

**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 (08/15/18)			Date filed (11/15/2018)			Date filed (2/15/19)		
		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	86.63	114.04									
	Total # of service orders	46.00	45.00	48.00									
	Avg. # of business days	2.58	1.93	2.38									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	46.00	45.00	48.00									
	Total # of installation commitment met	46.00	45.00	48.00									
	Total # of installation commitment missed	0.00	0.00	0.00									
	% of commitment met	100%	100%	100%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	6394	6376	6359									
<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								
		Total # of trouble reports	85	48	165								
		% of trouble reports	1%	0.82%	2.81%								
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	1596	1596	1587								
		Total # of trouble reports	14	16	26								
		% of trouble reports	1%	1.00%	1.64%								
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	61	39	107									
	Total # of repair tickets restored in ≤ 24hrs	57	37	107									
	% of repair tickets restored ≤ 24 Hours	93%	95%	100%									
	Sum of the duration of all outages (hh:mm)	605.20	423.80	823.34									
	Avg. outage duration (hh:mm)	9.92	10.87	7.69									
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	65	40	161									
	Total # of repair tickets restored in ≤ 24hrs	57	37	131									
	% of repair tickets restored ≤ 24 Hours	87.69%	92.50%	81.37%									
	Sum of the duration of all outages (hh:mm)	860.90	542.23	2304.88									
	Avg. outage duration (hh:mm)	13.24	13.56	14.32									
<b>Refunds</b>	Number of customers who received refunds	0.00	1.00	0.00									
	Monthly amount of refunds	0.00	8.21	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: Friant

Measurement (Compile monthly, file quarterly)		Date filed (05/15/18)			Date filed (08/15/18)			Date filed (11/15/2018)			Date filed (2/15/19)		
		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	6.39	16.32									
	Total # of service orders	6.00	4.00	5.00									
	Avg. # of business days	2.75	1.60	3.26									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	6.00	4.00	5.00									
	Total # of installation commitment met	6.00	4.00	5.00									
	Total # of installation commitment missed	0.00	0.00	0.00									
	% of commitment met	100%	100%	100%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	434	428	423									
<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								
		Total # of trouble reports	5	1	11								
		% of trouble reports	1%	0.12%	1.36%								
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	0	9									
	Total # of repair tickets restored in ≤ 24hrs	1	0	9									
	% of repair tickets restored ≤ 24 Hours	100%	0%	100%									
	Sum of the duration of all outages (hh:mm)	23.67	0.00	51.13									
	Avg. outage duration (hh:mm)	23.67	0.00	5.68									
	Indicate if catastrophic event is in a month	no	no	no									
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	1	0	9									
	Total # of repair tickets restored in ≤ 24hrs	1	0	9									
	% of repair tickets restored ≤ 24 Hours	100.00%	0.00%	100.00%									
	Sum of the duration of all outages (hh:mm)	23.67	0.00	51.13									
	Avg. outage duration (hh:mm)	23.67	0.00	5.68									
<b>Refunds</b>	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	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

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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: Shaver

Measurement (Compile monthly, file quarterly)		Date filed (05/15/18)			Date filed (08/15/18)			Date filed (11/15/2018)			Date filed (2/15/19)		
		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									
	Total # of service orders	11.00	11.00	13.00									
	Avg. # of business days	1.99	1.39	2.39									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	11.00	11.00	13.00									
	Total # of installation commitment met	11.00	11.00	13.00									
	Total # of installation commitment missed	0.00	0.00	0.00									
	% of commitment met	100%	100%	100%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	1540	1541	1543									
<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								
		Total # of trouble reports	9	5	21								
		% of trouble reports	1%	0.31%	1.31%								
	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									
	Total # of repair tickets restored in ≤ 24hrs	1	1	13									
	% of repair tickets restored ≤ 24 Hours	100%	33%	100%									
	Sum of the duration of all outages (hh:mm)	22.75	333.11	207.80									
	Avg. outage duration (hh:mm)	22.75	111.04	15.98									
	Indicate if catastrophic event is in a month	no	no	no									
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	5	4	16									
	Total # of repair tickets restored in ≤ 24hrs	1	1	14									
	% of repair tickets restored ≤ 24 Hours	20%	25%	88%									
	Sum of the duration of all outages (hh:mm)	206.45	452.13	291.70									
	Avg. outage duration (hh:mm)	41.29	113.03	18.23									
<b>Refunds</b>	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	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**

