

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

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed (05/15/20)			Date filed (08/14/20)			Date filed (11/14/2020)			Date filed (2/14/21)		
		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	47.83	82.21	131.40									
	Total # of service orders	22.00	47.00	54.00									
	Avg. # of business days	2.17	1.75	2.43									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	22.00	47.00	54.00									
	Total # of installation commitment met	22.00	47.00	54.00									
	Total # of installation commitment missed	0.00	0.00	0.00									
	% of commitment met	100%	100%	100%									
Customers	Acct # for voice or bundle, res+bus	6236	6226	6233									
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	5848	5840	5848								
		Total # of trouble reports	43	30	63								
		% of trouble reports	1%	0.51%	1.08%								
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	1574	1570	1577								
		Total # of trouble reports	22	18	7								
		% of trouble reports	1%	1.15%	0.44%								
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	35	28	42									
	Total # of repair tickets restored in ≤ 24hrs	33	28	41									
	% of repair tickets restored ≤ 24 Hours	94%	100%	98%									
	Sum of the duration of all outages (hh:mm)	205.60	188.93	323.99									
	Avg. outage duration (hh:mm)	5.87	6.75	7.71									
Indicate if catastrophic event is in a month													
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	37	31	45									
	Total # of repair tickets restored in ≤ 24hrs	34	30	43									
	% of repair tickets restored ≤ 24 Hours	91.89%	96.77%	95.56%									
	Sum of the duration of all outages (hh:mm)	251.67	243.68	354.62									
	Avg. outage duration (hh:mm)	6.80	7.86	7.88									
Refunds	Number of customers who received refunds	0.00	0.00	1.00									
	Monthly amount of refunds	0.00	0.00	24.15									
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: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Friant

Measurement (Compile monthly, file quarterly)		Date filed (05/15/20)			Date filed (08/14/20)			Date filed (11/14/2020)			Date filed (2/14/21)			
		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	11.72	1.47	3.55	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of service orders	3.00	5.00	2.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. # of business days	3.91	0.29	1.77	0.00	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	3.00	5.00	2.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment met	3.00	5.00	2.00	0.00	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%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Customers	Acct # for voice or bundle, res+bus	388	391	389	0	0	0	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	801	802	805	0	0	0	0	0	0	0	0	0
		Total # of trouble reports	7	8	5	0	0	0	0	0	0	0	0	0
		% of trouble reports	1%	1.00%	0.62%	0.00%	0.00%	0.00%	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	5	7	3	0	0	0	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	5	7	3	0	0	0	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	27.68	54.42	27.42	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	5.54	7.77	9.14	0.00	0.00	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	no	
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	5	7	3	0	0	0	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	5	7	3	0	0	0	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
	Sum of the duration of all outages (hh:mm)	27.68	54.42	27.42	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	5.54	7.77	9.14	0.00	0.00	0.00	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

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: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Shaver

Measurement (Compile monthly, file quarterly)		Date filed (05/15/20)			Date filed (08/14/20)			Date filed (11/14/2020)			Date filed (2/14/21)			
		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	12.26	23.82	30.81	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of service orders	5.00	13.00	13.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. # of business days	2.45	1.83	2.37	0.00	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	5.00	13.00	13.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment met	5.00	13.00	13.00	0.00	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%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Customers	Acct # for voice or bundle, res+bus	1624	1626	1632	0	0	0	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	1681	1685	1693	0	0	0	0	0	0	0	0	0
		Total # of trouble reports	12	3	13	0	0	0	0	0	0	0	0	0
		% of trouble reports	1%	0.18%	0.77%	0.00%	0.00%	0.00%	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	7	1	8	0	0	0	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	7	1	8	0	0	0	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	41.37	23.18	58.78	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	5.91	23.18	7.35	0.00	0.00	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	no	
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	8	1	9	0	0	0	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	8	1	8	0	0	0	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	100%	100%	89%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	62.90	23.18	85.70	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	7.86	23.18	9.52	0.00	0.00	0.00	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: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Auberry

Measurement (Compile monthly, file quarterly)		Date filed (05/15/20)			Date filed (08/14/20)			Date filed (11/14/2020)			Date filed (2/14/21)		
		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	6.06	33.02	16.83	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of service orders	5.00	13.00	7.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. # of business days	1.21	2.54	2.40	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	5.00	13.00	7.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment met	5.00	13.00	7.00	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	
	% of commitment met	100%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	
Customers	Acct # for voice or bundle, res+bus	2043	2034	2024	0	0	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	2488	2482	2478	0	0	0	0	0	0	0	0
		Total # of trouble reports	18	15	28	0	0	0	0	0	0	0	0
		% of trouble reports	1%	0.60%	1.13%	0.00%	0.00%	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	9	8	17	0	0	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	9	8	17	0	0	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	38.38	63.45	136.63	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	4.26	7.93	8.04	0.00	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	9	10	18	0	0	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	9	10	18	0	0	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	38.38	88.55	138.70	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	4.26	8.85	7.71	0.00	0.00	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	
	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	
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: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Wishon

