

**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	173.15	127.69	72.69	105.24	86.59	93.65	
	Total # of service orders	32.00	28.00	52.00	50.00	112.00	139.00	79.00	46.00	39.00	60.00	48.00	36.00	
	Avg. # of business days	2.12	2.20	2.12	1.71	1.53	1.11	2.19	2.78	1.86	1.75	1.80	2.60	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	32.00	28.00	52.00	50.00	112.00	139.00	79.00	46.00	39.00	60.00	48.00	36.00	
	Total # of installation commitment met	32.00	28.00	52.00	50.00	112.00	139.00	79.00	46.00	39.00	59.00	48.00	36.00	
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	0.00	0.00	
	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	98%	100%	100%	
Customers	Acct # for voice or bundle, res+bus	6285	6273	6268	6269	6267	6273	6278	6279	6276	6266	6252	6247	
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	5943	5962	5946	5932	5890	5861
		Total # of trouble reports	71	87	83	74	124	74	55	50	50	124	33	58
		% of trouble reports	1%	1.49%	1.42%	1.26%	2.10%	1.25%	0.93%	0.84%	0.84%	2.09%	0.56%	0.99%
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	1571	1574	1573	1578	1606	1718	1739	1734	1714	1643	1589	1576
		Total # of trouble reports	29	34	19	17	20	26	20	11	10	15	14	13
		% of trouble reports	2%	2.16%	1.21%	1.08%	1.25%	1.51%	1.15%	0.63%	0.58%	0.91%	0.88%	0.82%
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	45	77	65	53	83	65	56	21	30	111	25	36
		Total # of repair tickets restored in ≤ 24hrs	44	76	62	53	75	62	55	18	30	104	25	36
		% of repair tickets restored ≤ 24 Hours	98%	99%	95%	100%	90%	95%	98%	86%	100%	94%	100%	100%
		Sum of the duration of all outages (hh:mm)	569.47	547.40	242.73	296.45	1287.94	777.52	334.55	451.38	117.33	862.92	141.80	199.10
		Avg. outage duration (hh:mm)	12.65	7.11	3.73	5.59	15.52	11.96	5.97	21.49	3.91	7.77	5.67	5.53
		Indicate if catastrophic event is in a month												
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	62	94	70	61	110	74	59	22	32	111	29	42
		Total # of repair tickets restored in ≤ 24hrs	50	88	64	55	90	65	55	18	31	105	25	38
		% of repair tickets restored ≤ 24 Hours	80.65%	93.62%	91.43%	90.16%	81.82%	87.84%	93.22%	81.82%	96.88%	94.59%	86.21%	90.48%
		Sum of the duration of all outages (hh:mm)	2230.42	1541.00	871.63	2802.12	1912.28	4166.63	499.75	567.15	164.25	844.80	617.97	457.38
		Avg. outage duration (hh:mm)	35.97	16.39	12.45	45.94	17.38	56.31	8.47	25.78	5.13	7.61	21.31	10.89
Refunds	Number of customers who received refunds	26.00	4.00	5.00	8.00	0.00	10.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Monthly amount of refunds	211.51	39.10	183.75	33.23	0.00	53.48	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: 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	10.44	4.53	5.25	9.74	5.41	8.93	
	Total # of service orders	1.00	2.00	2.00	5.00	5.00	7.00	4.00	3.00	3.00	3.00	2.00	4.00	
	Avg. # of business days	3.72	2.36	1.82	0.71	0.12	1.42	2.61	1.51	1.75	3.25	2.70	2.23	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1.00	2.00	2.00	5.00	5.00	7.00	4.00	3.00	3.00	3.00	2.00	4.00	
	Total # of installation commitment met	1.00	2.00	2.00	5.00	5.00	7.00	4.00	3.00	3.00	3.00	2.00	4.00	
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	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	385	384	382	385	386	389	390	387	388	384	383	384	
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	814	807	814	805	802	802
		Total # of trouble reports	7	7	1	7	3	7	4	2	1	4	1	4
		% of trouble reports	1%	0.88%	0.13%	0.88%	0.37%	0.86%	0.49%	0.25%	0.12%	0.50%	0.12%	0.50%
