

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

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company

| Measurement (Compile monthly, file quarterly) | | Date filed (05/14/21) | | | Date filed (08/13/21) | | | Date filed (11/15/2021) | | | Date filed (2/15/22) | | |
|--|---|----------------------------|---------|---------|--------------------------|-----|-----|----------------------------|-----|-----|-------------------------|-----|-----|
| | | 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 | 71.93 | 68.67 | 139.91 | | | | | | | | | |
| | Total # of service orders | 57.00 | 40.00 | 61.00 | | | | | | | | | |
| | Avg. # of business days | 1.26 | 1.72 | 2.29 | | | | | | | | | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 57.00 | 40.00 | 61.00 | | | | | | | | | |
| | Total # of installation commitment met | 57.00 | 40.00 | 61.00 | | | | | | | | | |
| | 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 | 6293 | 6316 | 6332 | | | | | | | | | |
| 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 | 5911 | 5936 | 5959 | | | | | | | | |
| | | Total # of trouble reports | 48 | 91 | 57 | | | | | | | | |
| | | % of trouble reports | 1% | 1.53% | 0.96% | | | | | | | | |
| | 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) | Total # of working lines | 1521 | 1535 | 1543 | | | | | | | | |
| | | Total # of trouble reports | 22 | 14 | 20 | | | | | | | | |
| | | % of trouble reports | 1% | 0.91% | 1.30% | | | | | | | | |
| Adjusted Out of Service Report Min. standard = 90% within 24 hrs | Total # of outage report tickets | 34 | 57 | 33 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 33 | 55 | 32 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 97% | 96% | 97% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 322.62 | 513.82 | 901.50 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 9.49 | 9.01 | 27.32 | | | | | | | | | |
| Indicate if catastrophic event is in a month | | | | | | | | | | | | | |
| Unadjusted Out of Service Report | Total # of unadjusted outage report tickets | 41 | 74 | 39 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 37 | 63 | 33 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 90.24% | 85.14% | 84.62% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 527.17 | 2586.60 | 1438.50 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 12.86 | 34.95 | 36.88 | | | | | | | | | |
| Refunds | Number of customers who received refunds | 4.00 | 1.00 | 0.00 | | | | | | | | | |
| | Monthly amount of refunds | 183.60 | 81.20 | 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: Georganna Payne

Phone: 559-868-6343

Email: georgannap@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: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Friant

| Measurement (Compile monthly, file quarterly) | | Date filed (05/14/21) | | | Date filed (08/13/21) | | | Date filed (11/15/2021) | | | Date filed (2/15/22) | | |
|--|---|--|--------|---------|--------------------------|-----|-----|----------------------------|-----|-----|-------------------------|-----|-----|
| | | 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 | 13.89 | 7.54 | | | | | | | | | |
| | Total # of service orders | 0.00 | 6.00 | 5.00 | | | | | | | | | |
| | Avg. # of business days | 0.00 | 2.32 | 1.51 | | | | | | | | | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 0.00 | 6.00 | 5.00 | | | | | | | | | |
| | Total # of installation commitment met | 0.00 | 6.00 | 5.00 | | | | | | | | | |
| | Total # of installation commitment missed | 0.00 | 0.00 | 0.00 | | | | | | | | | |
| | % of commitment met | 0% | 100% | 100% | | | | | | | | | |
| Customers | Acct # for voice or bundle, res+bus | 416 | 417 | 418 | | | | | | | | | |
| 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 | 830 | 837 | 843 | | | | | | | | |
| | | Total # of trouble reports | 6 | 4 | 5 | | | | | | | | |
| | | % of trouble reports | 1% | 0.48% | 0.59% | | | | | | | | |
| Adjusted Out of Service Report Min. standard = 90% within 24 hrs | Total # of outage report tickets | 2 | 1 | 4 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 2 | 1 | 4 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 100% | 100% | 100% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 29.12 | 2.52 | 11.12 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 14.56 | 2.52 | 2.78 | | | | | | | | | |
| | Indicate if catastrophic event is in a month | no | no | no | | | | | | | | | |
| Unadjusted Out of Service Report | Total # of unadjusted outage report tickets | 4 | 3 | 4 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 2 | 1 | 4 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 50.00% | 33.33% | 100.00% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 166.52 | 239.40 | 11.12 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 41.63 | 79.80 | 2.78 | | | | | | | | | |
| Refunds | Number of customers who received refunds | 0 | 0 | 0 | | | | | | | | | |
| | Monthly amount of refunds | 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: Georganna Payne

