

**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<br>(05/14/21)                       |        |         | Date filed<br>(08/13/21) |         |         | Date filed<br>(11/15/2021) |         |        | Date filed<br>(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><br>Min. standard = 5 bus. days   | Total # of business days                                      | 71.93  | 68.67  | 139.91  | 138.61                   | 206.83  | 172.69  | 74.34                      | 117.47  | 86.92  |                         |     |     |
|   | Total # of service orders                                     | 57.00  | 40.00  | 61.00   | 92.00                    | 165.00  | 93.00   | 37.00                      | 46.00   | 36.00  |                         |     |     |
|   | Avg. # of business days                                       | 1.26   | 1.72   | 2.29    | 1.51                     | 1.25    | 1.86    | 2.01                       | 2.55    | 2.41   |                         |     |     |
| <b>Installation Commitment</b><br>Min. standard = 95% commitment met  | Total # of installation commitments                           | 57.00  | 40.00  | 61.00   | 92.00                    | 165.00  | 93.00   | 37.00                      | 46.00   | 36.00  |                         |     |     |
|   | Total # of installation commitment met                        | 57.00  | 40.00  | 61.00   | 92.00                    | 165.00  | 93.00   | 37.00                      | 46.00   | 36.00  |                         |     |     |
|   | Total # of installation commitment missed                     | 0.00   | 0.00   | 0.00    | 0.00                     | 0.00    | 0.00    | 0.00                       | 0.00    | 0.00   |                         |     |     |
|   | % of commitment met   | 100%   | 100%   | 100%    | 100%                     | 100%    | 100%    | 100%                       | 100%    | 100%   |                         |     |     |
| <b>Customers</b>  | Acct # for voice or bundle, res+bus                           | 6293   | 6316   | 6332    | 6352                     | 6366    | 6393    | 6389                       | 6425    | 6430   |                         |     |     |
| <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                       | 6141    | 6158   | 6162                    |     |     |
|   |   | Total # of trouble reports                     | 48     | 91      | 57                       | 45      | 32      | 38                         | 35      | 44     | 44                      |     |     |
|   |   | % of trouble reports                           | 1%     | 1.53%   | 0.96%                    | 0.75%   | 0.53%   | 0.62%                      | 0.57%   | 0.71%  | 0.71%                   |     |     |
|   | 10% (10 per 100 working lines for units w/ ≤ 1,000 lines)     | Total # of working lines                       | 1521   | 1535    | 1543                     | 1552    | 1652    | 1724                       | 1748    | 1750   | 1734                    |     |     |
|   |   | Total # of trouble reports                     | 22     | 14      | 20                       | 14      | 16      | 24                         | 18      | 15     | 8                       |     |     |
|   |   | % of trouble reports                           | 1%     | 0.91%   | 1.30%                    | 0.90%   | 0.97%   | 1.39%                      | 1.03%   | 0.86%  | 0.46%                   |     |     |
| <b>Adjusted Out of Service Report</b><br>Min. standard = 90% within 24 hrs  | Total # of outage report tickets                              | 34   | 57     | 33      | 28                       | 21      | 28      | 22                         | 30      | 20     |                         |     |     |
|   | Total # of repair tickets restored in ≤ 24hrs                 | 33   | 55     | 32      | 27                       | 21      | 26      | 22                         | 29      | 20     |                         |     |     |
|   | % of repair tickets restored ≤ 24 Hours                       | 97%  | 96%    | 97%     | 96%                      | 100%    | 93%     | 100%                       | 97%     | 100%   |                         |     |     |
|   | Sum of the duration of all outages (hh:mm)                    | 322.62   | 513.82 | 901.50  | 319.37                   | 179.47  | 262.68  | 807.22                     | 278.47  | 133.00 |                         |     |     |
|   | Avg. outage duration (hh:mm)                                  | 9.49   | 9.01   | 27.32   | 11.41                    | 8.55    | 9.38    | 36.69                      | 9.28    | 6.65   |                         |     |     |
| Indicate if catastrophic event is in a month  |   |  |        |         |                          |         |         |                            |         |        |                         |     |     |