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	3	4	1	4	2	5	3	0	1	2	0	1
		Total # of repair tickets restored in ≤ 24hrs	3	4	1	4	2	4	3	0	1	2	0	1
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	80%	100%	0%	100%	100%	0%	100%
		Sum of the duration of all outages (hh:mm)	4.77	37.78	2.48	26.78	6.58	86.98	8.82	0.00	1.73	3.35	0.00	23.27
		Avg. outage duration (hh:mm)	1.59	9.45	2.48	6.70	3.29	17.40	2.94	0.00	1.73	1.67	0.00	23.27
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	4	4	1	4	2	5	3	0	1	2	0	1
		Total # of repair tickets restored in ≤ 24hrs	3	4	1	4	2	4	3	0	1	2	0	1
		% of repair tickets restored ≤ 24 Hours	75.00%	100.00%	100.00%	100.00%	100.00%	80.00%	100.00%	0.00%	100.00%	100.00%	0.00%	100.00%
		Sum of the duration of all outages (hh:mm)	55.13	37.78	2.48	26.78	6.58	86.98	8.82	0.00	1.73	3.35	0.00	23.27
		Avg. outage duration (hh:mm)	13.78	9.45	2.48	6.70	3.29	17.40	2.94	0.00	1.73	1.67	0.00	23.27
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)
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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	57.25	50.37	13.37	23.56	28.73	26.41	
	Total # of service orders	12.00	3.00	14.00	23.00	39.00	35.00	23.00	18.00	6.00	22.00	18.00	13.00	
	Avg. # of business days	2.19	0.14	1.88	1.52	1.57	1.32	2.49	2.80	2.23	1.07	1.60	2.03	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	12.00	3.00	14.00	23.00	39.00	35.00	23.00	18.00	6.00	22.00	18.00	13.00	
	Total # of installation commitment met	12.00	3.00	14.00	23.00	39.00	35.00	23.00	18.00	6.00	22.00	18.00	13.00	
	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	1560	1561	1566	1567	1576	1584	1596	1609	1612	1618	1621	1624	
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	1746	1758	1749	1737	1702	1682
		Total # of trouble reports	10	16	18	19	21	29	26	15	17	53	7	13
		% of trouble reports	1%	0.99%	1.11%	1.16%	1.25%	1.69%	1.49%	0.85%	0.97%	3.05%	0.41%	0.77%
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	6	10	11	10	14	18	22	7	10	41	4	4
		Total # of repair tickets restored in ≤ 24hrs	6	10	10	10	13	18	22	6	10	41	4	4
		% of repair tickets restored ≤ 24 Hours	100%	100%	91%	100%	93%	100%	100%	86%	100%	100%	100%	100%
		Sum of the duration of all outages (hh:mm)	50.47	20.67	0.00	38.28	220.09	193.43	102.08	77.43	61.35	294.82	36.92	20.63
		Avg. outage duration (hh:mm)	8.41	2.07	0.00	3.83	15.72	10.75	4.64	11.06	6.14	7.19	9.23	5.16
Indicate if catastrophic event is in a month		no	no	no	no	no	no	no	no	no	no	no	no	
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	6	13	13	15	14	24	24	7	11	41	5	9
		Total # of repair tickets restored in ≤ 24hrs	6	11	11	11	13	20	22	6	11	41	4	5
		% of repair tickets restored ≤ 24 Hours	100%	85%	85%	73%	93%	83%	92%	86%	100%	100%	80%	56%
		Sum of the duration of all outages (hh:mm)	50.47	669.95	461.30	2380.10	220.08	365.42	179.38	123.10	81.45	294.82	84.15	228.42
		Avg. outage duration (hh:mm)	8.41	51.53	35.48	158.67	15.72	15.23	7.47	17.59	7.40	7.19	16.83	25.38
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	57.39	52.65	29.18	40.34	24.94	19.26	
	Total # of service orders	11.00	14.00	17.00	7.00	16.00	15.00	20.00	18.00	15.00	18.00	12.00	6.00	
	Avg. # of business days	2.22	2.59	2.73	2.54	2.39	2.10	2.87	2.93	1.95	2.24	2.08	3.21	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	11.00	14.00	17.00	7.00	16.00	15.00	20.00	18.00	15.00	18.00	12.00	6.00	