Phone: 559-868-6343

Email: georgannap@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: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Shaver

| Measurement (Compile monthly, file quarterly) | | Date filed (05/14/21) | | | Date filed (08/13/21) | | | Date filed (11/15/2021) | | | Date filed (2/15/22) | | |
|--|---|----------------------------|--------|--------|-----------------------|-----|-----|-------------------------|-----|-----|----------------------|-----|-----|
| | | 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 | 11.06 | 16.65 | 38.98 | | | | | | | | | |
| | Total # of service orders | 11.00 | 8.00 | 19.00 | | | | | | | | | |
| | Avg. # of business days | 1.01 | 2.08 | 2.05 | | | | | | | | | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 11.00 | 8.00 | 19.00 | | | | | | | | | |
| | Total # of installation commitment met | 11.00 | 8.00 | 19.00 | | | | | | | | | |
| | 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 | 1644 | 1653 | 1663 | | | | | | | | | |
| 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 | 1671 | 1682 | 1696 | | | | | | | | |
| | | Total # of trouble reports | 13 | 27 | 11 | | | | | | | | |
| | | % of trouble reports | 1% | 1.61% | 0.65% | | | | | | | | |
| | 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) | Total # of working lines | | | | | | | | | | | |
| | | Total # of trouble reports | | | | | | | | | | | |
| | | % of trouble reports | | | | | | | | | | | |
| Adjusted Out of Service Report Min. standard = 90% within 24 hrs | Total # of outage report tickets | 6 | 19 | 5 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 6 | 18 | 5 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 100% | 95% | 100% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 40.42 | 55.43 | 68.63 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 6.74 | 2.92 | 13.73 | | | | | | | | | |
| | Indicate if catastrophic event is in a month | no | no | | | | | | | | | | |
| Unadjusted Out of Service Report | Total # of unadjusted outage report tickets | 10 | 23 | 6 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 10 | 19 | 5 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 100% | 83% | 83% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 76.53 | 685.50 | 162.60 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 7.65 | 29.80 | 27.10 | | | | | | | | | |
| Refunds | Number of customers who received refunds | 0 | 0 | 0 | | | | | | | | | |
| | Monthly amount of refunds | 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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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: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Auberry

| Measurement (Compile monthly, file quarterly) | | Date filed (05/14/21) | | | Date filed (08/13/21) | | | Date filed (11/15/2021) | | | Date filed (2/15/22) | | |
|--|---|----------------------------|--------|--------|--------------------------|-----|-----|----------------------------|-----|-----|-------------------------|-----|-----|
| | | 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 | 19.83 | 21.66 | 63.19 | | | | | | | | | |
| | Total # of service orders | 10.00 | 9.00 | 18.00 | | | | | | | | | |
| | Avg. # of business days | 1.98 | 2.41 | 3.51 | | | | | | | | | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 10.00 | 9.00 | 18.00 | | | | | | | | | |
| | Total # of installation commitment met | 10.00 | 9.00 | 18.00 | | | | | | | | | |
| | 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 | 2058 | 2066 | 2063 | | | | | | | | | |
| 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 | 2519 | 2530 | 2532 | | | | | | | | |
| | | Total # of trouble reports | 19 | 33 | 28 | | | | | | | | |
| | | % of trouble reports | 1% | 1.30% | 1.11% | | | | | | | | |
| | 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 | 10 | 23 | 8 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 10 | 23 | 8 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 100% | 100% | 100% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 88.60 | 175.48 | 52.75 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 8.86 | 7.63 | 6.59 | | | | | | | | | |
| | Indicate if catastrophic event is in a month | no | no | no | | | | | | | | | |
| Unadjusted Out of Service Report | Total # of unadjusted outage report tickets | 11 | 26 | 10 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 10 | 24 | 9 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 91% | 92% | 90% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 119.63 | 227.02 | 132.87 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 10.88 | 8.73 | 13.29 | | | | | | | | | |
| Refunds | Number of customers who received refunds | 0 | 0 | 0 | | | | | | | | | |
| | Monthly amount of refunds | 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: Georganna Payne

