Company Name:	The	e Ponderosa	Telephone Co.	U#:	1014-C	Report Year:	2021
Reporting Unit Type:	Total Company	Exchange	U Wire Center	Reporti	ng Unit Name:	Total Company	

	Measurement (Cor	npile monthly, file quarterly)	(0	Date filed 05/14/21) It Quarter		2	Date filed (08/13/21) 2nd Quarter			Date filed (11/15/2021) 3rd Quarter			Date filed (2/15/22) 4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inche	allation Interval	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
iviin.	standard = 5 bus. days	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
la et e	Illation Commitment	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
	standard = 95% commitment	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
met	standard = 95% commitment	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
met		% of commitment met	100%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%
Cust	omers	Acct # for voice or bundle, res+bus	6293	6316	6332	6352	6366	6393	0	0	0	0	0	0
Cust	omer Trouble Report													
	6% (6 per 100 working lines for	Total # of working lines												
_		Total # of trouble reports												
units w/≥3,000 lines)		% of trouble reports												
pu	8% (8 per 100 working lines for	Total # of working lines	5911	5936	5959	6014	6073	6121	0	0	0	0	0	0
<b>b</b> units w/ 1,001 - 2,999 lines)	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%	
Min.	10% (10 per 100 working lines	Total # of working lines	1521	1535	1543	1552	1652	1724	0	0	0	0	0	0
	for units $w \le 1.000$ lines)	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%
		Total # of outage report tickets	34	57	33	28	21	28	0	0	0	0	0	0
Adju	sted Out	Total # of repair tickets restored in $\leq$ 24hrs	33	55	32	27	21	26	0	0	0	0	0	0
	arvice Report	% of repair tickets restored ≤ 24 Hours	97%	96%	97%	96%	100%	93%	0%	0%	0%	0%	0%	0%
	standard = 90% within 24 hrs	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	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	0.00
		Indicate if catastrophic event is in a month												
		Total # of unadjusted outage report tickets	41	74	39	31	31	34	0	0	0	0	0	0
		Total # of repair tickets restored in $\leq$ 24 hrs	37	63	33	28	22	28	0	0	0	0	0	0
of Se	ervice Report	% 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%	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	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	0.00
Refu	Refunds	Number of customers who received refunds	4.00	1.00 81.20	0.00	1.00 6.30	1.00 6.30	1.00	0.00	0.00	0.00	0.00	0.00	0.00
<u> </u>		Monthly anount of refunds	183.60	81.20	0.00	6.30	6.30	4.40	0.00	0.00	0.00	0.00	0.00	0.00
Anci	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing				1								
	arta Billing & Non Billing) Min													
	dard = $80\%$ of calls $\leq 60$	Total # of call seconds to reach live agent												
	and = $80\%$ of calls $\leq 60$ ands to reach live agent (w/ a	% ≤ 60 seconds												
	u option to reach live agent (w/ a													I
men	u option to reach live agent)													

**Primary Utility Contact Information** 

Name: Georganna Payne

Phone: 559-868-6343

Email: georgannap@ponderosatel.com

Company Name:	The	Ponderosa	Telephone Co.	U#:	1014-C		Report Year:	2021
Reporting Unit Type:	Total Company	Exchange	U Wire Center	Report	ing Unit Name:	Friant		

	Measurement (Cor	npile monthly, file quarterly)		Date filed (05/14/21) st Quarter			Date filed (08/13/21) 2nd Quarter	-		Date filed (11/15/2021 3rd Quarte	/		Date filed (2/15/22) 4th Quarte	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		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
	allation Interval	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
Min.	standard = 5 bus. days	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
		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
	allation Commitment	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
	standard = 95% commitment	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
met		% of commitment met	0%	100%	100%	0.00	100%	100%	0%	0%	0%	0%	0.00	0%
Cust	omers	Acct # for voice or bundle, res+bus	416	417	418	417	416	416	070	070	070	070	070	070
	tomer Trouble Report		410		410		410	410					-	
ouo		Total # of working lines											-	
	6% (6 per 100 working lines for	Total # of trouble reports			1									
Б	units w/ ≥ 3,000 lines)	% of trouble reports												
Ida	8% (8 per 100 working lines for - units w/ 1,001 - 2,999 lines)	Total # of working lines												
tar		Total # of trouble reports												
		% of trouble reports												
۸in		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
	for units $W \le 1,000$ lines)	% 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%
	•	Total # of outage report tickets	2	1	4	3	1	0	0	0	0	0	0	0
A .1:	at a d	Total # of repair tickets restored in ≤ 24hrs	2	1	4	3	1	0	0	0	0	0	0	0
	sted	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%	0%
	of Service Report standard = 90% within 24 hrs	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
IVIII I.	stanuaru = 90 % within 24 his	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									
		Total # of unadjusted outage report tickets	4	3	4	3	1	0	0	0	0	0	0	0
	djusted Out	Total # of repair tickets restored in < 24hrs	2	1	4	3	1	0	0	0	0	0	0	0
of Se	ervice Report	% 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
Refu		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						
							1							<b></b>
	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
	eports,Billing & Non-Billing) Min. andard = 80% of calls ≤ 60	Total # of call seconds to reach live agent												
	onds to reach live agent (w/ a	% ≤ 60 seconds												
men	u option to reach live agent)													

