

**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	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	71.93	68.67	139.91	138.61	206.83	172.69	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of service orders	57.00	40.00	61.00	92.00	165.00	93.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. # of business days	1.26	1.72	2.29	1.51	1.25	1.86	0.00	0.00	0.00	0.00	0.00	0.00	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	57.00	40.00	61.00	92.00	165.00	93.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment met	57.00	40.00	61.00	92.00	165.00	93.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	% of commitment met	100%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	6293	6316	6332	6352	6366	6393	0	0	0	0	0	0	
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	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	6014	6073	6121	0	0	0	0	0	0
		Total # of trouble reports	48	91	57	45	32	38	0	0	0	0	0	0
		% of trouble reports	1%	1.53%	0.96%	0.75%	0.53%	0.62%	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	1521	1535	1543	1552	1652	1724	0	0	0	0	0	0
		Total # of trouble reports	22	14	20	14	16	24	0	0	0	0	0	0
		% of trouble reports	1%	0.91%	1.30%	0.90%	0.97%	1.39%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Adjusted of Service Report</b> Min. standard = 90% within 24 hrs	<b>Out</b>	Total # of outage report tickets	34	57	33	28	21	28	0	0	0	0	0	
		Total # of repair tickets restored in < 24hrs	33	55	32	27	21	26	0	0	0	0	0	
		% of repair tickets restored ≤ 24 Hours	97%	96%	97%	96%	100%	93%	0%	0%	0%	0%	0%	
		Sum of the duration of all outages (hh:mm)	322.62	513.82	901.50	319.37	179.47	262.68	0.00	0.00	0.00	0.00	0.00	
		Avg. outage duration (hh:mm)	9.49	9.01	27.32	11.41	8.55	9.38	0.00	0.00	0.00	0.00	0.00	
		Indicate if catastrophic event is in a month												
<b>Unadjusted of Service Report</b>	<b>Out</b>	Total # of unadjusted outage report tickets	41	74	39	31	31	34	0	0	0	0	0	
		Total # of repair tickets restored in < 24hrs	37	63	33	28	22	28	0	0	0	0	0	
		% of repair tickets restored ≤ 24 Hours	90.24%	85.14%	84.62%	90.32%	70.97%	82.35%	0.00%	0.00%	0.00%	0.00%	0.00%	
		Sum of the duration of all outages (hh:mm)	527.17	2586.60	1438.50	5309.90	8966.03	869.58	0.00	0.00	0.00	0.00	0.00	
		Avg. outage duration (hh:mm)	12.86	34.95	36.88	171.29	289.23	25.58	0.00	0.00	0.00	0.00	0.00	
<b>Refunds</b>	Number of customers who received refunds	4.00	1.00	0.00	1.00	1.00	1.00	0.00	0.00	0.00	0.00	0.00		
	Monthly amount of refunds	183.60	81.20	0.00	6.30	6.30	4.40	0.00	0.00	0.00	0.00	0.00		
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>	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](mailto: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	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	0.00	13.89	7.54	0.00	4.52	1.44	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of service orders	0.00	6.00	5.00	0.00	1.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. # of business days	0.00	2.32	1.51	0.00	4.52	1.44	0.00	0.00	0.00	0.00	0.00	0.00	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	0.00	6.00	5.00	0.00	1.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment met	0.00	6.00	5.00	0.00	1.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	% of commitment met	0%	100%	100%	0%	100%	100%	0%	0%	0%	0%	0%	0%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	416	417	418	417	416	416							
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	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	842	841	840						
		Total # of trouble reports	6	4	5	5	2	4	0	0	0	0	0	0
		% of trouble reports	1%	0.48%	0.59%	0.59%	0.24%	0.48%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	1	4	3	1	0	0	0	0	0	0	0	
	Total # of repair tickets restored in < 24hrs	2	1	4	3	1	0	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	29.12	2.52	11.12	8.47	4.92	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	14.56	2.52	2.78	2.82	4.92	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										
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	4	3	4	3	1	0	0	0	0	0	0	0	
	Total # of repair tickets restored in < 24hrs	2	1	4	3	1	0	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	50.00%	33.33%	100.00%	100.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
	Sum of the duration of all outages (hh:mm)	166.52	239.40	11.12	8.47	4.92	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	41.63	79.80	2.78	2.82	4.92	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
<b>Refunds</b>	Number of customers who received refunds	0	0	0	1	0	0							
	Monthly amount of refunds	0	0	0	6.30	0.00	0.00							
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>	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](mailto:georgannap@ponderosatel.com)

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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	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	11.06	16.65	38.98	45.37	42.66	51.02	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of service orders	11.00	8.00	19.00	38.00	38.00	28.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. # of business days	1.01	2.08	2.05	1.19	1.12	1.82	0.00	0.00	0.00	0.00	0.00	0.00	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	11.00	8.00	19.00	38.00	38.00	28.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment met	11.00	8.00	19.00	38.00	38.00	28.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	% of commitment met	100%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	1644	1653	1663	1684	1687	1701							
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	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	1733	1772	1811						
		Total # of trouble reports	13	27	11	20	9	13	0	0	0	0	0	0
		% of trouble reports	1%	1.61%	0.65%	1.15%	0.51%	0.72%	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												
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	6	19	5	8	3	8	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	6	18	5	7	3	7	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	100%	95%	100%	88%	100%	88%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	40.42	55.43	68.63	169.02	24.85	105.82	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	6.74	2.92	13.73	21.13	8.28	13.23	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	yes	no	no	no	
