

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

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed (05/15/19)			Date filed (08/14/19)			Date filed (11/14/2019)			Date filed (2/14/20)		
		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	67.80	61.69	110.02	85.59	171.39	154.72						
	Total # of service orders	32.00	28.00	52.00	50.00	112.00	139.00						
	Avg. # of business days	2.12	2.20	2.12	1.71	1.53	1.11						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	32.00	28.00	52.00	50.00	112.00	139.00						
	Total # of installation commitment met	32.00	28.00	52.00	50.00	112.00	139.00						
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00						
	% of commitment met	100%	100%	100%	100%	100%	100%						
Customers	Acct # for voice or bundle, res+bus	6285	6273	6268	6269	6267	6273						
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	5855	5836	5846	5855	5891	5933					
		Total # of trouble reports	71	87	83	74	124	74					
		% of trouble reports	1%	1.49%	1.42%	1.26%	2.10%	1.25%					
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	1571	1574	1573	1578	1606	1718					
		Total # of trouble reports	29	34	19	17	20	26					
		% of trouble reports	2%	2.16%	1.21%	1.08%	1.25%	1.51%					
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	45	77	65	53	83	65						
	Total # of repair tickets restored in ≤ 24hrs	44	76	62	53	75	62						
	% of repair tickets restored ≤ 24 Hours	98%	99%	95%	100%	90%	95%						
	Sum of the duration of all outages (hh:mm)	569.47	547.40	242.73	296.45	1287.94	777.52						
	Avg. outage duration (hh:mm)	12.65	7.11	3.73	5.59	15.52	11.96						
	Indicate if catastrophic event is in a month												
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	62	94	70	61	110	74						
	Total # of repair tickets restored in ≤ 24hrs	50	88	64	55	90	65						
	% of repair tickets restored ≤ 24 Hours	80.65%	93.62%	91.43%	90.16%	81.82%	87.84%						
	Sum of the duration of all outages (hh:mm)	2230.42	1541.00	871.63	2802.12	1912.28	4166.63						
	Avg. outage duration (hh:mm)	35.97	16.39	12.45	45.94	17.38	56.31						
Refunds	Number of customers who received refunds	26.00	4.00	5.00	8.00	0.00	10.00						
	Monthly amount of refunds	211.51	39.10	183.75	33.23	0.00	53.48						
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: 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: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Friant

Measurement (Compile monthly, file quarterly)		Date filed (05/15/19)			Date filed (08/14/19)			Date filed (11/14/2019)			Date filed (2/14/20)			
		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	3.72	4.71	3.64	3.55	0.59	9.91	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of service orders	1.00	2.00	2.00	5.00	5.00	7.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. # of business days	3.72	2.36	1.82	0.71	0.12	1.42	0.00	0.00	0.00	0.00	0.00	0.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1.00	2.00	2.00	5.00	5.00	7.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment met	1.00	2.00	2.00	5.00	5.00	7.00	0.00	0.00	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	0.00	0.00	0.00	
	% of commitment met	100%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%	
Customers	Acct # for voice or bundle, res+bus	385	384	382	385	386	389	0	0	0	0	0	0	
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	797	799	797	797	802	811	0	0	0	0	0	0
		Total # of trouble reports	7	7	1	7	3	7	0	0	0	0	0	0
		% of trouble reports	1%	0.88%	0.13%	0.88%	0.37%	0.86%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	3	4	1	4	2	5	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	3	4	1	4	2	4	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	80%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	4.77	37.78	2.48	26.78	6.58	86.98	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	1.59	9.45	2.48	6.70	3.29	17.40	0.00	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	no
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	4	4	1	4	2	5	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	3	4	1	4	2	4	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	75.00%	100.00%	100.00%	100.00%	100.00%	80.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
	Sum of the duration of all outages (hh:mm)	55.13	37.78	2.48	26.78	6.58	86.98	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	13.78	9.45	2.48	6.70	3.29	17.40	0.00	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	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

