

**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	
Installation Interval 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	98.57	126.49	66.76	
	Total # of service orders	46.00	45.00	48.00	56.00	144.00	80.00	53.00	43.00	39.00	51.00	49.00	33.00	
	Avg. # of business days	2.58	1.88	2.38	1.43	1.57	1.00	1.65	2.17	1.96	1.93	2.58	2.02	
Installation Commitment 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	51.00	49.00	33.00	
	Total # of installation commitment met	46.00	45.00	48.00	56.00	142.00	80.00	53.00	43.00	39.00	51.00	49.00	33.00	
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	2.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	% of commitment met	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	
Customers	Acct # for voice or bundle, res+bus	6394	6376	6359	6349	6352	6347	6346	6316	6320	6309	6306	6297	
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	5862	5858	5863	5879	5931	5957	5958	5968	5960	5926	5879	5859
		Total # of trouble reports	85	48	165	87	93	86	98	73	47	86	67	53
		% of trouble reports	1%	0.82%	2.81%	1.48%	1.57%	1.44%	1.64%	1.22%	0.79%	1.45%	1.14%	0.90%
	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	1625	1588	1582
		Total # of trouble reports	14	16	26	11	44	22	40	34	9	10	15	14
		% of trouble reports	1%	1.00%	1.64%	0.69%	2.70%	1.29%	2.32%	1.97%	0.53%	0.62%	0.94%	0.88%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	61	39	107	58	93	60	72	66	38	44	55	47	
	Total # of repair tickets restored in ≤ 24hrs	57	37	107	58	93	56	69	64	38	44	55	46	
	% of repair tickets restored ≤ 24 Hours	93%	95%	100%	100%	100%	93%	96%	97%	100%	100%	100%	98%	
	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	208.08	390.49	288.90	
	Avg. outage duration (hh:mm)	9.92	10.87	7.69	5.99	6.99	7.29	9.61	9.53	4.47	4.73	7.10	6.15	
	Indicate if catastrophic event is in a month													
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	65	40	161	66	102	68	78	76	39	48	58	49	
	Total # of repair tickets restored in ≤ 24hrs	57	37	131	58	95	58	74	66	38	44	55	46	
	% of repair tickets restored ≤ 24 Hours	87.69%	92.50%	81.37%	87.88%	93.14%	85.29%	94.87%	86.84%	97.44%	91.67%	94.83%	93.88%	
	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	551.37	1492.50	34313.03	
	Avg. outage duration (hh:mm)	13.24	13.56	14.32	10.27	15.75	11.88	10.15	11.77	7.30	11.49	25.73	700.27	
Refunds	Number of customers who received refunds	0.00	1.00	0.00	0.00	0.00	1.00	0.00	0.00	0.00	6.00	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	107.65	0.00	0.00	
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)														
	Total # of calls for TR, Billing & Non-Billing													
	Total # of call seconds to reach live agent													
	% ≤ 60 seconds													

Primary Utility Contact Information

Name: 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: 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	
Installation Interval 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	3.64	7.08	10.79	
	Total # of service orders	6.00	4.00	5.00	3.00	1.00	4.00	1.00	3.00	1.00	4.00	3.00	5.00	
	Avg. # of business days	2.75	1.35	3.26	1.96	0.36	2.10	1.93	1.20	3.82	0.91	2.36	2.16	
Installation Commitment 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	4.00	3.00	5.00	
	Total # of installation commitment met	6.00	4.00	5.00	3.00	1.00	4.00	1.00	3.00	1.00	4.00	3.00	5.00	
	Total # of installation commitment missed	0.00	0.00	0.00	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%	100%	100%	100%	
Customers	Acct # for voice or bundle, res+bus	434	428	423	419	411	409	405	400	398	394	395	394	
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	807	817	809	812	803	806	802	805	803	803	801	803
		Total # of trouble reports	5	1	11	3	10	7	7	5	3	5	6	6
		% of trouble reports	1%	0.12%	1.36%	0.37%	1.25%	0.87%	0.87%	0.62%	0.37%	0.62%	0.75%	0.75%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	0	9	1	4	1	5	1	1	3	2	4	
	Total # of repair tickets restored in ≤ 24hrs	1	0	9	1	4	1	5	1	1	3	2	4	
	% of repair tickets restored ≤ 24 Hours	100%	0%	100%	100%	100%	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	2.98	44.31	13.22	
	Avg. outage duration (hh:mm)	23.67	0.00	5.68	13.17	16.71	3.22	11.74	1.57	2.65	0.99	22.16	3.30	
	Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no	
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	1	0	9	1	4	2	5	2	1	3	2	4	
	Total # of repair tickets restored in ≤ 24hrs	1	0	9	1	4	2	5	2	1	3	2	4	
	% of repair tickets restored ≤ 24 Hours	100.00%	0.00%	100.00%	100.00%	100.00%	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	2.98	44.32	13.22	
	Avg. outage duration (hh:mm)	23.67	0.00	5.68	13.17	16.71	11.03	11.74	12.63	2.65	0.99	22.16	3.30	
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	0	
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)														
	Total # of calls for TR, Billing & Non-Billing													
	Total # of call seconds to reach live agent													
	% ≤ 60 seconds													

