

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

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2018

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed (05/15/18)			Date filed (08/14/18)			Date filed (11/14/2018)			Date filed (2/14/19)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	118.53	84.63	114.04	80.31	225.79	80.24	87.61	93.21	76.25			
	Total # of service orders	46.00	45.00	48.00	56.00	144.00	80.00	53.00	43.00	39.00			
	Avg. # of business days	2.58	1.88	2.38	1.43	1.57	1.00	1.65	2.17	1.96			
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	46.00	45.00	48.00	56.00	144.00	80.00	53.00	43.00	39.00			
	Total # of installation commitment met	46.00	45.00	48.00	56.00	142.00	80.00	53.00	43.00	39.00			
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	2.00	0.00	0.00	0.00	0.00			
	% of commitment met	100%	100%	100%	100%	99%	100%	100%	100%	100%			
<b>Customers</b>	Acct # for voice or bundle, res+bus	6394	6376	6359	6349	6352	6347	6346	6316	6320			
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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	5862	5858	5863	5879	5931	5957	5958	5968	5960		
		Total # of trouble reports	85	48	165	87	93	86	98	73	47		
		% of trouble reports	1%	0.82%	2.81%	1.48%	1.57%	1.44%	1.64%	1.22%	0.79%		
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	1596	1596	1587	1594	1630	1710	1726	1725	1697		
		Total # of trouble reports	14	16	26	11	44	22	40	34	9		
		% of trouble reports	1%	1.00%	1.64%	0.69%	2.70%	1.29%	2.32%	1.97%	0.53%		
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	61	39	107	58	93	60	72	66	38			
	Total # of repair tickets restored in ≤ 24hrs	57	37	107	58	93	56	69	64	38			
	% of repair tickets restored ≤ 24 Hours	93%	95%	100%	100%	100%	93%	96%	97%	100%			
	Sum of the duration of all outages (hh:mm)	605.20	423.80	823.34	347.70	650.12	437.58	691.89	629.18	169.89			
	Avg. outage duration (hh:mm)	9.92	10.87	7.69	5.99	6.99	7.29	9.61	9.53	4.47			
	Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no			
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	65	40	161	66	102	68	78	76	39			
	Total # of repair tickets restored in ≤ 24hrs	57	37	131	58	95	58	74	66	38			
	% of repair tickets restored ≤ 24 Hours	87.69%	92.50%	81.37%	87.88%	93.14%	85.29%	94.87%	86.84%	97.44%			
	Sum of the duration of all outages (hh:mm)	860.90	542.23	2304.88	677.82	1606.13	808.03	791.63	894.50	284.58			
	Avg. outage duration (hh:mm)	13.24	13.56	14.32	10.27	15.75	11.88	10.15	11.77	7.30			
<b>Refunds</b>	Number of customers who received refunds	0.00	1.00	0.00	0.00	0.00	1.00	0.00	0.00	0.00			
	Monthly amount of refunds	0.00	8.21	0.00	0.00	0.00	6.45	0.00	0.00	0.00			
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>													
	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

**Primary Utility Contact Information**

Name: Fred Lofy

Phone: 559-868-6376

Email: fred@ponderosatel.com

Date Adopted: 7/28/09

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

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

Date Revised: 11/10/2016 (Add new rows to reflect requirements of GO 133-D)