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Phone: 559-868-6376

Email: fredl@ponderosatel.com

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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: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Shaver

Measurement (Compile monthly, file quarterly)		Date filed (05/15/19)			Date filed (08/14/19)			Date filed (11/14/2019)			Date filed (2/14/20)			
		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	26.31	0.42	26.38	34.86	61.41	46.28	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of service orders	12.00	3.00	14.00	23.00	39.00	35.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. # of business days	2.19	0.14	1.88	1.52	1.57	1.32	0.00	0.00	0.00	0.00	0.00	0.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	12.00	3.00	14.00	23.00	39.00	35.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment met	12.00	3.00	14.00	23.00	39.00	35.00	0.00	0.00	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	0.00	0.00	0.00	
	% of commitment met	100%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%	
Customers	Acct # for voice or bundle, res+bus	1560	1561	1566	1567	1576	1584	0	0	0	0	0	0	
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	1619	1618	1621	1638	1678	1720	0	0	0	0	0	0
		Total # of trouble reports	10	16	18	19	21	29	0	0	0	0	0	0
		% of trouble reports	1%	0.99%	1.11%	1.16%	1.25%	1.69%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	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	6	10	11	10	14	18	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	6	10	10	10	13	18	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	100%	100%	91%	100%	93%	100%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	50.47	20.67	0.00	38.28	220.09	193.43	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	8.41	2.07	0.00	3.83	15.72	10.75	0.00	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	6	13	13	15	14	24	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	6	11	11	11	13	20	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	100%	85%	85%	73%	93%	83%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	50.47	669.95	461.30	2380.10	220.08	365.42	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	8.41	51.53	35.48	158.67	15.72	15.23	0.00	0.00	0.00	0.00	0.00	0.00	
Refunds	Number of customers who received refunds	0	0	5	0	0	1	0	0	0	0	0	0	
	Monthly amount of refunds	0.00	0.00	183.75	0.00	0.00	12.60	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

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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: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Auberry

Measurement (Compile monthly, file quarterly)		Date filed (05/15/19)			Date filed (08/14/19)			Date filed (11/14/2019)			Date filed (2/14/20)			
		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	24.38	36.32	46.42	17.81	38.28	31.43	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of service orders	11.00	14.00	17.00	7.00	16.00	15.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. # of business days	2.22	2.59	2.73	2.54	2.39	2.10	0.00	0.00	0.00	0.00	0.00	0.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	11.00	14.00	17.00	7.00	16.00	15.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment met	11.00	14.00	17.00	7.00	16.00	15.00	0.00	0.00	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	0.00	0.00	0.00	
	% of commitment met	100%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%	
Customers	Acct # for voice or bundle, res+bus	2116	2111	2108	2097	2087	2081	0	0	0	0	0	0	
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	2534	2523	2531	2521	2509	2508	0	0	0	0	0	0
		Total # of trouble reports	28	21	28	32	25	11	0	0	0	0	0	0
		% of trouble reports	1%	0.83%	1.11%	1.27%	1.00%	0.44%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	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	15	14	17	26	17	4	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	15	14	17	26	17	4	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	115.05	71.83	81.57	103.85	85.52	24.53	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	7.67	5.13	4.80	3.99	5.03	6.13	0.00	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	17	15	19	26	18	5	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	15	15	18	26	18	4	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	88%	100%	95%	100%	100%	80%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	144.40	78.83	125.43	103.85	109.07	146.77	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	8.49	5.26	6.60	3.99	6.06	29.35	0.00	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

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Service Quality Standards Reporting
General Order No. 133-D**

