

**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	119.97	195.86	175.47	118.26	137.42	89.38	90.25	99.38	73.46		
	Total # of service orders	22.00	47.00	54.00	71.00	166.00	91.00	60.00	60.00	172.00	144.00	54.00	127.00		
	Avg. # of business days	2.17	1.75	2.43	1.69	1.18	1.93	1.97	2.29	0.52	0.63	1.84	0.58		
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	22.00	47.00	54.00	71.00	166.00	91.00	60.00	60.00	172.00	144.00	54.00	127.00		
	Total # of installation commitment met	22.00	47.00	54.00	71.00	166.00	90.00	60.00	59.00	172.00	144.00	54.00	127.00		
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	1.00	0.00	1.00	0.00	0.00	0.00	0.00		
	% of commitment met	100%	100%	100%	100%	100%	99%	100%	98%	100%	100%	100%	100%		
Customers	Acct # for voice or bundle, res+bus	6236	6226	6233	6294	6336	6390	6433	6477	6227	6220	6243	6260		
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	5926	6025	6095	6159	6189	5809	5860	5871	5893	
		Total # of trouble reports	43	30	63	47	45	60	41	61	53	215	117	57	
		% of trouble reports	1%	0.51%	1.08%	0.79%	0.75%	0.98%	0.67%	0.99%	0.91%	3.67%	1.99%	0.97%	
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	1574	1570	1577	1589	1659	1736	1761	1778	1611	1397	1394	1499	
		Total # of trouble reports	22	18	7	17	15	13	17	13	16	7	13	25	
		% of trouble reports	1%	1.15%	0.44%	1.07%	0.90%	0.75%	0.97%	0.73%	0.99%	0.50%	0.93%	1.67%	
	Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	35	28	42	35	36	36	31	35	26	94	42	38
			Total # of repair tickets restored in < 24hrs	33	28	41	34	36	35	28	33	26	92	41	38
			% of repair tickets restored ≤ 24 Hours	94%	100%	98%	97%	100%	97%	90%	94%	100%	98%	98%	100%
Sum of the duration of all outages (hh:mm)			205.60	188.93	323.99	248.15	330.04	293.57	992.77	256.80	175.71	568.13	287.80	317.88	
Avg. outage duration (hh:mm)			5.87	6.75	7.71	7.09	9.17	8.15	32.02	7.34	6.76	6.04	6.85	8.37	
		Indicate if catastrophic event is in a month													
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	37	31	45	38	41	48	35	42	48	194	102	53	
		Total # of repair tickets restored in < 24hrs	34	30	43	35	37	36	28	33	27	98	79	43	
		% of repair tickets restored ≤ 24 Hours	91.89%	96.77%	95.56%	92.11%	90.24%	75.00%	80.00%	78.57%	56.25%	50.52%	77.45%	81.13%	
		Sum of the duration of all outages (hh:mm)	251.67	243.68	354.62	316.27	643.93	858.85	1262.13	983.00	4278.47	20256.52	3674.73	1110.63	
		Avg. outage duration (hh:mm)	6.80	7.86	7.88	8.32	15.71	17.89	36.06	23.40	89.13	104.42	36.03	20.96	
Refunds	Number of customers who received refunds	0.00	0.00	1.00	0.00	1.00	1.00	4.00	4.00	4.00	5729.00	335.00	7.00		
	Monthly amount of refunds	0.00	0.00	24.15	0.00	13.65	19.95	183.60	183.60	183.60	94741.95	6432.68	237.15		
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	1.53	4.15	1.50	7.90	4.67	5.82	4.94	5.53	11.51	
	Total # of service orders	3.00	5.00	2.00	2.00	3.00	2.00	3.00	3.00	3.00	1.00	3.00	5.00	
	Avg. # of business days	3.91	0.29	1.77	0.76	1.38	0.75	2.63	1.56	1.94	4.94	1.84	2.30	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	3.00	5.00	2.00	2.00	3.00	2.00	3.00	3.00	3.00	1.00	3.00	5.00	
	Total # of installation commitment met	3.00	5.00	2.00	2.00	3.00	2.00	3.00	3.00	3.00	1.00	3.00	5.00	