| <b>Unadjusted Out of Service Report</b>   | <b>Out</b>  | Total # of unadjusted outage report tickets    | 41     | 74      | 39                       | 31      | 31      | 34                         | 31      | 33     | 29                      |     |     |
|   |   | Total # of repair tickets restored in ≤ 24hrs  | 37     | 63      | 33                       | 28      | 22      | 28                         | 25      | 30     | 27                      |     |     |
|   |   | % of repair tickets restored ≤ 24 Hours        | 90.24% | 85.14%  | 84.62%                   | 90.32%  | 70.97%  | 82.35%                     | 80.65%  | 90.91% | 93.10%                  |     |     |
|   |   | Sum of the duration of all outages (hh:mm)     | 527.17 | 2586.60 | 1438.50                  | 5309.90 | 8966.03 | 869.58                     | 2408.17 | 499.92 | 304.88                  |     |     |
|   |   | Avg. outage duration (hh:mm)                   | 12.86  | 34.95   | 36.88                    | 171.29  | 289.23  | 25.58                      | 77.68   | 15.15  | 10.51                   |     |     |
| <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   |                         |     |     |
|   | Monthly amount of refunds                                     | 183.60   | 81.20  | 0.00    | 6.30                     | 6.30    | 4.40    | 0.00                       | 0.00    | 0.00   |                         |     |     |
| <b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b><br>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<br>(05/14/21)   |        |         | Date filed<br>(08/13/21) |         |       | Date filed<br>(11/15/2021) |         |         | Date filed<br>(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><br>Min. standard = 5 bus. days  | Total # of business days                                      | 0.00                       | 13.89  | 7.54    | 0.00                     | 4.52    | 1.44  | 4.09                       | 3.14    | 1.90    | 0.00                    | 0.00  | 0.00  |       |
|  | Total # of service orders                                     | 0.00                       | 6.00   | 5.00    | 0.00                     | 1.00    | 1.00  | 1.00                       | 2.00    | 2.00    | 0.00                    | 0.00  | 0.00  |       |
|  | Avg. # of business days                                       | 0.00                       | 2.32   | 1.51    | 0.00                     | 4.52    | 1.44  | 4.09                       | 1.57    | 0.95    | 0.00                    | 0.00  | 0.00  |       |
| <b>Installation Commitment</b><br>Min. standard = 95% commitment met   | Total # of installation commitments                           | 0.00                       | 6.00   | 5.00    | 0.00                     | 1.00    | 1.00  | 1.00                       | 2.00    | 2.00    | 0.00                    | 0.00  | 0.00  |       |
|  | Total # of installation commitment met                        | 0.00                       | 6.00   | 5.00    | 0.00                     | 1.00    | 1.00  | 1.00                       | 2.00    | 2.00    | 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%  | 100%                       | 100%    | 100%    | 0%                      | 0%    | 0%    |       |
| <b>Customers</b>   | Acct # for voice or bundle, res+bus                           | 416                        | 417    | 418     | 417                      | 416     | 416   | 413                        | 412     | 412     |                         |       |       |       |
| <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                        | 840     | 834     | 835                     |       |       |       |
|  |   | Total # of trouble reports | 6      | 4       | 5                        | 5       | 2     | 4                          | 6       | 2       | 3                       | 0     | 0     | 0     |
|  |   | % of trouble reports       | 1%     | 0.48%   | 0.59%                    | 0.59%   | 0.24% | 0.48%                      | 0.71%   | 0.24%   | 0.36%                   | 0.00% | 0.00% | 0.00% |
| <b>Adjusted Out of Service Report</b><br>Min. standard = 90% within 24 hrs   | Total # of outage report tickets                              | 2                          | 1      | 4       | 3                        | 1       | 0     | 2                          | 2       | 2       | 0                       | 0     | 0     |       |
|  | Total # of repair tickets restored in ≤ 24hrs                 | 2                          | 1      | 4       | 3                        | 1       | 0     | 2                          | 2       | 2       | 0                       | 0     | 0     |       |
|  | % of repair tickets restored ≤ 24 Hours                       | 100%                       | 100%   | 100%    | 100%                     | 100%    | 0%    | 100%                       | 100%    | 100%    | 0%                      | 0%    | 0%    |       |