	Total # of installation commitment met	11.00	14.00	17.00	7.00	16.00	15.00	20.00	18.00	15.00	18.00	12.00	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	2116	2111	2108	2097	2087	2081	2077	2076	2071	2067	2057	2055	
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	2497	2507	2508	2508	2502	2500
		Total # of trouble reports	28	21	28	32	25	11	12	16	12	53	15	25
		% of trouble reports	1%	0.83%	1.11%	1.27%	1.00%	0.44%	0.48%	0.64%	0.48%	2.11%	0.60%	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 of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	15	14	17	26	17	4	9	3	5	47	8	14
		Total # of repair tickets restored in ≤ 24hrs	15	14	17	26	17	4	9	3	5	45	8	14
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	96%	100%	100%
		Sum of the duration of all outages (hh:mm)	115.05	71.83	81.57	103.85	85.52	24.53	38.48	11.97	13.97	291.65	23.00	82.30
		Avg. outage duration (hh:mm)	7.67	5.13	4.80	3.99	5.03	6.13	4.28	3.99	2.79	6.21	2.87	5.88
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	17	15	19	26	18	5	9	4	5	47	8	14
		Total # of repair tickets restored in ≤ 24hrs	15	15	18	26	18	4	9	3	5	45	8	14
		% of repair tickets restored ≤ 24 Hours	88%	100%	95%	100%	100%	80%	100%	75%	100%	96%	100%	100%
		Sum of the duration of all outages (hh:mm)	144.40	78.83	125.43	103.85	109.07	146.77	38.48	82.07	13.97	291.65	23.00	82.30
		Avg. outage duration (hh:mm)	8.49	5.26	6.60	3.99	6.06	29.35	4.28	20.52	2.79	6.21	2.87	5.88
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													
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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: 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	1.92	2.48	0.00	0.00	
	Total # of service orders	0.00	0.00	1.00	0.00	2.00	2.00	0.00	0.00	1.00	1.00	0.00	0.00	
	Avg. # of business days	0.00	0.00	2.56	0.00	2.18	1.25	0.00	0.00	1.92	2.48	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	1.00	1.00	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	1.00	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%	0%	100%	0%	100%	100%	0%	0%	100%	100%	0%	0%	
Customers	Acct # for voice or bundle, res+bus	29	30	33	33	34	35	35	35	35	36	35	34	
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	82	82	81	83	80	80
		Total # of trouble reports	13	4	0	1	0	2	0	1	1	1	0	3
		% of trouble reports	19%	5.71%	0.00%	1.30%	0.00%	2.44%	0.00%	1.22%	1.23%	1.20%	0.00%	3.75%
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	0	0	0	0	0	2	0	0	0	1	0	2
		Total # of repair tickets restored in < 24hrs	0	0	0	0	0	2	0	0	0	0	0	2
		% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	100%
		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	41.67	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	41.67	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 of Service Report	Out	Total # of unadjusted outage report tickets	12	4	0	1	0	2	0	0	0	1	0	3
		Total # of repair tickets restored in < 24hrs	6	3	0	1	0	2	0	0	0	1	0	3
		% of repair tickets restored ≤ 24 Hours	50%	75%	0%	100%	0%	100%	0%	0%	0%	100%	0%	100%
		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	23.55	0.00	50.50
		Avg. outage duration (hh:mm)	25.59	39.52	0.00	1.80	0.00	4.77	0.00	0.00	0.00	23.55	0.00	16.83
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	5.26	2.02	0.00	2.80	1.37	0.00	
	Total # of service orders	0.00	0.00	2.00	2.00	1.00	0.00	2.00	2.00	0.00	1.00	1.00	0.00	
	Avg. # of business days	0.00	0.00	2.68	2.67	0.63	0.00	2.63	1.01	0.00	2.80	1.37	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	2.00	2.00	0.00	1.00	1.00	0.00	