Name: Fred Lofy

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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 (08/15/18)			Date filed (11/15/2018)			Date filed (2/15/19)		
		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									
	Total # of service orders	14.00	14.00	15.00									
	Avg. # of business days	2.93	2.44	2.15									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	14.00	14.00	15.00									
	Total # of installation commitment met	14.00	14.00	15.00									
	Total # of installation commitment missed	0.00	0.00	0.00									
	% of commitment met	100%	100%	100%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	2162	2161	2152									
<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								
		Total # of trouble reports	29	32	106								
		% of trouble reports	1%	1.25%	4.16%								
	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	18	26	57									
	Total # of repair tickets restored in ≤ 24hrs	17	26	57									
	% of repair tickets restored ≤ 24 Hours	94%	100%	100%									
	Sum of the duration of all outages (hh:mm)	234.50	81.95	403.33									
	Avg. outage duration (hh:mm)	13.03	3.15	7.08									
	Indicate if catastrophic event is in a month	no	no	no									
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	18	26	94									
	Total # of repair tickets restored in ≤ 24hrs	17	26	72									
	% of repair tickets restored ≤ 24 Hours	94%	100%	77%									
	Sum of the duration of all outages (hh:mm)	258.50	81.37	1436.60									
	Avg. outage duration (hh:mm)	14.36	3.13	15.28									
<b>Refunds</b>	Number of customers who received refunds	0	1	0									
	Monthly amount of refunds	0.00	8.21	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												

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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 (08/15/18)			Date filed (11/15/2018)			Date filed (2/15/19)		
		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									
	Total # of service orders	0.00	1.00	0.00									
	Avg. # of business days	0.00	1.56	0.00									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	0.00	1.00	0.00									
	Total # of installation commitment met	0.00	1.00	0.00									
	Total # of installation commitment missed	0.00	0.00	0.00									
	% of commitment met	0%	100%	0%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	31	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								
		Total # of trouble reports	0	0	0								
		% of trouble reports	0%	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									
	Total # of repair tickets restored in ≤ 24hrs	0	0	0									
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%									
	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00									
	Avg. outage duration (hh:mm)	0.00	0.00	0.00									
	Indicate if catastrophic event is in a month	no	no	no									
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	0	0	0									
	Total # of repair tickets restored in ≤ 24hrs	0	0	0									
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%									
	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00									
	Avg. outage duration (hh:mm)	0.00	0.00	0.00									
<b>Refunds</b>	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	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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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: O'Neals