Primary Utility Contact Information

Name: 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: 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	
Installation Interval 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	29.65	27.89	18.68	
	Total # of service orders	11.00	11.00	13.00	25.00	48.00	20.00	11.00	9.00	15.00	13.00	11.00	6.00	
	Avg. # of business days	1.99	1.39	2.39	1.08	0.99	1.01	1.39	2.10	2.39	2.28	2.54	3.11	
Installation Commitment 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	13.00	11.00	6.00	
	Total # of installation commitment met	11.00	11.00	13.00	25.00	48.00	20.00	11.00	9.00	15.00	13.00	11.00	6.00	
	Total # of installation commitment missed	0.00	0.00	0.00	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%	100%	100%	100%	
Customers	Acct # for voice or bundle, res+bus	1540	1541	1543	1541	1544	1548	1545	1543	1546	1554	1553	1555	
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	1600	1601	1603	1619	1656	1694	1701	1700	1696	1671	1630	1617
		Total # of trouble reports	9	5	21	19	19	15	21	22	13	12	15	7
		% of trouble reports	1%	0.31%	1.31%	1.17%	1.15%	0.89%	1.23%	1.29%	0.77%	0.72%	0.92%	0.43%
	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	1	3	13	10	8	6	12	18	11	6	10	5	
	Total # of repair tickets restored in ≤ 24hrs	1	1	13	10	8	4	10	16	11	6	10	4	
	% of repair tickets restored ≤ 24 Hours	100%	33%	100%	100%	100%	67%	83%	89%	100%	100%	100%	80%	
	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	28.88	25.51	96.90	
	Avg. outage duration (hh:mm)	22.75	111.04	15.98	4.84	11.67	26.84	13.62	11.68	3.75	4.81	2.55	19.38	
	Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no	
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	5	4	16	14	13	11	12	21	11	6	10	5	
	Total # of repair tickets restored in ≤ 24hrs	1	1	14	10	9	5	10	16	11	6	10	4	
	% of repair tickets restored ≤ 24 Hours	20%	25%	88%	71%	69%	45%	83%	76%	100%	100%	100%	80%	
	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	28.88	25.50	96.90	
	Avg. outage duration (hh:mm)	41.29	113.03	18.23	15.91	36.15	37.86	15.62	14.67	3.75	4.81	2.55	19.38	
Refunds	Number of customers who received refunds	0	0	0	0	0	1	0	0	0	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	0.00	0.00	0.00	
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing													
	Total # of call seconds to reach live agent													
	% ≤ 60 seconds													