|  | Sum of the duration of all outages (hh:mm)                    | 29.12                      | 2.52   | 11.12   | 8.47                     | 4.92    | 0.00  | 3.97                       | 24.83   | 3.78    | 0.00                    | 0.00  | 0.00  |       |
|  | Avg. outage duration (hh:mm)                                  | 14.56                      | 2.52   | 2.78    | 2.82                     | 4.92    | 0.00  | 1.98                       | 12.42   | 1.89    | 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     | 2                          | 2       | 2       | 0                       | 0     | 0     |       |
|  | Total # of repair tickets restored in ≤ 24hrs                 | 2                          | 1      | 4       | 3                        | 1       | 0     | 2                          | 2       | 2       | 0                       | 0     | 0     |       |
|  | % of repair tickets restored ≤ 24 Hours                       | 50.00%                     | 33.33% | 100.00% | 100.00%                  | 100.00% | 0.00% | 100.00%                    | 100.00% | 100.00% | 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  | 3.97                       | 24.83   | 3.78    | 0.00                    | 0.00  | 0.00  |       |
|  | Avg. outage duration (hh:mm)                                  | 41.63                      | 79.80  | 2.78    | 2.82                     | 4.92    | 0.00  | 1.98                       | 12.42   | 1.89    | 0.00                    | 0.00  | 0.00  |       |
| <b>Refunds</b>   | Number of customers who received refunds                      | 0                          | 0      | 0       | 1                        | 0       | 0     | 0                          | 0       | 0       |                         |       |       |       |
|  | Monthly amount of refunds                                     | 0                          | 0      | 0       | 6.30                     | 0.00    | 0.00  | 0                          | 0       | 0       |                         |       |       |       |
| <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: Shaver

| Measurement (Compile monthly, file quarterly)  |   | Date filed<br>(05/14/21)   |        |        | Date filed<br>(08/13/21) |        |        | Date filed<br>(11/15/2021) |       |       | Date filed<br>(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><br>Min. standard = 5 bus. days  | Total # of business days                                      | 11.06                      | 16.65  | 38.98  | 45.37                    | 42.66  | 51.02  | 17.33                      | 27.72 | 17.43 | 0.00                    | 0.00  | 0.00  |       |
|  | Total # of service orders                                     | 11.00                      | 8.00   | 19.00  | 38.00                    | 38.00  | 28.00  | 9.00                       | 15.00 | 8.00  | 0.00                    | 0.00  | 0.00  |       |
|  | Avg. # of business days                                       | 1.01                       | 2.08   | 2.05   | 1.19                     | 1.12   | 1.82   | 1.93                       | 1.85  | 2.18  | 0.00                    | 0.00  | 0.00  |       |
| <b>Installation Commitment</b><br>Min. standard = 95% commitment met   | Total # of installation commitments                           | 11.00                      | 8.00   | 19.00  | 38.00                    | 38.00  | 28.00  | 9.00                       | 15.00 | 8.00  | 0.00                    | 0.00  | 0.00  |       |
|  | Total # of installation commitment met                        | 11.00                      | 8.00   | 19.00  | 38.00                    | 38.00  | 28.00  | 9.00                       | 15.00 | 8.00  | 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%   | 100%                       | 100%  | 100%  | 0%                      | 0%    | 0%    |       |
| <b>Customers</b>   | Acct # for voice or bundle, res+bus                           | 1644                       | 1653   | 1663   | 1684                     | 1687   | 1701   | 1705                       | 1711  | 1712  |                         |       |       |       |
| <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                       | 1828  | 1833  | 1836                    |       |       |       |
|  |   | Total # of trouble reports | 13     | 27     | 11                       | 20     | 9      | 13                         | 6     | 10    | 7                       | 0     | 0     | 0     |
|  |   | % of trouble reports       | 1%     | 1.61%  | 0.65%                    | 1.15%  | 0.51%  | 0.72%                      | 0.33% | 0.55% | 0.38%                   | 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><br>Min. standard = 90% within 24 hrs   | Total # of outage report tickets                              | 6                          | 19     | 5      | 8                        | 3      | 8      | 2                          | 4     | 4     | 0                       | 0     | 0     |       |