Measurement (Compile monthly, file quarterly)		Date filed (05/15/18)			Date filed (08/15/18)			Date filed (11/15/2018)			Date filed (2/15/19)		
		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									
	Total # of service orders	2.00	0.00	1.00									
	Avg. # of business days	2.20	0.00	2.46									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	2.00	0.00	1.00									
	Total # of installation commitment met	2.00	0.00	1.00									
	Total # of installation commitment missed	0.00	0.00	0.00									
	% of commitment met	100%	0%	100%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	257	253	253									
<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								
		Total # of trouble reports	3	10	14								
		% of trouble reports	1%	3.13%	4.40%								
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	5	4									
	Total # of repair tickets restored in ≤ 24hrs	2	5	4									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	9.82	2.00	26.12									
	Avg. outage duration (hh:mm)	4.91	0.40	6.53									
	Indicate if catastrophic event is in a month	no	no	no									
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	2	5	13									
	Total # of repair tickets restored in ≤ 24hrs	2	5	11									
	% of repair tickets restored ≤ 24 Hours	100%	100%	85%									
	Sum of the duration of all outages (hh:mm)	9.82	2.00	186.40									
	Avg. outage duration (hh:mm)	4.91	0.40	14.34									
<b>Refunds</b>	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	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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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 (08/15/18)			Date filed (11/15/2018)			Date filed (2/15/19)		
		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	24.28	31.98									
	Total # of service orders	11.00	13.00	14.00									
	Avg. # of business days	2.77	1.87	2.28									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	11.00	13.00	14.00									
	Total # of installation commitment met	11.00	13.00	14.00									
	Total # of installation commitment missed	0.00	0.00	0.00									
	% of commitment met	100%	100%	100%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	1530	1523	1518									
<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								
		Total # of trouble reports	47	11	38								
		% of trouble reports	3%	0.64%	2.22%								
	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									
	Total # of repair tickets restored in ≤ 24hrs	34	4	23									
	% of repair tickets restored ≤ 24 Hours	92%	100%	100%									
	Sum of the duration of all outages (hh:mm)	291.58	4.88	115.67									
	Avg. outage duration (hh:mm)	7.88	1.22	5.03									
	Indicate if catastrophic event is in a month	no	no	no									
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	37	4	28									
	Total # of repair tickets restored in ≤ 24hrs	34	4	24									
	% of repair tickets restored ≤ 24 Hours	92%	100%	86%									
	Sum of the duration of all outages (hh:mm)	339.58	4.88	319.75									
	Avg. outage duration (hh:mm)	9.18	1.22	11.42									
<b>Refunds</b>	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	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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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 (08/15/18)			Date filed (11/15/2018)			Date filed (2/15/19)		
		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									
	Total # of service orders	2.00	2.00	0.00									
	Avg. # of business days	2.11	2.50	0.00									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	2.00	2.00	0.00									
	Total # of installation commitment met	2.00	2.00	0.00									
	Total # of installation commitment missed	0.00	0.00	0.00									
	% of commitment met	100%	100%	0%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	402	402	402									
<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								
		Total # of trouble reports	2	1	1								
		% of trouble reports	1%	0.29%	0.29%								
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	1	1									
	Total # of repair tickets restored in ≤ 24hrs	2	1	1									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	22.88	1.85	19.30									
	Avg. outage duration (hh:mm)	11.44	1.85	19.30									
	Indicate if catastrophic event is in a month	no	no	no									
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	2	1	1									
	Total # of repair tickets restored in ≤ 24hrs	2	1	1									
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
	Sum of the duration of all outages (hh:mm)	22.88	1.85	19.30									
	Avg. outage duration (hh:mm)	11.44	1.85	19.30									
<b>Refunds</b>	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	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: Cima

Measurement (Compile monthly, file quarterly)		Date filed (05/15/18)			Date filed (08/15/18)			Date filed (11/15/2018)			Date filed (2/15/19)		
		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									
	Total # of service orders	0.00	0.00	0.00									
	Avg. # of business days	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									
	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	0%	0%	0%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	38	38	38									
<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								
		Total # of trouble reports	4	4	0								
		% of trouble reports	9%	8.70%	0.00%								
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0									
	Total # of repair tickets restored in ≤ 24hrs	0	0	0									
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%									
	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00									
	Avg. outage duration (hh:mm)	0.00	0.00	0.00									
	Indicate if catastrophic event is in a month	no	no	no									
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	0	0	0									
	Total # of repair tickets restored in ≤ 24hrs	0	0	0									
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%									
	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00									
	Avg. outage duration (hh:mm)	0.00	0.00	0.00									
<b>Refunds</b>	Number of customers who received refunds	0	0	0									
	Monthly amount of refunds	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												

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