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	10	23	6	10	6	9	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	10	19	5	7	4	7	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	100%	83%	83%	70%	67%	78%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	76.53	685.50	162.60	5154.02	446.95	246.42	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	7.65	29.80	27.10	515.40	74.49	27.38	0.00	0.00	0.00	0.00	0.00	0.00	
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0							
	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00							
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>	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
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	19.83	21.66	63.19	22.49	24.64	35.31	0.00	0.00	0.00	0.00	0.00	0.00
	Total # of service orders	10.00	9.00	18.00	14.00	9.00	10.00	0.00	0.00	0.00	0.00	0.00	0.00
	Avg. # of business days	1.98	2.41	3.51	1.61	2.74	3.53	0.00	0.00	0.00	0.00	0.00	0.00
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	10.00	9.00	18.00	14.00	9.00	10.00	0.00	0.00	0.00	0.00	0.00	0.00
	Total # of installation commitment met	10.00	9.00	18.00	14.00	9.00	10.00	0.00	0.00	0.00	0.00	0.00	0.00
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	% of commitment met	100%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%
<b>Customers</b>	Acct # for voice or bundle, res+bus	2058	2066	2063	2062	2057	2058						
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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	2542	2540	2536					
		Total # of trouble reports	19	33	28	17	8	10	0	0	0	0	0
		% of trouble reports	1%	1.30%	1.11%	0.67%	0.31%	0.39%	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											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	10	23	8	8	4	3	0	0	0	0	0	
	Total # of repair tickets restored in < 24hrs	10	23	8	8	4	3	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	88.60	175.48	52.75	76.12	42.36	42.72	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	8.86	7.63	6.59	9.51	10.59	14.24	0.00	0.00	0.00	0.00	0.00	
	Indicate if catastrophic event is in a month	no	no	no									
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	11	26	10	9	4	4	0	0	0	0	0	
	Total # of repair tickets restored in < 24hrs	10	24	9	9	4	4	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	91%	92%	90%	100%	100%	100%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	119.63	227.02	132.87	81.65	42.37	48.95	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	10.88	8.73	13.29	9.07	10.59	12.24	0.00	0.00	0.00	0.00	0.00	
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0						
	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00						
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>	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: 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: 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	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	0.00	0.00	4.56	0.32	7.63	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of service orders	0.00	0.00	1.00	2.00	2.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. # of business days	0.00	0.00	4.56	0.16	3.81	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	0.00	0.00	1.00	2.00	2.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment met	0.00	0.00	1.00	2.00	2.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	% of commitment met	0%	0%	100%	100%	100%	0%	0%	0%	0%	0%	0%	0%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	28	28	30	29	29	29							
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	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	76	80	79						
		Total # of trouble reports	0	0	1	0	0	0	0	0	0	0	0	0
		% of trouble reports	0%	0.00%	1.30%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	0	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	0	
	% of repair tickets restored ≤ 24 Hours	0%	0%	0.00%	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	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	0.00	
	Indicate if catastrophic event is in a month	no	no	no										
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	0	0	1	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	0	
	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	0.00	0.00	309.05	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	309.05	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0							
	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00							
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>	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](mailto: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: 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	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	0.00	3.72	0.01	7.14	8.43	2.90	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of service orders	1.00	1.00	1.00	3.00	3.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. # of business days	0.00	3.72	0.01	3.00	2.81	2.90	0.00	0.00	0.00	0.00	0.00	0.00	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	1.00	1.00	1.00	3.00	3.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment met	1.00	1.00	1.00	3.00	3.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	% of commitment met	100%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	244	245	247	249	251	250							
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	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	321	323	320						
		Total # of trouble reports	13	6	9	5	0	4	0	0	0	0	0	0
		% of trouble reports	4%	1.89%	2.82%	1.56%	0.00%	1.25%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	7	2	7	4	0	0	0	0	0	0	0	0	
	Total # of repair tickets restored in < 24hrs	7	2	7	4	0	0	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	43.12	26.47	11.68	34.02	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	6.16	13.23	1.67	8.50	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										
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	7	2	8	4	0	0	0	0	0	0	0	0	
	Total # of repair tickets restored in < 24hrs	7	2	7	4	0	0	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	100%	100%	88%	100%	0%	0%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	43.12	26.47	36.47	34.02	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	6.16	13.23	4.56	8.50	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0							