Phone: 559-868-6343

Email: georgannap@ponderosatel.com

Date Adopted: 7/28/09

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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: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Wishon

| Measurement (Compile monthly, file quarterly) | | Date filed (05/14/21) | | | Date filed (08/13/21) | | | Date filed (11/15/2021) | | | Date filed (2/15/22) | | |
|--|---|----------------------------|------|--------|--------------------------|-----|-----|----------------------------|-----|-----|-------------------------|-----|-----|
| | | 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 | 4.56 | | | | | | | | | |
| | Total # of service orders | 0.00 | 0.00 | 1.00 | | | | | | | | | |
| | Avg. # of business days | 0.00 | 0.00 | 4.56 | | | | | | | | | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 0.00 | 0.00 | 1.00 | | | | | | | | | |
| | Total # of installation commitment met | 0.00 | 0.00 | 1.00 | | | | | | | | | |
| | Total # of installation commitment missed | 0.00 | 0.00 | 0.00 | | | | | | | | | |
| | % of commitment met | 0% | 0% | 100% | | | | | | | | | |
| Customers | Acct # for voice or bundle, res+bus | 28 | 28 | 30 | | | | | | | | | |
| 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 | 77 | 76 | 77 | | | | | | | | |
| | | Total # of trouble reports | 0 | 0 | 1 | | | | | | | | |
| | | % of trouble reports | 0% | 0.00% | 1.30% | | | | | | | | |
| Adjusted Out of Service Report Min. standard = 90% within 24 hrs | Total # of outage report tickets | 0 | 0 | 0 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 0 | 0 | 0 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 0% | 0% | 0.00% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 0.00 | 0.00 | 0.00 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 0.00 | 0.00 | 0.00 | | | | | | | | | |
| Unadjusted Out of Service Report | Indicate if catastrophic event is in a month | no | no | no | | | | | | | | | |
| | Total # of unadjusted outage report tickets | 0 | 0 | 1 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 0 | 0 | 0 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 0% | 0% | 0% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 0.00 | 0.00 | 309.05 | | | | | | | | | |
| Refunds | Avg. outage duration (hh:mm) | 0.00 | 0.00 | 309.05 | | | | | | | | | |
| | Number of customers who received refunds | 0 | 0 | 0 | | | | | | | | | |
| | Monthly amount of refunds | 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: Georganna Payne

Phone: 559-868-6343

Email: georgannap@ponderosatel.com

Date Adopted: 7/28/09

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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: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: O'Neals