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Customers	Acct # for voice or bundle, res+bus	388	391	389	396	399	398	401	404	404	407	409	414	
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	811	812	815	818	822	822	826	829	834
		Total # of trouble reports	7	8	5	3	6	4	6	4	5	0	5	6
		% of trouble reports	1%	1.00%	0.62%	0.37%	0.74%	0.49%	0.73%	0.49%	0.61%	0.00%	0.60%	0.72%
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	5	7	3	1	4	2	3	3	2	0	1	2
		Total # of repair tickets restored in < 24hrs	5	7	3	0	4	2	3	3	2	0	1	2
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	0%	100%	100%	100%	100%	100%	0%	100%	100%
		Sum of the duration of all outages (hh:mm)	27.68	54.42	27.42	44.25	12.23	3.73	6.45	28.75	42.68	0.00	23.53	28.70
		Avg. outage duration (hh:mm)	5.54	7.77	9.14	44.25	3.06	1.87	2.15	9.58	21.34	0.00	23.53	14.35
		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	5	7	3	1	5	2	4	3	2	0	2	4
		Total # of repair tickets restored in < 24hrs	5	7	3	0	4	2	3	3	2	0	2	2
		% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%	0.00%	80.00%	100.00%	75.00%	100.00%	100.00%	0.00%	100.00%	50.00%
		Sum of the duration of all outages (hh:mm)	27.68	54.42	27.42	44.25	57.93	3.73	30.98	28.75	42.68	0.00	25.10	150.82
		Avg. outage duration (hh:mm)	5.54	7.77	9.14	44.25	11.59	1.87	7.75	9.58	21.34	0.00	12.55	37.70
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	18.37	55.58	69.58	22.87	29.39	32.49	65.27	30.49	26.03	
	Total # of service orders	5.00	13.00	13.00	19.00	58.00	33.00	11.00	15.00	69.00	111.00	26.00	21.00	
	Avg. # of business days	2.45	1.83	2.37	0.97	0.96	2.11	2.08	1.96	0.47	0.59	1.17	1.24	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	5.00	13.00	13.00	19.00	58.00	33.00	11.00	15.00	69.00	111.00	26.00	21.00	
	Total # of installation commitment met	5.00	13.00	13.00	19.00	58.00	33.00	11.00	15.00	69.00	111.00	26.00	21.00	
	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	1624	1626	1632	1640	1652	1678	1699	1706	1601	1608	1619	1633	
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	1708	1772	1813	1853	1869	1558	1620	1639	1651
		Total # of trouble reports	12	3	13	10	20	13	16	16	14	72	81	21
		% of trouble reports	1%	0.18%	0.77%	0.59%	1.13%	0.72%	0.86%	0.86%	0.90%	4.44%	4.94%	1.27%
	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	7	1	8	5	12	9	8	8	4	16	18	10
		Total # of repair tickets restored in ≤ 24hrs	7	1	8	5	12	8	6	8	4	16	17	10
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	89%	75%	100%	100%	100%	94%	100%
		Sum of the duration of all outages (hh:mm)	41.37	23.18	58.78	43.00	142.44	142.30	152.27	41.90	24.95	99.75	140.41	82.60
		Avg. outage duration (hh:mm)	5.91	23.18	7.35	8.60	11.87	15.81	19.03	5.24	6.24	6.23	7.80	8.26
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	yes	no	no	no
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	8	1	9	6	14	10	10	12	7	70	71	14
		Total # of repair tickets restored in ≤ 24hrs	8	1	8	5	12	8	6	8	4	20	54	11
		% of repair tickets restored ≤ 24 Hours	100%	100%	89%	83%	86%	80%	60%	67%	57%	29%	76%	79%
		Sum of the duration of all outages (hh:mm)	62.90	23.18	85.70	67.25	304.82	281.97	296.50	666.05	387.45	10041.95	1526.18	240.60