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Wishon

Measurement (Compile monthly, file quarterly)		Date filed (05/15/19)			Date filed (08/14/19)			Date filed (11/14/2019)			Date filed (2/14/20)			
		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	2.56	0.00	4.36	2.51	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of service orders	0.00	0.00	1.00	0.00	2.00	2.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. # of business days	0.00	0.00	2.56	0.00	2.18	1.25	0.00	0.00	0.00	0.00	0.00	0.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0.00	0.00	1.00	0.00	2.00	2.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment met	0.00	0.00	1.00	0.00	2.00	2.00	0.00	0.00	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	0.00	0.00	0.00	
	% of commitment met	0%	0%	100%	0%	100%	100%	0%	0%	0%	0%	0%	0%	
Customers	Acct # for voice or bundle, res+bus	29	30	33	33	34	35	0	0	0	0	0	0	
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	69	70	72	77	80	82	0	0	0	0	0	0
		Total # of trouble reports	13	4	0	1	0	2	0	0	0	0	0	0
		% of trouble reports	19%	5.71%	0.00%	1.30%	0.00%	2.44%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	0	0	0	0	2	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	2	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	0.00	0.00	9.53	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	0.00	0.00	0.00	0.00	0.00	4.77	0.00	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	12	4	0	1	0	2	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	6	3	0	1	0	2	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	50%	75%	0%	100%	0%	100%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	307.08	158.08	0.00	1.80	0.00	9.53	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	25.59	39.52	0.00	1.80	0.00	4.77	0.00	0.00	0.00	0.00	0.00	0.00	
Refunds	Number of customers who received refunds	25	0	0	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	159.01	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: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: O'Neals

Measurement (Compile monthly, file quarterly)		Date filed (05/15/19)			Date filed (08/14/19)			Date filed (11/14/2019)			Date filed (2/14/20)			
		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	5.35	5.34	0.63	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of service orders	0.00	0.00	2.00	2.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. # of business days	0.00	0.00	2.68	2.67	0.63	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0.00	0.00	2.00	2.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment met	0.00	0.00	2.00	2.00	1.00	0.00	0.00	0.00	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	0.00	0.00	0.00	
	% of commitment met	0%	0%	100%	100%	100%	0%	0%	0%	0%	0%	0%	0%	
Customers	Acct # for voice or bundle, res+bus	243	243	242	243	242	242	0	0	0	0	0	0	
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	309	309	308	309	309	310	0	0	0	0	0	0
		Total # of trouble reports	4	17	12	5	8	7	0	0	0	0	0	0
		% of trouble reports	1%	5.50%	3.90%	1.62%	2.59%	2.26%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	12	8	1	6	5	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	0	12	8	1	6	5	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	0%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	0.00	56.60	22.70	3.23	51.85	30.60	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	0.00	4.72	2.84	3.23	8.64	6.12	0.00	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	no
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	0	15	8	1	6	6	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	0	15	8	1	6	5	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	0%	100%	100%	100%	100%	83%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	0.00	116.15	22.70	3.23	51.85	83.23	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	0.00	7.74	2.84	3.23	8.64	13.87	0.00	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: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: North Fork

Measurement (Compile monthly, file quarterly)		Date filed (05/15/19)			Date filed (08/14/19)			Date filed (11/14/2019)			Date filed (2/14/20)			
		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	9.37	18.34	25.43	23.96	21.28	20.12	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of service orders	4.00	8.00	14.00	12.00	9.00	8.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. # of business days	2.34	2.29	1.82	2.00	2.36	2.52	0.00	0.00	0.00	0.00	0.00	0.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	4.00	8.00	14.00	12.00	9.00	8.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment met	4.00	8.00	14.00	12.00	9.00	8.00	0.00	0.00	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	0.00	0.00	0.00	
	% of commitment met	100%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%	
Customers	Acct # for voice or bundle, res+bus	1502	1494	1490	1498	1499	1499	0	0	0	0	0	0	
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	1702	1695	1694	1696	1704	1705	0	0	0	0	0	0
		Total # of trouble reports	33	50	37	23	78	34	0	0	0	0	0	0
		% of trouble reports	2%	2.95%	2.18%	1.36%	4.58%	1.99%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	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	20	34	24	10	39	24	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	20	34	23	10	35	22	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	100%	100%	96%	100%	90%	92%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	157.68	208.77	98.53	78.03	384.17	395.94	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	7.88	6.14	4.11	7.80	9.85	16.50	0.00	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	20	39	25	10	63	25	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	20	37	23	10	49	23	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	100%	95%	92%	100%	78%	92%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	157.68	301.43	222.27	78.03	834.05	3438.20	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	7.88	7.73	8.89	7.80	13.24	137.53	0.00	0.00	0.00	0.00	0.00	0.00	
Refunds	Number of customers who received refunds	0	0	0	8	0	9	0	0	0	0	0	0	
	Monthly amount of refunds	0.00	0.00	0.00	33.23	0.00	40.88	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: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Big Creek