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

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2018

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Friant

Measurement (Compile monthly, file quarterly)		Date filed (05/15/18)			Date filed (08/14/18)			Date filed (11/14/2018)			Date filed (2/14/19)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	16.52	5.39	16.32	5.89	0.36	8.39	1.93	3.60	3.82			
	Total # of service orders	6.00	4.00	5.00	3.00	1.00	4.00	1.00	3.00	1.00			
	Avg. # of business days	2.75	1.35	3.26	1.96	0.36	2.10	1.93	1.20	3.82			
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	6.00	4.00	5.00	3.00	1.00	4.00	1.00	3.00	1.00			
	Total # of installation commitment met	6.00	4.00	5.00	3.00	1.00	4.00	1.00	3.00	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%	100%	100%	100%	100%	100%	100%	100%	100%			
<b>Customers</b>	Acct # for voice or bundle, res+bus	434	428	423	419	411	409	405	400	398			
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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	807	817	809	812	803	806	802	805	803		
		Total # of trouble reports	5	1	11	3	10	7	7	5	3		
		% of trouble reports	1%	0.12%	1.36%	0.37%	1.25%	0.87%	0.87%	0.62%	0.37%		
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	0	9	1	4	1	5	1	1			
	Total # of repair tickets restored in ≤ 24hrs	1	0	9	1	4	1	5	1	1			
	% of repair tickets restored ≤ 24 Hours	100%	0%	100%	100%	100%	100%	100%	100%	100%			
	Sum of the duration of all outages (hh:mm)	23.67	0.00	51.13	13.17	66.83	3.22	58.70	1.57	2.65			
	Avg. outage duration (hh:mm)	23.67	0.00	5.68	13.17	16.71	3.22	11.74	1.57	2.65			
	Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no			
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	1	0	9	1	4	2	5	2	1			
	Total # of repair tickets restored in ≤ 24hrs	1	0	9	1	4	2	5	2	1			
	% of repair tickets restored ≤ 24 Hours	100.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%			
	Sum of the duration of all outages (hh:mm)	23.67	0.00	51.13	13.17	66.83	22.07	58.70	25.27	2.65			
	Avg. outage duration (hh:mm)	23.67	0.00	5.68	13.17	16.71	11.03	11.74	12.63	2.65			
<b>Refunds</b>	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	0	0			
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>													
	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

Primary Utility Contact Information

Name: Fred Lofy

Phone: 559-868-6376

Email: fred@ponderosatel.com

Date Adopted: 7/28/09

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

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

Date Revised: 11/10/2016 (Add new rows to reflect requirements of GO 133-D)

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

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2018

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Shaver

Measurement (Compile monthly, file quarterly)		Date filed (05/15/18)			Date filed (08/14/18)			Date filed (11/14/2018)			Date filed (2/14/19)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	21.87	15.28	31.08	27.05	47.69	20.12	15.27	18.87	35.86			
	Total # of service orders	11.00	11.00	13.00	25.00	48.00	20.00	11.00	9.00	15.00			
	Avg. # of business days	1.99	1.39	2.39	1.08	0.99	1.01	1.39	2.10	2.39			
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	11.00	11.00	13.00	25.00	48.00	20.00	11.00	9.00	15.00			
	Total # of installation commitment met	11.00	11.00	13.00	25.00	48.00	20.00	11.00	9.00	15.00			
	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%	100%	100%	100%	100%	100%	100%	100%	100%			
<b>Customers</b>	Acct # for voice or bundle, res+bus	1540	1541	1543	1541	1544	1548	1545	1543	1546			
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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	1600	1601	1603	1619	1656	1694	1701	1700	1696		
		Total # of trouble reports	9	5	21	19	19	15	21	22	13		
		% of trouble reports	1%	0.31%	1.31%	1.17%	1.15%	0.89%	1.23%	1.29%	0.77%		
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	3	13	10	8	6	12	18	11			
	Total # of repair tickets restored in ≤ 24hrs	1	1	13	10	8	4	10	16	11			
	% of repair tickets restored ≤ 24 Hours	100%	33%	100%	100%	100%	67%	83%	89%	100%			
	Sum of the duration of all outages (hh:mm)	22.75	333.11	207.80	48.40	93.38	161.03	163.42	210.23	41.30			
	Avg. outage duration (hh:mm)	22.75	111.04	15.98	4.84	11.67	26.84	13.62	11.68	3.75			
	Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no			
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	5	4	16	14	13	11	12	21	11			
	Total # of repair tickets restored in ≤ 24hrs	1	1	14	10	9	5	10	16	11			
	% of repair tickets restored ≤ 24 Hours	20%	25%	88%	71%	69%	45%	83%	76%	100%			
	Sum of the duration of all outages (hh:mm)	206.45	452.13	291.70	222.75	469.95	416.42	187.42	308.12	41.30			
	Avg. outage duration (hh:mm)	41.29	113.03	18.23	15.91	36.15	37.86	15.62	14.67	3.75			
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	1	0	0	0			
	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	6.45	0.00	0.00	0.00			
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

**Primary Utility Contact Information**

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Date 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: 2018