		Avg. outage duration (hh:mm)	7.86	23.18	9.52	11.21	21.77	28.20	29.65	55.50	55.35	143.46	21.50	17.19
Refunds	Number of customers who received refunds	0	0	0	0	1	0	0	0	0	1535	228	2	
	Monthly amount of refunds	0.00	0.00	0.00	0.00	13.65	0.00	0.00	0.00	0.00	37381.89	3752.64	28.35	
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: 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	64.62	8.74	15.86	34.00	60.10	30.69	14.67	42.66	16.92	
	Total # of service orders	5.00	13.00	7.00	28.00	7.00	6.00	12.00	21.00	66.00	23.00	15.00	10.00	
	Avg. # of business days	1.21	2.54	2.40	2.31	1.25	2.64	2.83	2.86	0.46	0.64	2.84	1.69	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	5.00	13.00	7.00	28.00	7.00	6.00	12.00	21.00	66.00	23.00	15.00	10.00	
	Total # of installation commitment met	5.00	13.00	7.00	28.00	7.00	6.00	12.00	20.00	66.00	23.00	15.00	10.00	
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00	
	% of commitment met	100%	100%	100%	100%	100%	100%	100%	95%	100%	100%	100%	100%	
Customers	Acct # for voice or bundle, res+bus	2043	2034	2024	2055	2062	2067	2070	2085	2039	2030	2037	2042	
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	2513	2528	2537	2539	2548	2478	2496	2503	2519
		Total # of trouble reports	18	15	28	17	17	20	14	24	28	105	16	21
		% of trouble reports	1%	0.60%	1.13%	0.68%	0.67%	0.79%	0.55%	0.94%	1.13%	4.21%	0.64%	0.83%
	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	9	8	17	9	11	8	9	16	12	50	8	13
		Total # of repair tickets restored in ≤ 24hrs	9	8	17	9	11	8	9	14	12	50	8	13
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	88%	100%	100%	100%	100%
	Sum of the duration of all outages (hh:mm)		38.38	63.45	136.63	34.40	134.63	57.95	66.73	121.12	67.68	278.70	54.58	102.23
		Avg. outage duration (hh:mm)	4.26	7.93	8.04	3.82	12.24	7.24	7.41	7.57	5.64	5.57	6.82	7.86
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	yes	no	no	no
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	9	10	18	10	11	13	10	17	27	87	11	14
		Total # of repair tickets restored in ≤ 24hrs	9	10	18	9	11	8	9	14	13	51	8	13
		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	90%	100%	62%	90%	82%	48%	59%	73%	93%
	Sum of the duration of all outages (hh:mm)		38.38	88.55	138.70	58.45	134.63	238.58	95.33	145.67	2226.80	7137.63	1525.60	192.83
		Avg. outage duration (hh:mm)	4.26	8.85	7.71	5.85	12.24	18.35	9.53	8.57	82.47	82.04	138.69	13.77
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	2276	2	0	
	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	30528.12	64.05	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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Phone: 559-868-6376

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

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 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	5.32	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of service orders	0.00	1.00	2.00	0.00	2.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. # of business days	0.00	0.09	2.95	0.00	2.66	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	2.00	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	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	
	% of commitment met	0%	100%	100%	0%	100%	0%	0%	0%	0%	0%	0%	