Primary Utility Contact Information

Name: Fred Lofy

Phone: 559-868-6376

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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: 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	
Installation Interval 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	46.91	49.59	20.03	
	Total # of service orders	14.00	14.00	15.00	12.00	11.00	11.00	17.00	16.00	8.00	18.00	18.00	10.00	
	Avg. # of business days	2.93	2.44	2.15	2.29	8.21	1.41	2.50	1.80	1.68	2.61	2.75	2.00	
Installation Commitment 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	18.00	18.00	10.00	
	Total # of installation commitment met	14.00	14.00	15.00	12.00	9.00	11.00	17.00	16.00	8.00	18.00	18.00	10.00	
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	2.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	% of commitment met	100%	100%	100%	100%	82%	100%	100%	100%	100%	100%	100%	100%	
Customers	Acct # for voice or bundle, res+bus	2162	2161	2152	2142	2147	2135	2141	2126	2131	2125	2124	2121	
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	2547	2550	2549	2541	2543	2533	2535	2541	2541	2534	2537	2539
		Total # of trouble reports	29	32	106	46	38	36	43	29	14	56	24	29
		% of trouble reports	1%	1.25%	4.16%	1.81%	1.49%	1.42%	1.70%	1.14%	0.55%	2.21%	0.95%	1.14%
	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	18	26	57	30	23	24	21	19	9	27	16	22	
	Total # of repair tickets restored in ≤ 24hrs	17	26	57	30	23	23	20	19	9	27	16	22	
	% of repair tickets restored ≤ 24 Hours	94%	100%	100%	100%	100%	96%	95%	100%	100%	100%	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	157.35	81.32	93.92	
	Avg. outage duration (hh:mm)	13.03	3.15	7.08	4.35	6.63	4.51	10.04	11.88	4.16	5.83	5.08	4.27	
	Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no	
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	18	26	94	33	24	24	22	20	10	29	17	22	
	Total # of repair tickets restored in ≤ 24hrs	17	26	72	30	23	23	21	19	9	27	16	22	
	% of repair tickets restored ≤ 24 Hours	94%	100%	77%	91%	96%	96%	95%	95%	90%	93%	94%	100%	
	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	371.75	107.58	93.92	
	Avg. outage duration (hh:mm)	14.36	3.13	15.28	6.52	10.03	4.51	10.60	12.55	15.24	12.82	6.33	4.27	
Refunds	Number of customers who received refunds	0	1	0	0	0	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	0.00	0.00	0.00	
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)														
	Total # of calls for TR, Billing & Non-Billing													
	Total # of call seconds to reach live agent													
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Primary Utility Contact Information

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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	
Installation Interval 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	0.38	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	1.00	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	0.38	0.00	0.00	
Installation Commitment 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	1.00	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	1.00	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	0.00	0.00	0.00	
	% of commitment met	0%	100%	0%	100%	100%	100%	0%	0%	0%	100%	0%	0%	
Customers	Acct # for voice or bundle, res+bus	31	30	30	30	30	32	32	30	30	29	29	29	
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	70	68	69	70	73	76	76	74	74	73	70	70
		Total # of trouble reports	0	0	0	1	0	1	7	0	0	0	1	0
		% of trouble reports	0%	0.00%	0.00%	1.43%	0.00%	1.32%	9.21%	0.00%	0.00%	0.00%	1.43%	0.00%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0	1	0	0	5	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	1	0	0	5	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	100%	0%	0%	100%	0%	0%	0%	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	0.00	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	0.00	0.00	0.00	
	Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no	
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	0	0	0	1	0	0	7	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	1	0	0	7	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	100%	0%	0%	100%	0%	0%	0%	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	0.00	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	0.00	0.00	0.00	
Refunds	Number of customers who received refunds	0	0	0	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	0.00	0.00	0.00	
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)														
	Total # of calls for TR, Billing & Non-Billing													
	Total # of call seconds to reach live agent													
	% ≤ 60 seconds													