|  | Total # of repair tickets restored in ≤ 24hrs                 | 6                          | 18     | 5      | 7                        | 3      | 7      | 2                          | 4     | 4     | 0                       | 0     | 0     |       |
|  | % of repair tickets restored ≤ 24 Hours                       | 100%                       | 95%    | 100%   | 88%                      | 100%   | 88%    | 100%                       | 100%  | 100%  | 0%                      | 0%    | 0%    |       |
|  | Sum of the duration of all outages (hh:mm)                    | 40.42                      | 55.43  | 68.63  | 169.02                   | 24.85  | 105.82 | 6.27                       | 15.18 | 26.92 | 0.00                    | 0.00  | 0.00  |       |
|  | Avg. outage duration (hh:mm)                                  | 6.74                       | 2.92   | 13.73  | 21.13                    | 8.28   | 13.23  | 3.13                       | 3.80  | 6.73  | 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      | 4                          | 4     | 4     | 0                       | 0     | 0     |       |
|  | Total # of repair tickets restored in ≤ 24hrs                 | 10                         | 19     | 5      | 7                        | 4      | 7      | 2                          | 4     | 4     | 0                       | 0     | 0     |       |
|  | % of repair tickets restored ≤ 24 Hours                       | 100%                       | 83%    | 83%    | 70%                      | 67%    | 78%    | 50%                        | 100%  | 100%  | 0%                      | 0%    | 0%    |       |
|  | Sum of the duration of all outages (hh:mm)                    | 76.53                      | 685.50 | 162.60 | 5154.02                  | 446.95 | 246.42 | 1378.52                    | 15.18 | 26.92 | 0.00                    | 0.00  | 0.00  |       |
|  | Avg. outage duration (hh:mm)                                  | 7.65                       | 29.80  | 27.10  | 515.40                   | 74.49  | 27.38  | 344.63                     | 3.80  | 6.73  | 0.00                    | 0.00  | 0.00  |       |
| <b>Refunds</b>   | Number of customers who received refunds                      | 0                          | 0      | 0      | 0                        | 0      | 0      | 0                          | 0     | 0     |                         |       |       |       |
|  | Monthly amount of refunds                                     | 0.00                       | 0.00   | 0.00   | 0.00                     | 0.00   | 0.00   | 0.00                       | 0.00  | 0.00  |                         |       |       |       |
| <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: Auberry

| Measurement (Compile monthly, file quarterly)  |   | Date filed<br>(05/14/21)   |        |        | Date filed<br>(08/13/21) |       |       | Date filed<br>(11/15/2021) |       |        | Date filed<br>(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><br>Min. standard = 5 bus. days  | Total # of business days                                      | 19.83                      | 21.66  | 63.19  | 22.49                    | 24.64 | 35.31 | 8.29                       | 42.42 | 25.57  | 0.00                    | 0.00  | 0.00  |       |
|  | Total # of service orders                                     | 10.00                      | 9.00   | 18.00  | 14.00                    | 9.00  | 10.00 | 3.00                       | 14.00 | 11.00  | 0.00                    | 0.00  | 0.00  |       |
|  | Avg. # of business days                                       | 1.98                       | 2.41   | 3.51   | 1.61                     | 2.74  | 3.53  | 2.76                       | 3.03  | 2.32   | 0.00                    | 0.00  | 0.00  |       |
| <b>Installation Commitment</b><br>Min. standard = 95% commitment met   | Total # of installation commitments                           | 10.00                      | 9.00   | 18.00  | 14.00                    | 9.00  | 10.00 | 3.00                       | 14.00 | 11.00  | 0.00                    | 0.00  | 0.00  |       |
|  | Total # of installation commitment met                        | 10.00                      | 9.00   | 18.00  | 14.00                    | 9.00  | 10.00 | 3.00                       | 14.00 | 11.00  | 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%  | 100%                       | 100%  | 100%   | 0%                      | 0%    | 0%    |       |
| <b>Customers</b>   | Acct # for voice or bundle, res+bus                           | 2058                       | 2066   | 2063   | 2062                     | 2057  | 2058  | 2041                       | 2054  | 2056   |                         |       |       |       |
| <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                       | 2527  | 2532   | 2533                    |       |       |       |
|  |   | Total # of trouble reports | 19     | 33     | 28                       | 17    | 8     | 10                         | 10    | 17     | 23                      | 0     | 0     | 0     |