	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00							
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>	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	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	17.84	8.33	24.72	42.37	36.98	36.63	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of service orders	8.00	4.00	15.00	20.00	17.00	14.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. # of business days	2.23	2.08	1.65	2.12	2.18	2.62	0.00	0.00	0.00	0.00	0.00	0.00	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	8.00	4.00	15.00	20.00	17.00	14.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment met	8.00	4.00	15.00	20.00	17.00	14.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	% of commitment met	100%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	1546	1550	1556	1553	1563	1571							
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	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	1739	1761	1774						
		Total # of trouble reports	16	31	18	8	15	15	0	0	0	0	0	0
		% of trouble reports	1%	1.80%	1.04%	0.46%	0.85%	0.85%	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												
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	6	11	6	4	8	7	0	0	0	0	0	0	
	Total # of repair tickets restored in < 24hrs	6	11	6	4	8	7	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	53.27	130.57	46.87	13.47	75.38	32.85	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	8.88	11.87	7.81	3.37	9.42	4.69	0.00	0.00	0.00	0.00	0.00	0.00	
	Indicate if catastrophic event is in a month	no	no	no										
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	6	18	6	4	9	7	0	0	0	0	0	0	
	Total # of repair tickets restored in < 24hrs	6	17	6	4	8	7	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	100%	94%	100%	100%	89%	100%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	53.27	176.85	46.87	13.47	635.12	32.85	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	8.88	9.83	7.81	3.37	70.57	4.69	0.00	0.00	0.00	0.00	0.00	0.00	
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	0	0							
	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00							
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>	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	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	23.20	4.41	0.90	20.93	81.96	45.39	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of service orders	27.00	12.00	2.00	15.00	95.00	39.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. # of business days	0.86	0.37	0.45	1.40	0.86	1.16	0.00	0.00	0.00	0.00	0.00	0.00	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	27.00	12.00	2.00	15.00	95.00	39.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment met	27.00	12.00	2.00	15.00	95.00	39.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	% of commitment met	100%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	323	322	320	324	330	335							
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	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	274	368	445						
		Total # of trouble reports	2	3	4	4	13	16	0	0	0	0	0	0
		% of trouble reports	1%	1.14%	1.52%	1.46%	3.53%	3.60%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	1	2	1	5	10	0	0	0	0	0	0	
	Total # of repair tickets restored in < 24hrs	1	0	2	1	5	9	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	50%	0%	100%	100%	100%	90%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	50.15	123.35	40.47	18.28	31.95	81.30	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	25.08	123.35	20.23	18.28	6.39	8.13	0.00	0.00	0.00	0.00	0.00	0.00	
	Indicate if catastrophic event is in a month	no	no	no										
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	2	1	3	1	10	14	0	0	0	0	0	0	
	Total # of repair tickets restored in < 24hrs	1	0	2	1	5	10	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	50%	0%	67%	100%	50%	71%	0%	0%	0%	0%	0%	0%	
	Sum of the duration of all outages (hh:mm)	50.15	171.35	69.55	18.28	7693.97	541.37	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	25.08	171.35	23.18	18.28	769.40	38.67	0.00	0.00	0.00	0.00	0.00	0.00	
<b>Refunds</b>	Number of customers who received refunds	0	0	0	0	1	1							
	Monthly amount of refunds	0.00	0.00	0.00	0.00	6.30	4.40							
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>	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: 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	
<b>Installation Interval</b> 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	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	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	0.00	
<b>Installation Commitment</b> 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	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	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%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	34	35	35	34	33	33							
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	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	39	40	40						
		Total # of trouble reports	1	1	1	0	1	0	0	0	0	0	0	0
		% of trouble reports	2%	2.50%	2.50%	0.00%	2.50%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	1	0	1	0	0	0	0	0	0	0	0	0	
	Total # of repair tickets restored in < 24hrs	1	0	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%	0%	
	Sum of the duration of all outages (hh:mm)	17.95	0.00	669.98	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	17.95	0.00	669.98	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										
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	1	1	1	0	1	0	0	0	0	0	0	0	
	Total # of repair tickets restored in < 24hrs	1	0	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%	0%	
	Sum of the duration of all outages (hh:mm)	17.95	1060.02	669.98	0.00	142.72	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Avg. outage duration (hh:mm)	17.95	1060.02	669.98	0.00	142.72	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
<b>Refunds</b>	Number of customers who received refunds	4	1	0	0	0	0							
	Monthly amount of refunds	183.60	81.20	0.00	0.00	0.00	0.00							
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>														
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

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