Customers	Acct # for voice or bundle, res+bus	33	32	34	33	33	32	31	31	32	31	31	
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	83	82	82	81	81	81	79	79
		Total # of trouble reports	4	0	1	3	0	2	0	1	2	0	4
		% of trouble reports	5%	0.00%	1.28%	3.61%	0.00%	2.44%	0.00%	1.23%	2.47%	0.00%	5.06%
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	2	0	1	3	0	2	0	1	1	0	
		Total # of repair tickets restored in < 24hrs	2	0	0	3	0	2	0	1	1	0	
		% of repair tickets restored ≤ 24 Hours	100%	0%	0%	100%	0%	100%	0%	100%	100%	0%	100%
	Out	Sum of the duration of all outages (hh:mm)	0.92	0.00	35.42	14.27	0.00	1.35	0.00	14.22	2.92	0.00	19.13
		Avg. outage duration (hh:mm)	0.46	0.00	35.42	4.76	0.00	0.68	0.00	14.22	2.92	0.00	6.38
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	yes	no	no
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	2	0	1	3	0	2	0	1	2	0	
		Total # of repair tickets restored in < 24hrs	2	0	0	3	0	2	0	1	1	0	
	Out	% of repair tickets restored ≤ 24 Hours	100%	0%	0%	100%	0%	100%	0%	100%	50%	0%	
		Sum of the duration of all outages (hh:mm)	0.92	0.00	35.42	14.27	0.00	1.35	0.00	14.22	122.93	0.00	356.67
Refunds	Out	Avg. outage duration (hh:mm)	0.46	0.00	35.42	4.76	0.00	0.68	0.00	14.22	61.47	0.00	
		Number of customers who received refunds	0	0	0	0	0	0	0	0	0	30	0
		Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	403.59	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)	Out	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: 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	1.72	0.00	0.00	2.37	7.39	0.00	0.00	0.00	2.30	
	Total # of service orders	2.00	3.00	1.00	1.00	0.00	0.00	2.00	3.00	0.00	0.00	0.00	1.00	
	Avg. # of business days	2.27	2.26	3.01	1.72	0.00	0.00	1.19	2.46	0.00	0.00	0.00	2.30	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2.00	3.00	1.00	1.00	0.00	0.00	2.00	3.00	0.00	0.00	0.00	1.00	
	Total # of installation commitment met	2.00	3.00	1.00	1.00	0.00	0.00	2.00	3.00	0.00	0.00	0.00	1.00	
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	% of commitment met	100%	100%	100%	100%	0%	0%	100%	100%	0%	0%	0%	100%	
Customers	Acct # for voice or bundle, res+bus	239	241	241	242	242	242	243	246	244	246	243	246	
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	310	313	311	313	315	314	314	311	315
		Total # of trouble reports	6	9	1	9	3	6	6	6	5	0	1	7
		% of trouble reports	2%	2.92%	0.32%	2.90%	0.96%	1.93%	1.92%	1.90%	1.59%	0.00%	0.32%	2.22%
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	5	6	1	4	1	0	2	1	2	0	4	
		Total # of repair tickets restored in ≤ 24hrs	4	6	1	4	1	0	2	1	2	0	4	
		% of repair tickets restored ≤ 24 Hours	80%	100%	100%	100%	100%	0%	100%	100%	100%	0%	0%	100%
		Sum of the duration of all outages (hh:mm)	62.61	12.82	2.73	30.62	2.37	0.00	8.75	20.15	7.43	0.00	0.00	38.00
		Avg. outage duration (hh:mm)	12.52	2.14	2.73	7.65	2.37	0.00	4.38	20.15	3.72	0.00	0.00	9.50
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	5	6	1	5	1	2	2	1	3	0	4	
		Total # of repair tickets restored in ≤ 24hrs	4	6	1	5	1	1	2	1	2	0	4	
		% of repair tickets restored ≤ 24 Hours	80%	100%	100%	100%	100%	50%	100%	100%	67%	0%	0%	100%