Primary Utility Contact Information

Name: 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	
Installation Interval 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	2.96	4.55	0.00	
	Total # of service orders	2.00	0.00	1.00	2.00	2.00	1.00	0.00	3.00	2.00	1.00	2.00	0.00	
	Avg. # of business days	2.20	0.00	2.46	1.24	1.65	4.24	0.00	2.43	0.87	2.96	2.28	0.00	
Installation Commitment 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	1.00	2.00	0.00	
	Total # of installation commitment met	2.00	0.00	1.00	2.00	2.00	1.00	0.00	3.00	2.00	1.00	2.00	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	0.00	0.00	0.00	
	% of commitment met	100%	0%	100%	100%	100%	100%	0%	100%	100%	100%	100%	0%	
Customers	Acct # for voice or bundle, res+bus	257	253	253	254	253	251	248	245	246	244	246	243	
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	323	319	318	320	319	316	314	311	311	311	313	312
		Total # of trouble reports	3	10	14	4	24	3	9	19	1	0	5	5
		% of trouble reports	1%	3.13%	4.40%	1.25%	7.52%	0.95%	2.87%	6.11%	0.32%	0.00%	1.60%	1.60%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	5	4	3	21	1	3	8	1	0	1	3	
	Total # of repair tickets restored in ≤ 24hrs	2	5	4	3	21	1	3	8	1	0	1	3	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	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	0.00	18.95	5.73	
	Avg. outage duration (hh:mm)	4.91	0.40	6.53	14.17	6.22	21.45	20.58	10.80	0.87	0.00	18.95	1.91	
	Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no	
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	2	5	13	3	23	1	3	10	1	0	2	3	
	Total # of repair tickets restored in ≤ 24hrs	2	5	11	3	22	1	3	8	1	0	1	3	
	% of repair tickets restored ≤ 24 Hours	100%	100%	85%	100%	96%	100%	100%	80%	100%	0%	50%	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	0.00	1070.10	5.73	
	Avg. outage duration (hh:mm)	4.91	0.40	14.34	14.17	7.43	21.45	20.58	13.83	0.87	0.00	535.05	1.91	
Refunds	Number of customers who received refunds	0	0	0	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	0.00	0.00	0.00	
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)														
	Total # of calls for TR, Billing & Non-Billing													
	Total # of call seconds to reach live agent													
	% ≤ 60 seconds													

Primary Utility Contact Information

Name: 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: 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	
Installation Interval 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	14.84	37.15	13.67	
	Total # of service orders	11.00	13.00	14.00	10.00	10.00	7.00	7.00	7.00	9.00	12.00	14.00	8.00	
	Avg. # of business days	2.77	1.79	2.28	1.56	1.42	1.43	1.81	3.40	2.16	1.24	2.65	1.71	
Installation Commitment 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	12.00	14.00	8.00	
	Total # of installation commitment met	11.00	13.00	14.00	10.00	10.00	7.00	7.00	7.00	9.00	12.00	14.00	8.00	
	Total # of installation commitment missed	0.00	0.00	0.00	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%	100%	100%	100%	
Customers	Acct # for voice or bundle, res+bus	1530	1523	1518	1523	1525	1527	1524	1519	1516	1511	1506	1502	
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	1715	1707	1711	1719	1732	1730	1722	1727	1723	1721	1712	1703
		Total # of trouble reports	47	11	38	22	36	35	34	22	20	18	28	17
		% of trouble reports	3%	0.64%	2.22%	1.28%	2.08%	2.02%	1.97%	1.27%	1.16%	1.05%	1.64%	1.00%
	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	37	4	23	12	31	24	22	17	14	8	25	13	
	Total # of repair tickets restored in ≤ 24hrs	34	4	23	12	31	23	22	17	14	8	25	13	
	% of repair tickets restored ≤ 24 Hours	92%	100%	100%	100%	100%	96%	100%	100%	100%	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	18.87	199.07	79.13	
	Avg. outage duration (hh:mm)	7.88	1.22	5.03	7.37	5.70	5.39	4.30	4.56	5.59	2.36	7.96	6.09	
	Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no	
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	37	4	28	13	31	25	25	19	14	8	26	14	
	Total # of repair tickets restored in ≤ 24hrs	34	4	24	12	31	23	24	17	14	8	25	13	
	% of repair tickets restored ≤ 24 Hours	92%	100%	86%	92%	100%	92%	96%	89%	100%	100%	96%	93%	
	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	18.87	223.67	212.00	
	Avg. outage duration (hh:mm)	9.18	1.22	11.42	12.29	5.70	7.26	5.80	6.77	5.57	2.36	8.60	15.14	
Refunds	Number of customers who received refunds	0	0	0	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	0.00	0.00	0.00	
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)														
	Total # of calls for TR, Billing & Non-Billing													
	Total # of call seconds to reach live agent													
	% ≤ 60 seconds													

