re		% 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)	0.00	49.44	2.95									
		Number of customers who received refunds	Ü	10.11	2.00									
efunds		Monthly amount of rrefunds	0	0	0									
		monthly amount of moralido												
nswer Tin	ne (Trouble Reports "TR",	Total # of calls for TR, Billing & Non-Billing												
illing & No	•	Total # of call seconds to reach live agent												
	rd = 80% of calls ≤ 60 seconds	% ≤ 60 seconds												
	agent (w/ a menu option to							•						
ach live agent)														
A COLL HAD CO	40	4												

Primary Utility Contact Information

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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)

Company Name: <u>The Ponderosa Telephone Co.</u>					U#:	<u>1014-C</u>	•	<u>2017</u>					
Reporting Unit Type:	x 1047	Reporting Unit Name:					<u>c</u>	ima				_	
									2 (())			D ((1)	
	Date filed (05/15/17)			Date filed (8/15/17)			Date filed (11/15/17)				Date filed (2/15/18)		
Measurement (Comp	oile monthly, file quarterly)	1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	
Installation Interval	Total # of business days	0.00	0.00	0.00									
Min. standard = 5 bus. days	Total # of service orders	0	0	0								-	
	Avg. # of business days	0.00	0.00	0.00									
	Total # of installation commitments	0	0	0			•						
Installation Commitment	Total # of installation commitment mot	0.00	0.00	0.00									

Measurement (Compile monthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
			Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec
Inctalletic	on Interval	Total # of business days	0.00	0.00	0.00		•							
		Total # of service orders	0	0	0									
Iviin. Stand	dard = 5 bus. days	Avg. # of business days	0.00	0.00	0.00									
		Total # of installation commitments	0	0	0									
Installatio	on Commitment	Total # of installation commitment met	0.00	0.00	0.00									
Min. stand	dard = 95% commitment met	Total # of installation commitment missed	0.00	0.00	0.00									
		% of commitment met	100.00%	100.00%	100.00%									
Custome		Acct # for voice or bundle, res+bus	38	37	38									
Custome	r Trouble Report													
	6% (6 per 100 working lines	Total # of working lines												
	for units w/ ≥ 3,000 lines)	Total # of trouble reports												
5	ior units w/ ≥ 3,000 lines)	% of trouble reports												
da	8% (8 per 100 working lines	Total # of working lines												
tandard	for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
ဟ	101 driits w/ 1,001 - 2,999 lines	% of trouble reports												
Min.		Total # of working lines	45	45	45									
	10% (10 per 100 working lines	Total # of trouble reports	1	0	1	_								
	for units w/ ≤ 1,000 lines)													
		% of trouble reports	2.22%	0.00%	2.22%									
		Total # of outage report tickets	0	0	0									
Adjusted	Out of	Total # of repair tickets restored in ≤ 24hrs	0	0	0									
Service R		% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	dard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	0	0	0									
IVIII I Starte	dard = 50 /6 Within 24 1115	Avg. outage duration (hh:mm)	0.00	0	0									
		Indicate if catastrophic event is in month												
		Total # of unadjusted outage report tickets	1	0	0									
Unadjuste	ed Out of	Total # of repair tickets restored in < 24hrs	0	0	0				ļ					
Service R		% of repair tickets restored ≤ 24 Hours	0.00%	100%	100%				ľ					
	•	Sum of the duration of all outages (hh:mm)	26.68	0.00	0.00				ľ					
		Avg. unadjusted outage duration (hh:mm)	26.68	0	0				ľ					
D. (Number of customers who received refunds	_5.50	· ·	•				İ					
Refunds		Monthly amount of rrefunds	0	0	0									
Answer T	ime (Trouble Reports "TR",	Total # of calls for TR, Billing & Non-Billing												
	Non-Billing)	Total # of call seconds to reach live agent												
_	dard = 80% of calls ≤ 60 seconds	% ≤ 60 seconds												
	ive agent (w/ a menu option to												1	
to reach live agent (w/ a menu option to														

Primary Utility Contact Information

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Date Adopted: 7/28/09	<u> </u>	

reach live agent)

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