		Sum of the duration of all outages (hh:mm)	62.62	12.82	2.73	50.43	2.37	45.33	8.75	20.15	53.72	0.00	0.00	38.00
		Avg. outage duration (hh:mm)	12.52	2.14	2.73	10.09	2.37	22.67	4.38	20.15	17.91	0.00	0.00	9.50
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: 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	30.77	25.17	61.47	33.88	26.63	16.88	4.83	17.87	3.32	
	Total # of service orders	5.00	8.00	25.00	16.00	10.00	17.00	16.00	14.00	31.00	4.00	9.00	5.00	
	Avg. # of business days	2.55	2.07	2.36	1.92	2.52	3.62	2.12	1.90	0.54	1.21	1.99	0.66	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	5.00	8.00	25.00	16.00	10.00	17.00	16.00	14.00	31.00	4.00	9.00	5.00	
	Total # of installation commitment met	5.00	8.00	25.00	16.00	10.00	16.00	16.00	14.00	31.00	4.00	9.00	5.00	
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	
	% of commitment met	100%	100%	100%	100%	100%	94%	100%	100%	100%	100%	100%	100%	
Customers	Acct # for voice or bundle, res+bus	1466	1462	1470	1484	1498	1512	1526	1536	1543	1540	1547	1543	
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	1705	1725	1745	1767	1772	1773	1744	1729	1723
		Total # of trouble reports	13	12	22	20	8	27	11	21	11	38	20	15
		% of trouble reports	1%	0.72%	1.31%	1.17%	0.46%	1.55%	0.62%	1.19%	0.62%	2.18%	1.16%	0.87%
	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	7	6	12	11	5	15	6	6	5	27	10	7
		Total # of repair tickets restored in ≤ 24hrs	6	6	12	11	5	15	6	6	5	25	10	7
		% of repair tickets restored ≤ 24 Hours	86%	100%	100%	100%	100%	100%	100%	100%	100%	93%	100%	100%
	Sum of the duration of all outages (hh:mm)		34.63	35.06	63.00	56.32	11.20	88.23	51.48	30.67	30.05	169.40	27.65	61.52
		Avg. outage duration (hh:mm)	4.95	5.84	5.25	5.12	2.24	5.88	8.58	5.11	6.01	6.27	2.77	8.79
		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	7	7	13	11	5	18	6	8	6	32	12	8	
	Total # of repair tickets restored in ≤ 24hrs	6	6	13	11	5	15	6	6	5	26	10	8	
	% of repair tickets restored ≤ 24 Hours	86%	86%	100%	100%	100%	83%	100%	75%	83%	81%	83%	100%	
	Sum of the duration of all outages (hh:mm)	34.63	64.72	64.65	56.32	11.20	193.83	51.48	108.17	102.70	1283.13	218.68	64.22	
	Avg. outage duration (hh:mm)	4.95	9.25	4.97	5.12	2.24	10.77	8.58	13.52	17.12	40.10	18.22	8.03	
Refunds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	1732	1	1	
	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	22879.52	31.50	25.20	
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	1.89	96.88	27.05	16.58	9.25	2.23	0.53	2.82	13.37	
	Total # of service orders	2.00	4.00	4.00	4.00	86.00	33.00	15.00	4.00	2.00	5.00	1.00	85.00	
	Avg. # of business days	0.25	0.12	3.10	0.47	1.13	0.82	1.11	2.31	1.12	0.11	2.82	0.16	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2.00	4.00	4.00	4.00	86.00	33.00	15.00	4.00	2.00	5.00	1.00	85.00	
	Total # of installation commitment met	2.00	4.00	4.00	4.00	86.00	33.00	15.00	4.00	2.00	5.00	1.00	85.00	
	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	409	405	408	408	414	425	429	435	330	324	323	318	
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	340	407	483	505	517	350	135	132	229
		Total # of trouble reports	4	1	0	2	6	1	3	2	3	6	3	12
		% of trouble reports	1%	0.30%	0.00%	0.59%	1.47%	0.21%	0.59%	0.39%	0.86%	4.44%	2.27%	5.24%