| Measurement (Compile monthly, file quarterly) | | Date filed (05/14/21) | | | Date filed (08/13/21) | | | Date filed (11/15/2021) | | | Date filed (2/15/22) | | |
|--|---|--|-------|-------|--------------------------|-----|-----|----------------------------|-----|-----|-------------------------|-----|-----|
| | | 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 | 3.72 | 0.01 | | | | | | | | | |
| | Total # of service orders | 1.00 | 1.00 | 1.00 | | | | | | | | | |
| | Avg. # of business days | 0.00 | 3.72 | 0.01 | | | | | | | | | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 1.00 | 1.00 | 1.00 | | | | | | | | | |
| | Total # of installation commitment met | 1.00 | 1.00 | 1.00 | | | | | | | | | |
| | 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 | 244 | 245 | 247 | | | | | | | | | |
| 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 | 317 | 318 | 319 | | | | | | | | |
| | | Total # of trouble reports | 13 | 6 | 9 | | | | | | | | |
| | | % of trouble reports | 4% | 1.89% | 2.82% | | | | | | | | |
| Adjusted Out of Service Report Min. standard = 90% within 24 hrs | Total # of outage report tickets | 7 | 2 | 7 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 7 | 2 | 7 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 100% | 100% | 100% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 43.12 | 26.47 | 11.68 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 6.16 | 13.23 | 1.67 | | | | | | | | | |
| | Indicate if catastrophic event is in a month | no | no | no | | | | | | | | | |
| Unadjusted Out of Service Report | Total # of unadjusted outage report tickets | 7 | 2 | 8 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 7 | 2 | 7 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 100% | 100% | 88% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 43.12 | 26.47 | 36.47 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 6.16 | 13.23 | 4.56 | | | | | | | | | |
| Refunds | Number of customers who received refunds | 0 | 0 | 0 | | | | | | | | | |
| | Monthly amount of refunds | 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: Georganna Payne

Phone: 559-868-6343

Email: georgannap@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: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: North Fork

| Measurement (Compile monthly, file quarterly) | | Date filed (05/14/21) | | | Date filed (08/13/21) | | | Date filed (11/15/2021) | | | Date filed (2/15/22) | | |
|--|---|----------------------------|--------|-------|--------------------------|-----|-----|----------------------------|-----|-----|-------------------------|-----|-----|
| | | 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 | 17.84 | 8.33 | 24.72 | | | | | | | | | |
| | Total # of service orders | 8.00 | 4.00 | 15.00 | | | | | | | | | |
| | Avg. # of business days | 2.23 | 2.08 | 1.65 | | | | | | | | | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 8.00 | 4.00 | 15.00 | | | | | | | | | |
| | Total # of installation commitment met | 8.00 | 4.00 | 15.00 | | | | | | | | | |
| | 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 | 1546 | 1550 | 1556 | | | | | | | | | |
| 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 | 1721 | 1724 | 1731 | | | | | | | | |
| | | Total # of trouble reports | 16 | 31 | 18 | | | | | | | | |
| | | % of trouble reports | 1% | 1.80% | 1.04% | | | | | | | | |
| | 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) | Total # of working lines | | | | | | | | | | | |
| | | Total # of trouble reports | | | | | | | | | | | |
| | | % of trouble reports | | | | | | | | | | | |
| Adjusted Out of Service Report Min. standard = 90% within 24 hrs | Total # of outage report tickets | 6 | 11 | 6 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 6 | 11 | 6 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 100% | 100% | 100% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 53.27 | 130.57 | 46.87 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 8.88 | 11.87 | 7.81 | | | | | | | | | |
| | Indicate if catastrophic event is in a month | no | no | no | | | | | | | | | |
| Unadjusted Out of Service Report | Total # of unadjusted outage report tickets | 6 | 18 | 6 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 6 | 17 | 6 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 100% | 94% | 100% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 53.27 | 176.85 | 46.87 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 8.88 | 9.83 | 7.81 | | | | | | | | | |
| Refunds | Number of customers who received refunds | 0 | 0 | 0 | | | | | | | | | |
| | Monthly amount of refunds | 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: Georganna Payne