	Total # of installation commitment met	0.00	0.00	2.00	2.00	1.00	0.00	2.00	2.00	0.00	1.00	1.00	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%	100%	100%	0%	100%	100%	0%	
Customers	Acct # for voice or bundle, res+bus	243	243	242	243	242	242	242	242	242	241	241	239	
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	306	308	309	307	308	306
		Total # of trouble reports	4	17	12	5	8	7	7	1	3	8	10	5
		% of trouble reports	1%	5.50%	3.90%	1.62%	2.59%	2.26%	2.29%	0.32%	0.97%	2.61%	3.25%	1.63%
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	0	12	8	1	6	5	5	1	1	6	7	4
		Total # of repair tickets restored in ≤ 24hrs	0	12	8	1	6	5	5	1	1	5	7	4
		% of repair tickets restored ≤ 24 Hours	0%	100%	100%	100%	100%	100%	100%	100%	100%	83%	100%	100%
		Sum of the duration of all outages (hh:mm)	0.00	56.60	22.70	3.23	51.85	30.60	43.92	1.38	2.38	76.23	29.12	23.20
		Avg. outage duration (hh:mm)	0.00	4.72	2.84	3.23	8.64	6.12	8.78	1.38	2.38	12.71	4.16	5.80
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	0	15	8	1	6	6	5	1	1	6	7	4
		Total # of repair tickets restored in ≤ 24hrs	0	15	8	1	6	5	5	1	1	5	7	4
		% of repair tickets restored ≤ 24 Hours	0%	100%	100%	100%	100%	83%	100%	100%	100%	83%	100%	100%
		Sum of the duration of all outages (hh:mm)	0.00	116.15	22.70	3.23	51.85	83.23	43.92	1.38	2.38	76.23	29.12	23.20
		Avg. outage duration (hh:mm)	0.00	7.74	2.84	3.23	8.64	13.87	8.78	1.38	2.38	12.71	4.16	5.80
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	25.50	14.21	20.30	25.51	21.01	32.71	
	Total # of service orders	4.00	8.00	14.00	12.00	9.00	8.00	10.00	4.00	10.00	14.00	13.00	11.00	
	Avg. # of business days	2.34	2.29	1.82	2.00	2.36	2.52	2.55	3.55	2.03	1.82	1.62	2.97	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	4.00	8.00	14.00	12.00	9.00	8.00	10.00	4.00	10.00	14.00	13.00	11.00	
	Total # of installation commitment met	4.00	8.00	14.00	12.00	9.00	8.00	10.00	4.00	10.00	14.00	13.00	11.00	
	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	1502	1494	1490	1498	1499	1499	1491	1485	1482	1475	1473	1466	
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	1700	1697	1689	1687	1686	1679
		Total # of trouble reports	33	50	37	23	78	34	17	19	21	18	11	20
		% of trouble reports	2%	2.95%	2.18%	1.36%	4.58%	1.99%	1.00%	1.12%	1.24%	1.07%	0.65%	1.19%
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	20	34	24	10	39	24	11	9	10	12	4	10
		Total # of repair tickets restored in ≤ 24hrs	20	34	23	10	35	22	10	7	10	9	4	10
		% of repair tickets restored ≤ 24 Hours	100%	100%	96%	100%	90%	92%	91%	78%	100%	75%	100%	100%
		Sum of the duration of all outages (hh:mm)	157.68	208.77	98.53	78.03	384.17	395.94	97.33	339.27	33.55	151.42	26.78	46.72
		Avg. outage duration (hh:mm)	7.88	6.14	4.11	7.80	9.85	16.50	8.85	37.70	3.36	12.62	6.70	4.67
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	20	39	25	10	63	25	11	9	11	12	6	10
		Total # of repair tickets restored in ≤ 24hrs	20	37	23	10	49	23	10	7	10	9	4	10
		% of repair tickets restored ≤ 24 Hours	100%	95%	92%	100%	78%	92%	91%	78%	91%	75%	67%	100%
		Sum of the duration of all outages (hh:mm)	157.68	301.43	222.27	78.03	834.05	3438.20	114.40	339.27	60.37	151.42	121.92	46.72
		Avg. outage duration (hh:mm)	7.88	7.73	8.89	7.80	13.24	137.53	10.40	37.70	5.49	12.62	20.32	4.67
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	17.30	3.91	2.67	0.82	5.13	6.34	
	Total # of service orders	3.00	1.00	1.00	0.00	40.00	72.00	20.00	1.00	4.00	1.00	2.00	2.00	
	Avg. # of business days	1.33	1.89	0.20	0.00	1.12	0.62	0.86	3.91	0.67	0.82	2.57	3.17	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	3.00	1.00	1.00	0.00	40.00	72.00	20.00	1.00	4.00	1.00	2.00	2.00	