Primary Utility Contact Information

Name: Georganna Payne

Phone: 559-868-6343

Email: georgannap@ponderosatel.com

Company Name:	The Ponderosa Telephone	Co.	_			U#:	1014-C			Report Y	ear:	2021	-
Reporting Unit Typ	e: □ Total Company ☑ Exchange □ Wire Center					Reportin	g Unit Na	ne:	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)	
		Jan	st Quarter Feb	Mar	Apr	2nd Quarte May	r Jun	Jul	3rd Quarter Aug	Sep	Oct	4th Quarter Nov	Dec
	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
Installation Interval Min. standard = 5 bus. days	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
win. standard = 5 bus. days	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

	. standard = 5 dus. days													
IVIII I.	. standard = 5 bus. days	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
In	allation Commitment	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
	standard = 95% commitment	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
met		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
met		% of commitment met	100%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%
Cus	stomers	Acct # for voice or bundle, res+bus	1644	1653	1663	1684	1687	1701				1		
Cus	stomer Trouble Report											1		
	6% (6 per 100 working lines for	Total # of working lines										1		
_		Total # of trouble reports										1		
aro	units w/ $\geq$ 3,000 lines)	% of trouble reports										1		
Standard	8% (8 per 100 working lines for	Total # of working lines	1671	1682	1696	1733	1772	1811						
ŝtal	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	13	27	11	20	9	13	0	0	0	0	0	0
	units w/ 1,001 - 2,999 lines)	% 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%
Min.	10% (10 per 100 working lines	Total # of working lines										1		
_	for units $w \le 1,000$ lines)	Total # of trouble reports										1		
	Adjusted	% of trouble reports										1		
		Total # of outage report tickets	6	19	5	8	3	8	0	0	0	0	0	0
۸di		Total # of repair tickets restored in < 24hrs	6	18	5	7	3	7	0	0	0	0	0	0
	of Service Report	% of repair tickets restored ≤ 24 Hours	100%	95%	100%	88%	100%	88%	0%	0%	0%	0%	0%	0%
	standard = $90\%$ within 24 hrs	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
IVIII I.	. standard = 3076 within 24 his	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
		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 S	Service Report	% 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
Ref	unds	Number of customers who received refunds	0	0	0	0	0	0				I		
		Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00						
					-	-								
	swer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
	oorts,Billing & Non-Billing) Min.	Total # of call seconds to reach live agent				1					1	, I	1	
	ndard = 80% of calls ≤ 60					<u> </u>						<b>/</b> /		<i> </i>
	onds to reach live agent (w/ a	% ≤ 60 seconds											L	
mer	nu option to reach live agent)													
	enu option to reach live agent)	1												

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)