Measurement (Compile monthly, file quarterly)		Date filed (05/15/20)			Date filed (08/14/20)			Date filed (11/14/2020)			Date filed (2/14/21)		
		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	0.09	5.91	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of service orders	0.00	1.00	2.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. # of business days	0.00	0.09	2.95	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	0.00	1.00	2.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment met	0.00	1.00	2.00	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	
	% of commitment met	0%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	
Customers	Acct # for voice or bundle, res+bus	33	32	34	0	0	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	79	79	78	0	0	0	0	0	0	0	0
		Total # of trouble reports	4	0	1	0	0	0	0	0	0	0	0
		% of trouble reports	5%	0.00%	1.28%	0.00%	0.00%	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	2	0	1	0	0	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	2	0	0	0	0	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	0.92	0.00	35.42	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	0.46	0.00	35.42	0.00	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	0	1	0	0	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	2	0	0	0	0	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	0.92	0.00	35.42	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	0.46	0.00	35.42	0.00	0.00	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	
	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	
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: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: O'Neals

Measurement (Compile monthly, file quarterly)		Date filed (05/15/20)			Date filed (08/14/20)			Date filed (11/14/2020)			Date filed (2/14/21)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	4.53	6.79	3.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of service orders	2.00	3.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. # of business days	2.27	2.26	3.01	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	2.00	3.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment met	2.00	3.00	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	
	% of commitment met	100%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	
Customers	Acct # for voice or bundle, res+bus	239	241	241	0	0	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	308	308	310	0	0	0	0	0	0	0	0
		Total # of trouble reports	6	9	1	0	0	0	0	0	0	0	0
		% of trouble reports	2%	2.92%	0.32%	0.00%	0.00%	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	5	6	1	0	0	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	4	6	1	0	0	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	80%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	62.61	12.82	2.73	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	12.52	2.14	2.73	0.00	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	5	6	1	0	0	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	4	6	1	0	0	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	80%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	62.62	12.82	2.73	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	12.52	2.14	2.73	0.00	0.00	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	
	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	
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: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: North Fork

Measurement (Compile monthly, file quarterly)		Date filed (05/15/20)			Date filed (08/14/20)			Date filed (11/14/2020)			Date filed (2/14/21)		
		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	12.75	16.54	58.89	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of service orders	5.00	8.00	25.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. # of business days	2.55	2.07	2.36	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	5.00	8.00	25.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment met	5.00	8.00	25.00	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	
	% of commitment met	100%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	
Customers	Acct # for voice or bundle, res+bus	1466	1462	1470	0	0	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	1679	1673	1677	0	0	0	0	0	0	0	0
		Total # of trouble reports	13	12	22	0	0	0	0	0	0	0	0
		% of trouble reports	1%	0.72%	1.31%	0.00%	0.00%	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	7	6	12	0	0	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	6	6	12	0	0	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	86%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	34.63	35.06	63.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	4.95	5.84	5.25	0.00	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	7	7	13	0	0	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	6	6	13	0	0	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	86%	86%	100%	0%	0%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	34.63	64.72	64.65	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	4.95	9.25	4.97	0.00	0.00	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	
	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	
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: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Big Creek

Measurement (Compile monthly, file quarterly)		Date filed (05/15/20)			Date filed (08/14/20)			Date filed (11/14/2020)			Date filed (2/14/21)		
		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	0.50	0.49	12.41	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of service orders	2.00	4.00	4.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. # of business days	0.25	0.12	3.10	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	2.00	4.00	4.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment met	2.00	4.00	4.00	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	
	% of commitment met	100%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	
Customers	Acct # for voice or bundle, res+bus	409	405	408	0	0	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	343	337	340	0	0	0	0	0	0	0	0
		Total # of trouble reports	4	1	0	0	0	0	0	0	0	0	0
		% of trouble reports	1%	0.30%	0.00%	0.00%	0.00%	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	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	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	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	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	1	0	0	0	0	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	24.53	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	24.53	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Refunds	Number of customers who received refunds	0	0	1	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	0.00	0.00	24.15	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: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Cima

Measurement (Compile monthly, file quarterly)		Date filed (05/15/20)			Date filed (08/14/20)			Date filed (11/14/2020)			Date filed (2/14/21)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of service orders	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. # of business days	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment met	0.00	0.00	0.00	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	
	% of commitment met	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Customers	Acct # for voice or bundle, res+bus	34	35	35	0	0	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	43	44	44	0	0	0	0	0	0	0	0
		Total # of trouble reports	1	0	0	0	0	0	0	0	0	0	0
		% of trouble reports	2%	0.00%	0.00%	0.00%	0.00%	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	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	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	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	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	0	0	0	0	0	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	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	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	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	
	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	
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)