Phone: 559-868-6343

Email: georgannap@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: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Big Creek

| Measurement (Compile monthly, file quarterly) | | Date filed (05/14/21) | | | Date filed (08/13/21) | | | Date filed (11/15/2021) | | | Date filed (2/15/22) | | |
|--|---|--|--------|-------|--------------------------|-----|-----|----------------------------|-----|-----|-------------------------|-----|-----|
| | | 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 | 23.20 | 4.41 | 0.90 | | | | | | | | | |
| | Total # of service orders | 27.00 | 12.00 | 2.00 | | | | | | | | | |
| | Avg. # of business days | 0.86 | 0.37 | 0.45 | | | | | | | | | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 27.00 | 12.00 | 2.00 | | | | | | | | | |
| | Total # of installation commitment met | 27.00 | 12.00 | 2.00 | | | | | | | | | |
| | 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 | 323 | 322 | 320 | | | | | | | | | |
| 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 | 254 | 264 | 264 | | | | | | | | |
| | | Total # of trouble reports | 2 | 3 | 4 | | | | | | | | |
| | | % of trouble reports | 1% | 1.14% | 1.52% | | | | | | | | |
| Adjusted Out of Service Report Min. standard = 90% within 24 hrs | Total # of outage report tickets | 2 | 1 | 2 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 1 | 0 | 2 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 50% | 0% | 100% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 50.15 | 123.35 | 40.47 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 25.08 | 123.35 | 20.23 | | | | | | | | | |
| | Indicate if catastrophic event is in a month | no | no | no | | | | | | | | | |
| Unadjusted Out of Service Report | Total # of unadjusted outage report tickets | 2 | 1 | 3 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 1 | 0 | 2 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 50% | 0% | 67% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 50.15 | 171.35 | 69.55 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 25.08 | 171.35 | 23.18 | | | | | | | | | |
| Refunds | Number of customers who received refunds | 0 | 0 | 0 | | | | | | | | | |
| | Monthly amount of refunds | 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: Georganna Payne

Phone: 559-868-6343

Email: georgannap@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: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Cima

| Measurement (Compile monthly, file quarterly) | | Date filed (05/14/21) | | | Date filed (08/13/21) | | | Date filed (11/15/2021) | | | Date filed (2/15/22) | | |
|--|---|----------------------------|---------|--------|--------------------------|-----|-----|----------------------------|-----|-----|-------------------------|-----|-----|
| | | 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 | | | | | | | | | |
| | Total # of service orders | 0.00 | 0.00 | 0.00 | | | | | | | | | |
| | Avg. # of business days | 0.00 | 0.00 | 0.00 | | | | | | | | | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 0.00 | 0.00 | 0.00 | | | | | | | | | |
| | Total # of installation commitment met | 0.00 | 0.00 | 0.00 | | | | | | | | | |
| | Total # of installation commitment missed | 0.00 | 0.00 | 0.00 | | | | | | | | | |
| | % of commitment met | 0% | 0% | 0% | | | | | | | | | |
| Customers | Acct # for voice or bundle, res+bus | 34 | 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 | 43 | 40 | 40 | | | | | | | | |
| | | Total # of trouble reports | 1 | 1 | 1 | | | | | | | | |
| | | % of trouble reports | 2% | 2.50% | 2.50% | | | | | | | | |
| Adjusted Out of Service Report Min. standard = 90% within 24 hrs | Total # of outage report tickets | 1 | 0 | 1 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 1 | 0 | 0 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 100% | 0% | 0% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 17.95 | 0.00 | 669.98 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 17.95 | 0.00 | 669.98 | | | | | | | | | |
| | Indicate if catastrophic event is in a month | no | no | no | | | | | | | | | |
| Unadjusted Out of Service Report | Total # of unadjusted outage report tickets | 1 | 1 | 1 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 1 | 0 | 0 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 100% | 0% | 0% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 17.95 | 1060.02 | 669.98 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 17.95 | 1060.02 | 669.98 | | | | | | | | | |
| Refunds | Number of customers who received refunds | 4 | 1 | 0 | | | | | | | | | |
| | Monthly amount of refunds | 183.60 | 81.20 | 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 | | | | | | | | | | | | |

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