Company Name:	The Ponde	rosa Telephone Co.	U#: <u>1014-C</u>	Report Year:	2021
Reporting Unit Type:	Total Company Exchar	ge 🛛 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)		
	Weddurennenn (00)	inplie montiny, me quarterry)	1	st Quarter			2nd Quarte	r		3rd Quarter	r		4th Quarte	r
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Incto	allation Interval	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
	standard = 5 bus. days	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
IVIII I.	standard = 5 bus. days	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
		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
	allation Commitment standard = 95% commitment	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
	standard = 95% commitment	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
met		% of commitment met	100%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%
Cust	tomers	Acct # for voice or bundle, res+bus	2058	2066	2063	2062	2057	2058						
Cust	tomer Trouble Report													
	· ·	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
units w/ ≥ 3,000 lines) 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)		% of trouble reports		1										
		Total # of working lines	2519	2530	2532	2542	2540	2536						
8% (8 per 100 working lines for	Total # of trouble reports	19	33	28	17	8	10	0	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%	0.00%
Min.	40% (40 and 400 weaking lines	Total # of working lines												
~	10% (10 per 100 working lines	Total # of trouble reports		1										
	for units w/ $\leq$ 1,000 lines)	% of trouble reports		1										
	•	Total # of outage report tickets	10	23	8	8	4	3	0	0	0	0	0	0
A .1:		Total # of repair tickets restored in $\leq$ 24hrs	10	23	8	8	4	3	0	0	0	0	0	0
	isted	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%
	of Service Report standard = 90% within 24 hrs	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	0.00
IVIII1.	standard = 90% within 24 his	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	0.00
		Indicate if catastrophic event is in a month	no	no	no									
		Total # of unadjusted outage report tickets	11	26	10	9	4	4	0	0	0	0	0	0
Unad	djusted Out	Total # of repair tickets restored in < 24hrs	10	24	9	9	4	4	0	0	0	0	0	0
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	91%	92%	90%	100%	100%	100%	0%	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	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	0.00
Refu	Inds	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						
Ansv	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
Repo	enorte Billing & Non-Billing) Min	Total # of call seconds to reach live agent												
	dard = 80% of calls $\leq$ 60 onds to reach live agent (w/ a	% ≤ 60 seconds												
	u option to reach live agent)													

Primary Utility Contact Information

Name: Georganna Payne

Phone: 559-868-6343

Email: georgannap@ponderosatel.com

Company Name:	The	Ponderosa	Telephone Co.	U#:	1014-C	Report Year:	2021
Reporting Unit Type:	Total Company	Exchange		Report	ing Unit Name:	Wishon	

	Measurement (Cor	npile monthly, file quarterly)		Date filed (05/14/21) Ist Quarter			Date filed (08/13/21) 2nd Quarte	r		Date filed (11/15/2021) 3rd Quarter	/	Date filed (2/15/22) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Incto	llation Interval	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
	standard = 5 bus. days	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
IVIIII. S	standard = 5 bus. days	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
		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
	Ilation Commitment	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
	standard = 95% commitment	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
met		% of commitment met	0%	0%	100%	100%	100%	0%	0%	0%	0%	0%	0%	0%
Cust	omers	Acct # for voice or bundle, res+bus	28	28	30	29	29	29	070	0,0	070	070	070	070
	omer Trouble Report													1
		Total # of working lines											1	1
	6% (6 per 100 working lines for	Total # of trouble reports												
units w/≥ 3,000 lines)		% of trouble reports												
da	00/ (0	Total # of working lines												
units w/ 1,001 - 2,999 lines)	Total # of trouble reports													
	% of trouble reports													
Min.	100( (10 and 100 working lines	Total # of working lines	77	76	77	76	80	79						
-	10% (10 per 100 working lines for units $w/ \le 1,000$ lines)	Total # of trouble reports	0	0	1	0	0	0	0	0	0	0	0	0
	for units w/ $\leq$ 1,000 lines)	% 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%
		Total # of outage report tickets	0	0	0	0	0	0	0	0	0	0	0	0
Adiu	atad	Total # of repair tickets restored in < 24hrs	0	0	0	0	0	0	0	0	0	0	0	0
	of Service Report	% of repair tickets restored ≤ 24 Hours	0%	0%	0.00%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	standard = $90\%$ within 24 hrs	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
IVIII I. 3	standard = 90% within 24 hrs	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									
		Total # of unadjusted outage report tickets	0	0	1	0	0	0	0	0	0	0	0	0
Unad	ljusted Out	Total # of repair tickets restored in < 24hrs	0	0	0	0	0	0	0	0	0	0	0	0
of Se	ervice Report	% 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
Refu	Refunds	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						
			-			-								
	ver Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
	orts,Billing & Non-Billing) Min. dard = 80% of calls $\leq$ 60	Total # of call seconds to reach live agent												
	nds to reach live agent (w/ a	% ≤ 60 seconds												
	u option to reach live agent)													

Primary Utility Contact Information

Name: Georganna Payne

Phone: 559-868-6343

Email: georgannap@ponderosatel.com

Company Name:	The	e Ponderosa	Telephone Co.	U#:	1014-C	Report Year:	2021
Reporting Unit Type:	Total Company	Exchange	□ Wire Center	Report	ing Unit Name:	O'Neals	