|  |   | % of trouble reports       | 1%     | 1.30%  | 1.11%                    | 0.67% | 0.31% | 0.39%                      | 0.40% | 0.67%  | 0.91%                   | 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><br>Min. standard = 90% within 24 hrs   | Total # of outage report tickets                              | 10                         | 23     | 8      | 8                        | 4     | 3     | 6                          | 9     | 6      | 0                       | 0     | 0     |       |
|  | Total # of repair tickets restored in ≤ 24hrs                 | 10                         | 23     | 8      | 8                        | 4     | 3     | 6                          | 9     | 6      | 0                       | 0     | 0     |       |
|  | % of repair tickets restored ≤ 24 Hours                       | 100%                       | 100%   | 100%   | 100%                     | 100%  | 100%  | 100%                       | 100%  | 100%   | 0%                      | 0%    | 0%    |       |
|  | Sum of the duration of all outages (hh:mm)                    | 88.60                      | 175.48 | 52.75  | 76.12                    | 42.36 | 42.72 | 63.43                      | 95.32 | 39.63  | 0.00                    | 0.00  | 0.00  |       |
|  | Avg. outage duration (hh:mm)                                  | 8.86                       | 7.63   | 6.59   | 9.51                     | 10.59 | 14.24 | 10.57                      | 10.59 | 6.61   | 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     | 7                          | 9     | 13     | 0                       | 0     | 0     |       |
|  | Total # of repair tickets restored in ≤ 24hrs                 | 10                         | 24     | 9      | 9                        | 4     | 4     | 6                          | 9     | 11     | 0                       | 0     | 0     |       |
|  | % of repair tickets restored ≤ 24 Hours                       | 91%                        | 92%    | 90%    | 100%                     | 100%  | 100%  | 86%                        | 100%  | 85%    | 0%                      | 0%    | 0%    |       |
|  | Sum of the duration of all outages (hh:mm)                    | 119.63                     | 227.02 | 132.87 | 81.65                    | 42.37 | 48.95 | 94.77                      | 95.32 | 210.15 | 0.00                    | 0.00  | 0.00  |       |
|  | Avg. outage duration (hh:mm)                                  | 10.88                      | 8.73   | 13.29  | 9.07                     | 10.59 | 12.24 | 13.54                      | 10.59 | 16.17  | 0.00                    | 0.00  | 0.00  |       |
| <b>Refunds</b>   | Number of customers who received refunds                      | 0                          | 0      | 0      | 0                        | 0     | 0     | 0                          | 0     | 0      |                         |       |       |       |
|  | Monthly amount of refunds                                     | 0.00                       | 0.00   | 0.00   | 0.00                     | 0.00  | 0.00  | 0.00                       | 0.00  | 0.00   |                         |       |       |       |
| <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: Wishon

| Measurement (Compile monthly, file quarterly)  |   | Date filed<br>(05/14/21)   |      |        | Date filed<br>(08/13/21) |       |       | Date filed<br>(11/15/2021) |       |       | Date filed<br>(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><br>Min. standard = 5 bus. days  | Total # of business days                                      | 0.00                       | 0.00 | 4.56   | 0.32                     | 7.63  | 0.00  | 0.77                       | 0.00  | 3.46  | 0.00                    | 0.00  | 0.00  |       |
|  | Total # of service orders                                     | 0.00                       | 0.00 | 1.00   | 2.00                     | 2.00  | 0.00  | 1.00                       | 0.00  | 1.00  | 0.00                    | 0.00  | 0.00  |       |
|  | Avg. # of business days                                       | 0.00                       | 0.00 | 4.56   | 0.16                     | 3.81  | 0.00  | 0.77                       | 0.00  | 3.46  | 0.00                    | 0.00  | 0.00  |       |
| <b>Installation Commitment</b><br>Min. standard = 95% commitment met   | Total # of installation commitments                           | 0.00                       | 0.00 | 1.00   | 2.00                     | 2.00  | 0.00  | 1.00                       | 0.00  | 1.00  | 0.00                    | 0.00  | 0.00  |       |
|  | Total # of installation commitment met                        | 0.00                       | 0.00 | 1.00   | 2.00                     | 2.00  | 0.00  | 1.00                       | 0.00  | 1.00  | 0.00                    | 0.00  | 0.00  |       |
