

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

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2017

Reporting Unit Type: Check Box 1027 Check Box 1025 Check Box 1026

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									
Customers	% of commitment met	100.00%	100.00%	100.00%									
Customer Trouble Report	Acct # for voice or bundle, res+bus	6463	6500	6531									
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 Service Report Min. standard = 90% within 24 hrs	Out of	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 Service Report	Out of	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												
	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)

Primary Utility Contact Information

Check Box 1030 Check Box 1028 Check Box 1029
 Check Box 1036 Check Box 1034 Check Box 1035
Name: Linda J. Roller

Phone: 559-868-6310

Email: lroller@ponderosatel.com

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

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2017

Reporting Unit Type: Check Box 1027 Check Box 1025 Check Box 1026

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	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 Service Report Min. standard = 90% within 24 hrs	Out of	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 Service Report	Out of	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												
	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
 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
Service Quality Standards Reporting
General Order No. 133-C, 133-D as of August 2016**

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2017

Reporting Unit Type: Check Box 1039 Check Box 1037 Check Box 1038

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 Service Report Min. standard = 90% within 24 hrs	Out of	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 Service Report	Out of	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												
	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
Service Quality Standards Reporting
General Order No. 133-C, 133-D as of August 2016**

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2017

Reporting Unit Type: Check Box 1042 Check Box 1040 Check Box 1041

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 Service Report Min. standard = 90% within 24 hrs	Out of	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 Service Report	Out of	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								
		Indicate if catastrophic event is in month											
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
Service Quality Standards Reporting
General Order No. 133-C, 133-D as of August 2016**

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2017

Reporting Unit Type: Check Box 1045 Check Box 1043 Check Box 1044

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									
Customers	% of commitment met	100.00%	100.00%	100.00%									
Customer Trouble Report	Acct # for voice or bundle, res+bus	405	405	406									
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 Service Report Min. standard = 90% within 24 hrs	Out of	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 Service Report	Out of	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
Service Quality Standards Reporting
General Order No. 133-C, 133-D as of August 2016**

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2017

Reporting Unit Type: Check Box 1048 Check Box 1046 Check Box 1047

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 Service Report Min. standard = 90% within 24 hrs	Out of	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 Service Report	Out of	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

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)