	Measurement (Cor	npile monthly, file quarterly)		Date filed (05/14/21)			Date filed (08/13/21)			Date filed (11/15/2021)	)	Date filed (2/15/22)		
	Weasurement (CO	inplie montiny, me quarterry)	1	st Quarter			2nd Quarte	r		3rd Quarter	r		4th Quarte	r
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Incto	Illation Interval	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
	standard = 5 bus. days	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
IVIII I.	standard = 5 bus. days	Avg. # of business days	0.00	3.72	0.01	2.38	2.81	2.90	0.00	0.00	0.00	0.00	0.00	0.00
		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
	Illation Commitment	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
	standard = 95% commitment	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
met		% of commitment met	100%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%
Cust	omers	Acct # for voice or bundle, res+bus	244	245	247	249	251	250						
Cust	omer Trouble Report													
		Total # of working lines			1			1					1	
	6% (6 per 100 working lines for	Total # of trouble reports						1					İ	1
units w/ ≥ 3,000 lines)		% of trouble reports			1									
	Total # of working lines			1										
tar	units w/ 1,001 - 2,999 lines)	Total # of trouble reports			1									
		% of trouble reports												
Min.	10% (10 per 100 working lines	Total # of working lines	317	318	319	321	323	320						
-	for units w/ $\leq$ 1,000 lines)	Total # of trouble reports	13	6	9	5	0	4	0	0	0	0	0	0
	for units $W \leq 1,000$ lines)	% 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%
	•	Total # of outage report tickets	7	2	7	4	0	0	0	0	0	0	0	0
	atad	Total # of repair tickets restored in < 24hrs	7	2	7	4	0	0	0	0	0	0	0	0
Adju	of Service Report	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%
	standard = 90% within 24 hrs	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
iviiri.	standard = 90% within 24 hrs	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									
		Total # of unadjusted outage report tickets	7	2	8	4	0	0	0	0	0	0	0	0
Unad	ljusted Out	Total # of repair tickets restored in < 24hrs	7	2	7	4	0	0	0	0	0	0	0	0
of Se	ervice Report	% 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
Refu	nds	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						
Ans	ver Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
Repo	orts,Billing & Non-Billing) Min. dard = 80% of calls ≤ 60	Total # of call seconds to reach live agent												
	nds to reach live agent (w/ a	% ≤ 60 seconds												
men	u option to reach live agent)													

Primary Utility Contact Information

Name: Georganna Payne

Phone: 559-868-6343

Email: georgannap@ponderosatel.com

Company Name:	The Ponderosa Telephone Co.			U#: <u>1014-C</u>	_	Report Year:	2021
Reporting Unit Type:	Total Company	Exchange	□ Wire Center	Reporting Unit Na	ime:	North Fork	

	Measurement (Cor	Measurement (Compile monthly, file quarterly)			Date filed (05/14/21)			Date filed (08/13/21)			)	Date filed (2/15/22)		
	weasurement (CO					2nd Quarter				3rd Quarter	r	4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Incto	allation Interval	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
	standard = 5 bus. days	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
IVIII I.	standard = 5 bus. days	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
		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
	allation Commitment standard = 95% commitment	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
	standard = 95% commitment	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
met		% of commitment met	100%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%
Cust	tomers	Acct # for voice or bundle, res+bus	1546	1550	1556	1553	1563	1571						
Cust	tomer Trouble Report													
	· ·	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
Standard	units w/ ≥ 3,000 lines)	% of trouble reports		1									1	
ğ		Total # of working lines	1721	1724	1731	1739	1761	1774						
tar	8% (8 per 100 working lines for	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%
Min.	10% (10 per 100 working lines for units w/ $\leq$ 1,000 lines)	Total # of working lines												
-		Total # of trouble reports												
		% of trouble reports												
	•	Total # of outage report tickets	6	11	6	4	8	7	0	0	0	0	0	0
	oto d	Total # of repair tickets restored in < 24hrs	6	11	6	4	8	7	0	0	0	0	0	0
	isted of Service Report	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%
	standard = 90% within 24 hrs	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
IVIII I.	standard = 90% within 24 his	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									
		Total # of unadjusted outage report tickets	6	18	6	4	9	7	0	0	0	0	0	0
Unad	djusted Out	Total # of repair tickets restored in < 24hrs	6	17	6	4	8	7	0	0	0	0	0	0
of Se	ervice Report	% 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
Refu	Inds	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						
	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
	orts,Billing & Non-Billing) Min. dard = 80% of calls ≤ 60	Total # of call seconds to reach live agent												
	onds to reach live agent (w/ a	% ≤ 60 seconds												
menu option to reach live agent (w/ a							_							