Primary Utility Contact Information

Name: 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	
Installation Interval 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	0.14	0.25	3.46	
	Total # of service orders	2.00	2.00	0.00	3.00	68.00	34.00	17.00	5.00	4.00	1.00	1.00	3.00	
	Avg. # of business days	2.11	2.50	0.00	0.44	1.02	0.48	0.89	2.16	0.48	0.14	0.25	1.15	
Installation Commitment 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	1.00	1.00	3.00	
	Total # of installation commitment met	2.00	2.00	0.00	3.00	68.00	34.00	17.00	5.00	4.00	1.00	1.00	3.00	
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	% of commitment met	100%	100%	0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Customers	Acct # for voice or bundle, res+bus	402	402	402	402	404	408	414	417	417	416	417	416	
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	350	346	345	346	388	467	489	491	465	393	360	352
		Total # of trouble reports	2	1	1	3	8	11	7	2	5	2	2	1
		% of trouble reports	1%	0.29%	0.29%	0.87%	2.06%	2.36%	1.43%	0.41%	1.08%	0.51%	0.56%	0.28%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	1	1	1	6	4	4	2	2	0	1	0	
	Total # of repair tickets restored in ≤ 24hrs	2	1	1	1	6	4	4	2	2	0	1	0	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	0%	
	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	0.00	21.33	0.00	
	Avg. outage duration (hh:mm)	11.44	1.85	19.30	19.55	5.02	3.60	11.80	4.10	4.71	0.00	21.33	0.00	
	Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no	
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	2	1	1	1	6	5	4	2	2	0	1	0	
	Total # of repair tickets restored in ≤ 24hrs	2	1	1	1	6	4	4	2	2	0	1	0	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	80%	100%	100%	100%	0%	100%	0%	
	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	0.00	21.33	0.00	
	Avg. outage duration (hh:mm)	11.44	1.85	19.30	19.55	5.02	11.69	11.80	4.10	4.71	0.00	21.33	0.00	
Refunds	Number of customers who received refunds	0	0	0	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	0.00	0.00	0.00	
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)														
	Total # of calls for TR, Billing & Non-Billing													
	Total # of call seconds to reach live agent													
	% ≤ 60 seconds													

Primary Utility Contact Information

Name: 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: 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	
Installation Interval Min. standard = 5 bus. days	Total # of business days	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.05	0.00	0.14	
	Total # of service orders	0.00	0.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00	1.00	0.00	1.00	
	Avg. # of business days	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.05	0.00	0.14	
Installation Commitment 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	1.00	0.00	1.00	
	Total # of installation commitment met	0.00	0.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00	1.00	0.00	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	0.00	0.00	0.00	
	% of commitment met	0%	0%	0%	0%	100%	0%	0%	0%	0%	100%	0%	100%	
Customers	Acct # for voice or bundle, res+bus	38	38	38	38	38	37	37	36	36	36	36	37	
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	46	46	46	46	47	45	45	44	44	45	44	45
		Total # of trouble reports	4	4	0	0	2	0	10	8	0	3	1	2
		% of trouble reports	9%	8.70%	0.00%	0.00%	4.26%	0.00%	22.22%	18.18%	0.00%	6.67%	2.27%	4.44%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0	0	0	0	0	1	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	1	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	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	0.00	0.00	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	0.00	0.00	0.00	
	Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no	
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	0	0	0	0	1	0	0	2	0	2	0	1	
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	2	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	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	128.88	0.00	33891.27	
	Avg. outage duration (hh:mm)	0.00	0.00	0.00	0.00	450.97	0.00	0.00	17.57	0.00	64.44	0.00	33891.27	
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	6	0	0	
	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	107.65	0.00	0.00	
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)														
	Total # of calls for TR, Billing & Non-Billing													
	Total # of call seconds to reach live agent													
	% ≤ 60 seconds													

Primary Utility Contact Information

Name: Fred Lofy

Phone: 559-868-6376

Email: fredl@ponderosatel.com

Date Adopted: 7/28/09
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