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	0	0	0	2	3	0	1	0	0	2	2	
		Total # of repair tickets restored in ≤ 24hrs	0	0	0	2	3	0	1	0	0	2	2	
		% of repair tickets restored ≤ 24 Hours	0%	0%	0%	100%	100%	0%	100%	0%	0%	0%	100%	100%
		Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	25.30	27.17	0.00	2.70	0.00	0.00	0.00	22.50	4.83
		Avg. outage duration (hh:mm)	0.00	0.00	0.00	12.65	9.06	0.00	2.70	0.00	0.00	0.00	11.25	2.42
	Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	yes	no	no	no	
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	1	0	0	2	5	1	1	0	4	2	9	
		Total # of repair tickets restored in ≤ 24hrs	0	0	0	2	4	0	1	0	0	2	5	
		% of repair tickets restored ≤ 24 Hours	0%	0%	0%	100%	80%	0%	100%	0%	0%	0%	100%	56%
		Sum of the duration of all outages (hh:mm)	24.53	0.00	0.00	25.30	132.98	94.05	2.70	0.00	0.00	1773.52	22.50	424.17
		Avg. outage duration (hh:mm)	24.53	0.00	0.00	12.65	26.60	94.05	2.70	0.00	0.00	443.38	11.25	47.13
Refunds	Number of customers who received refunds	0	0	1	0	0	1	0	0	0	152	100	0	
	Monthly amount of refunds	0.00	0.00	24.15	0.00	0.00	19.95	0.00	0.00	0.00	3365.23	2400.89	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	1.07	0.00	0.00	0.67	0.00	1.27	0.00	0.00	0.00	
	Total # of service orders	0.00	0.00	0.00	1.00	0.00	0.00	1.00	0.00	1.00	0.00	0.00	0.00	
	Avg. # of business days	0.00	0.00	0.00	1.07	0.00	0.00	0.67	0.00	1.27	0.00	0.00	0.00	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	0.00	0.00	0.00	1.00	0.00	0.00	1.00	0.00	1.00	0.00	0.00	0.00	
	Total # of installation commitment met	0.00	0.00	0.00	1.00	0.00	0.00	1.00	0.00	1.00	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%	0%	100%	0%	0%	100%	0%	100%	0%	0%	0%	
Customers	Acct # for voice or bundle, res+bus	34	35	35	36	36	36	34	34	34	34	34	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	43	44	44	45	45	45	44	43	44	43	43	43
		Total # of trouble reports	1	0	0	0	0	0	2	0	1	1	0	0
		% of trouble reports	2%	0.00%	0.00%	0.00%	0.00%	0.00%	4.55%	0.00%	2.27%	2.33%	0.00%	0.00%
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	0	0	0	0	0	0	2	0	0	1	0	
		Total # of repair tickets restored in < 24hrs	0	0	0	0	0	0	1	0	0	1	0	
		% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	50%	0%	0%	100%	0%	0%
		Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	0.00	0.00	0.00	704.38	0.00	0.00	20.28	0.00	0.00
		Avg. outage duration (hh:mm)	0.00	0.00	0.00	0.00	0.00	0.00	352.19	0.00	0.00	20.28	0.00	0.00
		no	no	no	no	no	no	no	no	no	no	no	no	
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	0	0	0	0	0	0	2	0	1	1	0	
		Total # of repair tickets restored in < 24hrs	0	0	0	0	0	0	1	0	0	1	0	
		% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	50%	0%	0%	100%	0%	0%
		Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	0.00	0.00	0.00	776.38	0.00	1342.18	20.28	0.00	0.00
		Avg. outage duration (hh:mm)	0.00	0.00	0.00	0.00	0.00	0.00	388.19	0.00	1342.18	20.28	0.00	0.00
Refunds	Number of customers who received refunds	0	0	0	0	0	0	4	4	4	4	4	4	
	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	183.60	183.60	183.60	183.60	183.60	183.60	
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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