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Auberry

Measurement (Compile monthly, file quarterly)		Date filed (05/15/18)			Date filed (08/14/18)			Date filed (11/14/2018)			Date filed (2/14/19)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	41.08	34.11	32.20	27.45	90.34	15.53	42.57	28.86	13.48			
	Total # of service orders	14.00	14.00	15.00	12.00	11.00	11.00	17.00	16.00	8.00			
	Avg. # of business days	2.93	2.44	2.15	2.29	8.21	1.41	2.50	1.80	1.68			
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	14.00	14.00	15.00	12.00	11.00	11.00	17.00	16.00	8.00			
	Total # of installation commitment met	14.00	14.00	15.00	12.00	9.00	11.00	17.00	16.00	8.00			
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	2.00	0.00	0.00	0.00	0.00			
	% of commitment met	100%	100%	100%	100%	82%	100%	100%	100%	100%			
<b>Customers</b>	Acct # for voice or bundle, res+bus	2162	2161	2152	2142	2147	2135	2141	2126	2131			
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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	2547	2550	2549	2541	2543	2533	2535	2541	2541		
		Total # of trouble reports	29	32	106	46	38	36	43	29	14		
		% of trouble reports	1%	1.25%	4.16%	1.81%	1.49%	1.42%	1.70%	1.14%	0.55%		
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	18	26	57	30	23	24	21	19	9			
	Total # of repair tickets restored in ≤ 24hrs	17	26	57	30	23	23	20	19	9			
	% of repair tickets restored ≤ 24 Hours	94%	100%	100%	100%	100%	96%	95%	100%	100%			
	Sum of the duration of all outages (hh:mm)	234.50	81.95	403.33	130.60	152.40	108.17	210.77	225.76	37.43			
	Avg. outage duration (hh:mm)	13.03	3.15	7.08	4.35	6.63	4.51	10.04	11.88	4.16			
	Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no		
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	18	26	94	33	24	24	22	20	10			
	Total # of repair tickets restored in ≤ 24hrs	17	26	72	30	23	23	21	19	9			
	% of repair tickets restored ≤ 24 Hours	94%	100%	77%	91%	96%	96%	95%	95%	90%			
	Sum of the duration of all outages (hh:mm)	258.50	81.37	1436.60	215.02	240.62	108.17	233.13	250.92	152.42			
	Avg. outage duration (hh:mm)	14.36	3.13	15.28	6.52	10.03	4.51	10.60	12.55	15.24			
<b>Refunds</b>	Number of customers who received refunds	0	1	0	0	0	0	0	0	0			
	Monthly amount of refunds	0.00	8.21	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>													
	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

**Primary Utility Contact Information**

Name: Fred Lofy

Phone: 559-868-6376

Email: fredl@ponderosatel.com

Date Adopted: 7/28/09  
 Date Revised: 12/08/09 (Corrects typographical errors)  
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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: 2018

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Wishon

Measurement (Compile monthly, file quarterly)		Date filed (05/15/18)			Date filed (08/14/18)			Date filed (11/14/2018)			Date filed (2/14/19)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	0.00	1.56	0.00	0.50	0.22	5.70	0.00	0.00	0.00			
	Total # of service orders	0.00	1.00	0.00	1.00	3.00	3.00	0.00	0.00	0.00			
	Avg. # of business days	0.00	1.56	0.00	0.50	0.07	1.90	0.00	0.00	0.00			
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	0.00	1.00	0.00	1.00	3.00	3.00	0.00	0.00	0.00			
	Total # of installation commitment met	0.00	1.00	0.00	1.00	3.00	3.00	0.00	0.00	0.00			
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
	% of commitment met	0%	100%	0%	100%	100%	100%	0%	0%	0%			
<b>Customers</b>	Acct # for voice or bundle, res+bus	31	30	30	30	30	32	32	30	30			
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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	70	68	69	70	73	76	76	74	74		
		Total # of trouble reports	0	0	0	1	0	1	7	0	0		
		% of trouble reports	0%	0.00%	0.00%	1.43%	0.00%	1.32%	9.21%	0.00%	0.00%		
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0	1	0	0	5	0	0			
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	1	0	0	5	0	0			
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	100%	0%	0%	100%	0%	0%			
	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	5.07	0.00	0.00	55.43	0.00	0.00			
	Avg. outage duration (hh:mm)	0.00	0.00	0.00	5.07	0.00	0.00	11.09	0.00	0.00			
	Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no			
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	0	0	0	1	0	0	7	0	0			
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	1	0	0	7	0	0			
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	100%	0%	0%	100%	0%	0%			
	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	5.07	0.00	0.00	58.57	0.00	0.00			
	Avg. outage duration (hh:mm)	0.00	0.00	0.00	5.07	0.00	0.00	8.37	0.00	0.00			
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>													
	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

**Primary Utility Contact Information**

Name: Fred Lofy

Phone: 559-868-6376

Email: fredl@ponderosatel.com

Date Adopted: 7/28/09

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

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

Date Revised: 11/10/2016 (Add new rows to reflect requirements of GO 133-D)