Primary Utility Contact Information

Name: Georganna Payne

Phone: 559-868-6343

Email: georgannap@ponderosatel.com

Company Name:	The	e Ponderosa	Telephone Co.	U#:	1014-C	Report Year:	2021
Reporting Unit Type:	Total Company	Exchange	U Wire Center	Report	ing Unit Name:	Big Creek	

	Measurement (Cor	npile monthly, file quarterly)	Date filed (05/14/21)			Date filed (08/13/21)				Date filed (11/15/2021)	·	Date filed (2/15/22)		
	Medsulement (00	ipne montiny, me quarterry)	1	st Quarter		2nd Quarter				3rd Quarter		4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Insta	allation Interval	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
	standard = 5 bus. days	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
IVIIII.	standard = 5 bus. days	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
	allation Commitment	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
	standard = 95% commitment	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
met	standard = 95% communent	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
met		% of commitment met	100%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%
Cust	omers	Acct # for voice or bundle, res+bus	323	322	320	324	330	335						1
Cust	omer Trouble Report		1											1
	· · ·	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports					l	l						
Standard	units w/ ≥ 3,000 lines)	% of trouble reports												
ğ		Total # of working lines	1											1
taı	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.	10% (10 per 100 working lines for units w/ $\leq$ 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%
		Total # of outage report tickets	2	1	2	1	5	10	0	0	0	0	0	0
Adju	inter d	Total # of repair tickets restored in < 24hrs	1	0	2	1	5	9	0	0	0	0	0	0
	of Service Report	% of repair tickets restored ≤ 24 Hours	50%	0%	100%	100%	100%	90%	0%	0%	0%	0%	0%	0%
	standard = 90% within 24 hrs	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
IVIII I.	standard = 90% within 24 ms	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									
		Total # of unadjusted outage report tickets	2	1	3	1	10	14	0	0	0	0	0	0
	djusted Out	Total # of repair tickets restored in < 24hrs	1	0	2	1	5	10	0	0	0	0	0	0
of Se	ervice Report	% 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
Refu	inds	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						
	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
	orts,Billing & Non-Billing) Min. dard = $80\%$ of calls $\leq 60$	Total # of call seconds to reach live agent												
	onds to reach live agent (w/ a	% ≤ 60 seconds												
menu option to reach live agent)														

Primary Utility Contact Information

Name: Georganna Payne

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Email: georgannap@ponderosatel.com

Company Name:	The	Ponderosa	Telephone Co.	U#:	1014-C		Report Year:	2021
Reporting Unit Type:	Total Company	Exchange	□ Wire Center	Report	ng Unit Name:	Cima		

	Measurement (Compile monthly, file quarterly)			Date filed (05/14/21) 1st Quarter			Date filed (08/13/21)			Date filed (11/15/2021)		Date filed (2/15/22)		
		······································					2nd Quarte			3rd Quarter		4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Insta	llation Interval	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
Min.	standard = 5 bus. days	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
Insta	Ilation Commitment	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
	standard = 95% commitment	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
met		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
met		% of commitment met	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	omers	Acct # for voice or bundle, res+bus	34	35	35	34	33	33						
Cust	omer Trouble Report													
	6% (6 per 100 working lines for	Total # of working lines												
-	6% (6 per 100 working lines for units w/ $\geq$ 3,000 lines)	Total # of trouble reports												
Standard	$d \ln s \le 3,000 \ln es)$	% of trouble reports												
p	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
Sta		Total # of trouble reports												
		% of trouble reports												
Min.	10% (10 per 100 working lines for units w/ $\leq$ 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%
		Total # of outage report tickets	1	0	1	0	0	0	0	0	0	0	0	0
Adju	stad	Total # of repair tickets restored in < 24hrs	1	0	0	0	0	0	0	0	0	0	0	0
	of Service Report	% of repair tickets restored ≤ 24 Hours	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	standard = $90\%$ within 24 hrs	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
IVIII I. 5	standard = 30% within 24 ms	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									
		Total # of unadjusted outage report tickets	1	1	1	0	1	0	0	0	0	0	0	0
	ljusted Out	Total # of repair tickets restored in < 24hrs	1	0	0	0	0	0	0	0	0	0	0	0
of Se	ervice Report	% 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
Refu	nds	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						
A	una Tima (Tasukla	Total # of calls for TR, Billing & Non-Billing					1	1					1	
	ver Time (Trouble													
	orts,Billing & Non-Billing) Min. dard = 80% of calls ≤ 60	Total # of call seconds to reach live agent					ļ	ļ						<u> </u>
	nds to reach live agent (w/ a	% ≤ 60 seconds												
menu option to reach live agent)														

Primary Utility Contact Information

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