	Total # of installation commitment met	3.00	1.00	1.00	0.00	40.00	72.00	20.00	1.00	4.00	0.00	2.00	2.00	
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	0.00	0.00	
	% of commitment met	100%	100%	100%	0%	100%	100%	100%	100%	100%	0%	100%	100%	
Customers	Acct # for voice or bundle, res+bus	414	414	411	410	407	407	411	409	410	409	407	410	
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	491	491	465	403	356	345
		Total # of trouble reports	1	5	5	2	8	9	9	7	2	2	1	1
		% of trouble reports	0%	1.42%	1.43%	0.57%	2.17%	1.92%	1.83%	1.43%	0.43%	0.50%	0.28%	0.29%
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	0	2	3	0	5	7	6	1	1	2	1	1
		Total # of repair tickets restored in ≤ 24hrs	0	2	2	0	2	7	6	1	1	2	1	1
		% of repair tickets restored ≤ 24 Hours	0%	100%	67%	0%	40%	100%	100%	100%	100%	100%	100%	100%
		Sum of the duration of all outages (hh:mm)	0.00	6.38	33.93	0.00	539.73	36.50	43.92	21.33	0.57	3.78	2.45	2.98
		Avg. outage duration (hh:mm)	0.00	3.19	11.31	0.00	107.95	5.21	7.32	21.33	0.57	1.89	2.45	2.98
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	1	3	3	2	6	7	7	1	1	2	1	1
		Total # of repair tickets restored in ≤ 24hrs	0	3	2	0	2	7	6	1	1	2	1	1
		% of repair tickets restored ≤ 24 Hours	0%	100%	67%	0%	33%	100%	86%	100%	100%	100%	100%	100%
		Sum of the duration of all outages (hh:mm)	24.98	9.40	33.93	162.05	568.85	36.50	114.75	21.33	0.57	3.78	2.45	2.98
		Avg. outage duration (hh:mm)	24.98	3.13	11.31	81.02	94.81	5.21	16.39	21.33	0.57	1.89	2.45	2.98
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

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

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

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 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	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	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	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	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	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%	0%	0%	0%	0%	0%	0%	0%	0%	
Customers	Acct # for voice or bundle, res+bus	36	36	36	36	36	36	36	36	36	36	35	35	
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	46	46	45	45	43	43
		Total # of trouble reports	4	1	1	2	1	1	0	0	3	0	2	0
		% of trouble reports	9%	2.22%	2.17%	4.35%	2.17%	2.17%	0.00%	0.00%	6.67%	0.00%	4.65%	0.00%
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	1	1	1	2	0	0	0	0	2	0	1	0
		Total # of repair tickets restored in ≤ 24hrs	0	0	1	2	0	0	0	0	2	0	1	0
		% of repair tickets restored ≤ 24 Hours	0%	0%	100%	100%	0%	0%	0%	0%	100%	0%	100%	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	3.78	0.00	23.53	0.00
		Avg. outage duration (hh:mm)	241.50	145.37	3.52	23.13	0.00	0.00	0.00	0.00	1.89	0.00	23.53	0.00
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	2	1	1	2	1	0	0	0	2	0	2	0
		Total # of repair tickets restored in ≤ 24hrs	0	0	1	2	0	0	0	0	2	0	1	0
		% of repair tickets restored ≤ 24 Hours	0%	0%	100%	100%	0%	0%	0%	0%	100%	0%	50%	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	3.78	0.00	357.33	0.00
		Avg. outage duration (hh:mm)	745.33	169.37	3.52	23.13	121.80	0.00	0.00	0.00	1.89	0.00	178.67	0.00
Refunds	Number of customers who received refunds	1	4	0	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	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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