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

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2018

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: O'Neals

Measurement (Compile monthly, file quarterly)		Date filed (05/15/18)			Date filed (08/14/18)			Date filed (11/14/2018)			Date filed (2/14/19)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	4.41	0.00	2.46	2.48	3.31	4.24	0.00	7.29	1.73			
	Total # of service orders	2.00	0.00	1.00	2.00	2.00	1.00	0.00	3.00	2.00			
	Avg. # of business days	2.20	0.00	2.46	1.24	1.65	4.24	0.00	2.43	0.87			
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	2.00	0.00	1.00	2.00	2.00	1.00	0.00	3.00	2.00			
	Total # of installation commitment met	2.00	0.00	1.00	2.00	2.00	1.00	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%	0%	100%	100%	100%	100%	0%	100%	100%			
<b>Customers</b>	Acct # for voice or bundle, res+bus	257	253	253	254	253	251	248	245	246			
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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	323	319	318	320	319	316	314	311	311		
		Total # of trouble reports	3	10	14	4	24	3	9	19	1		
		% of trouble reports	1%	3.13%	4.40%	1.25%	7.52%	0.95%	2.87%	6.11%	0.32%		
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	5	4	3	21	1	3	8	1			
	Total # of repair tickets restored in ≤ 24hrs	2	5	4	3	21	1	3	8	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)	9.82	2.00	26.12	42.52	130.70	21.45	61.75	86.38	0.87			
	Avg. outage duration (hh:mm)	4.91	0.40	6.53	14.17	6.22	21.45	20.58	10.80	0.87			
	Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no			
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	2	5	13	3	23	1	3	10	1			
	Total # of repair tickets restored in ≤ 24hrs	2	5	11	3	22	1	3	8	1			
	% of repair tickets restored ≤ 24 Hours	100%	100%	85%	100%	96%	100%	100%	80%	100%			
	Sum of the duration of all outages (hh:mm)	9.82	2.00	186.40	42.52	170.97	21.45	61.75	138.27	0.87			
	Avg. outage duration (hh:mm)	4.91	0.40	14.34	14.17	7.43	21.45	20.58	13.83	0.87			
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>													
	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

**Primary Utility Contact Information**

Name: Fred Lofy

Phone: 559-868-6376

Email: fred@ponderosatel.com

Date Adopted: 7/28/09

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

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

Date Revised: 11/10/2016 (Add new rows to reflect requirements of GO 133-D)

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

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2018

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: North Fork

Measurement (Compile monthly, file quarterly)		Date filed (05/15/18)			Date filed (08/14/18)			Date filed (11/14/2018)			Date filed (2/14/19)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	30.42	23.28	31.98	15.64	14.20	10.01	12.68	23.78	19.45			
	Total # of service orders	11.00	13.00	14.00	10.00	10.00	7.00	7.00	7.00	9.00			
	Avg. # of business days	2.77	1.79	2.28	1.56	1.42	1.43	1.81	3.40	2.16			
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	11.00	13.00	14.00	10.00	10.00	7.00	7.00	7.00	9.00			
	Total # of installation commitment met	11.00	13.00	14.00	10.00	10.00	7.00	7.00	7.00	9.00			
	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%	100%	100%	100%	100%	100%	100%	100%	100%			
<b>Customers</b>	Acct # for voice or bundle, res+bus	1530	1523	1518	1523	1525	1527	1524	1519	1516			
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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	1715	1707	1711	1719	1732	1730	1722	1727	1723		
		Total # of trouble reports	47	11	38	22	36	35	34	22	20		
		% of trouble reports	3%	0.64%	2.22%	1.28%	2.08%	2.02%	1.97%	1.27%	1.16%		
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	37	4	23	12	31	24	22	17	14			
	Total # of repair tickets restored in ≤ 24hrs	34	4	23	12	31	23	22	17	14			
	% of repair tickets restored ≤ 24 Hours	92%	100%	100%	100%	100%	96%	100%	100%	100%			
	Sum of the duration of all outages (hh:mm)	291.58	4.88	115.67	88.40	176.68	129.32	94.63	77.53	78.22			
	Avg. outage duration (hh:mm)	7.88	1.22	5.03	7.37	5.70	5.39	4.30	4.56	5.59			
	Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no		
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	37	4	28	13	31	25	25	19	14			
	Total # of repair tickets restored in ≤ 24hrs	34	4	24	12	31	23	24	17	14			
	% of repair tickets restored ≤ 24 Hours	92%	100%	86%	92%	100%	92%	96%	89%	100%			
	Sum of the duration of all outages (hh:mm)	339.58	4.88	319.75	159.75	176.68	181.48	144.88	128.60	77.93			
	Avg. outage duration (hh:mm)	9.18	1.22	11.42	12.29	5.70	7.26	5.80	6.77	5.57			
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>													
	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