Measurement (Compile monthly, file quarterly)		Date filed (05/15/19)			Date filed (08/14/19)			Date filed (11/14/2019)			Date filed (2/14/20)			
		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	3.99	1.89	0.20	0.00	44.85	44.48	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of service orders	3.00	1.00	1.00	0.00	40.00	72.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. # of business days	1.33	1.89	0.20	0.00	1.12	0.62	0.00	0.00	0.00	0.00	0.00	0.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	3.00	1.00	1.00	0.00	40.00	72.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment met	3.00	1.00	1.00	0.00	40.00	72.00	0.00	0.00	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	0.00	0.00	0.00	
	% of commitment met	100%	100%	100%	0%	100%	100%	0%	0%	0%	0%	0%	0%	
Customers	Acct # for voice or bundle, res+bus	414	414	411	410	407	407	0	0	0	0	0	0	
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	351	351	350	349	369	469	0	0	0	0	0	0
		Total # of trouble reports	1	5	5	2	8	9	0	0	0	0	0	0
		% of trouble reports	0%	1.42%	1.43%	0.57%	2.17%	1.92%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	2	3	0	5	7	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	0	2	2	0	2	7	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	0%	100%	67%	0%	40%	100%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	0.00	6.38	33.93	0.00	539.73	36.50	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	0.00	3.19	11.31	0.00	107.95	5.21	0.00	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	1	3	3	2	6	7	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	0	3	2	0	2	7	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	0%	100%	67%	0%	33%	100%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	24.98	9.40	33.93	162.05	568.85	36.50	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	24.98	3.13	11.31	81.02	94.81	5.21	0.00	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: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Cima

Measurement (Compile monthly, file quarterly)		Date filed (05/15/19)			Date filed (08/14/19)			Date filed (11/14/2019)			Date filed (2/14/20)		
		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	0.03	0.00	0.04	0.07	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of service orders	1.00	0.00	1.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. # of business days	0.03	0.00	0.04	0.07	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1.00	0.00	1.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment met	1.00	0.00	1.00	1.00	0.00	0.00	0.00	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	0.00	0.00	
	% of commitment met	100%	0%	100%	100%	0%	0%	0%	0%	0%	0%	0%	
Customers	Acct # for voice or bundle, res+bus	36	36	36	36	36	36	0	0	0	0	0	
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	45	45	46	46	46	46	0	0	0	0	0
		Total # of trouble reports	4	1	1	2	1	1	0	0	0	0	0
		% of trouble reports	9%	2.22%	2.17%	4.35%	2.17%	2.17%	0.00%	0.00%	0.00%	0.00%	0.00%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	1	1	2	0	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	0	0	1	2	0	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	0%	0%	100%	100%	0%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	241.50	145.37	3.52	46.27	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	241.50	145.37	3.52	23.13	0.00	0.00	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	
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	2	1	1	2	1	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	0	0	1	2	0	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	0%	0%	100%	100%	0%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	1490.67	169.37	3.52	46.27	121.80	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	745.33	169.37	3.52	23.13	121.80	0.00	0.00	0.00	0.00	0.00	0.00	
Refunds	Number of customers who received refunds	1	4	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	52.50	39.10	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

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