**Primary Utility Contact Information**

Name: Fred Lofy

Phone: 559-868-6376

Email: fredl@ponderosatel.com

Date Adopted: 7/28/09  
Date Revised: 12/08/09 (Corrects typographical errors)  
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)  
Date Revised: 11/10/2016 (Add new rows to reflect requirements of GO 133-D)

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

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2018

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Big Creek

Measurement (Compile monthly, file quarterly)		Date filed (05/15/18)			Date filed (08/14/18)			Date filed (11/14/2018)			Date filed (2/14/19)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	4.23	5.00	0.00	1.31	69.67	16.27	15.16	10.82	1.92			
	Total # of service orders	2.00	2.00	0.00	3.00	68.00	34.00	17.00	5.00	4.00			
	Avg. # of business days	2.11	2.50	0.00	0.44	1.02	0.48	0.89	2.16	0.48			
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	2.00	2.00	0.00	3.00	68.00	34.00	17.00	5.00	4.00			
	Total # of installation commitment met	2.00	2.00	0.00	3.00	68.00	34.00	17.00	5.00	4.00			
	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%	100%	0%	100%	100%	100%	100%	100%	100%			
<b>Customers</b>	Acct # for voice or bundle, res+bus	402	402	402	402	404	408	414	417	417			
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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	350	346	345	346	388	467	489	491	465		
		Total # of trouble reports	2	1	1	3	8	11	7	2	5		
		% of trouble reports	1%	0.29%	0.29%	0.87%	2.06%	2.36%	1.43%	0.41%	1.08%		
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	1	1	1	6	4	4	2	2			
	Total # of repair tickets restored in ≤ 24hrs	2	1	1	1	6	4	4	2	2			
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%			
	Sum of the duration of all outages (hh:mm)	22.88	1.85	19.30	19.55	30.12	14.40	47.19	8.20	9.42			
	Avg. outage duration (hh:mm)	11.44	1.85	19.30	19.55	5.02	3.60	11.80	4.10	4.71			
	Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no			
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	2	1	1	1	6	5	4	2	2			
	Total # of repair tickets restored in ≤ 24hrs	2	1	1	1	6	4	4	2	2			
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	80%	100%	100%	100%			
	Sum of the duration of all outages (hh:mm)	22.88	1.85	19.30	19.55	30.12	58.45	47.18	8.20	9.42			
	Avg. outage duration (hh:mm)	11.44	1.85	19.30	19.55	5.02	11.69	11.80	4.10	4.71			
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>													
	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: 2018

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Cima

Measurement (Compile monthly, file quarterly)		Date filed (05/15/18)			Date filed (08/14/18)			Date filed (11/14/2018)			Date filed (2/14/19)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
	Total # of service orders	0.00	0.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00			
	Avg. # of business days	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	0.00	0.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00			
	Total # of installation commitment met	0.00	0.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00			
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
	% of commitment met	0%	0%	0%	0%	100%	0%	0%	0%	0%			
<b>Customers</b>	Acct # for voice or bundle, res+bus	38	38	38	38	38	37	37	36	36			
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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	46	46	46	46	47	45	45	44	44		
		Total # of trouble reports	4	4	0	0	2	0	10	8	0		
		% of trouble reports	9%	8.70%	0.00%	0.00%	4.26%	0.00%	22.22%	18.18%	0.00%		
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0	0	0	0	0	1	0			
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	1	0			
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	0%	100%	0%			
	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	19.50	0.00			
	Avg. outage duration (hh:mm)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	19.50	0.00			
	Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no			
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	0	0	0	0	1	0	0	2	0			
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	2	0			
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	0%	100%	0%			
	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	0.00	450.97	0.00	0.00	35.13	0.00			
	Avg. outage duration (hh:mm)	0.00	0.00	0.00	0.00	450.97	0.00	0.00	17.57	0.00			
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>													
	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

**Primary Utility Contact Information**

Name: Fred Lofy

Phone: 559-868-6376

Email: fredl@ponderosatel.com

Date Adopted: 7/28/09

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