|  | Total # of installation commitment missed                     | 0.00                       | 0.00 | 0.00   | 0.00                     | 0.00  | 0.00  | 0.00                       | 0.00  | 0.00  | 0.00                    | 0.00  | 0.00  |       |
|  | % of commitment met   | 0%                         | 0%   | 100%   | 100%                     | 100%  | 0%    | 100%                       | 0%    | 100%  | 0%                      | 0%    | 0%    |       |
| <b>Customers</b>   | Acct # for voice or bundle, res+bus                           | 28                         | 28   | 30     | 29                       | 29    | 29    | 30                         | 32    | 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   | 77   | 76     | 77                       | 76    | 80    | 79                         | 82    | 84    | 84                      |       |       |       |
|  |   | 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><br>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     | 0                          | 0     | 0     |                         |       |       |       |
|  | Monthly amount of refunds                                     | 0.00                       | 0.00 | 0.00   | 0.00                     | 0.00  | 0.00  | 0.00                       | 0.00  | 0.00  |                         |       |       |       |
| <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: O'Neals

| Measurement (Compile monthly, file quarterly)  |   | Date filed<br>(05/14/21)                      |       |       | Date filed<br>(08/13/21) |       |       | Date filed<br>(11/15/2021) |       |       | Date filed<br>(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><br>Min. standard = 5 bus. days  | Total # of business days                                      | 0.00  | 3.72  | 0.01  | 7.14                     | 8.43  | 2.90  | 0.00                       | 6.55  | 0.89  | 0.00                    | 0.00  | 0.00  |       |
|  | Total # of service orders                                     | 1.00  | 1.00  | 1.00  | 3.00                     | 3.00  | 1.00  | 0.00                       | 2.00  | 1.00  | 0.00                    | 0.00  | 0.00  |       |
|  | Avg. # of business days                                       | 0.00  | 3.72  | 0.01  | 2.38                     | 2.81  | 2.90  | 0.00                       | 3.28  | 0.89  | 0.00                    | 0.00  | 0.00  |       |
| <b>Installation Commitment</b><br>Min. standard = 95% commitment met   | Total # of installation commitments                           | 1.00  | 1.00  | 1.00  | 3.00                     | 3.00  | 1.00  | 0.00                       | 2.00  | 1.00  | 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                       | 2.00  | 1.00  | 0.00                    | 0.00  | 0.00  |       |
|  | Total # of installation commitment missed                     | 0.00  | 0.00  | 0.00  | 0.00                     | 0.00  | 0.00  | 0.00                       | 0.00  | 0.00  | 0.00                    | 0.00  | 0.00  |       |
|  | % of commitment met   | 100%  | 100%  | 100%  | 100%                     | 100%  | 0%    | 100%                       | 100%  | 100%  | 0%                      | 0%    | 0%    |       |
| <b>Customers</b>   | Acct # for voice or bundle, res+bus                           | 244   | 245   | 247   | 249                      | 251   | 250   | 250                        | 250   | 251   |                         |       |       |       |
| <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                        | 321   | 322   | 320                     |       |       |       |
|  |   | Total # of trouble reports                    | 13    | 6     | 9                        | 5     | 0     | 4                          | 2     | 4     | 1                       | 0     | 0     | 0     |
|  |   | % of trouble reports                          | 4%    | 1.89% | 2.82%                    | 1.56% | 0.00% | 1.25%                      | 0.62% | 1.24% | 0.31%                   | 0.00% | 0.00% | 0.00% |
| <b>Adjusted Out of Service Report</b><br>Min. standard = 90% within 24 hrs   | Total # of outage report tickets                              | 7   | 2     | 7     | 4                        | 0     | 0     | 1                          | 1     | 0     | 0                       | 0     | 0     |       |
|  | Total # of repair tickets restored in ≤ 24hrs                 | 7   | 2     | 7     | 4                        | 0     | 0     | 1                          | 1     | 0     | 0                       | 0     | 0     |       |
|  | % of repair tickets restored ≤ 24 Hours                       | 100%  | 100%  | 100%  | 100%                     | 0%    | 0%    | 100%                       | 100%  | 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  | 5.07                       | 18.90 | 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  | 5.07                       | 18.90 | 0.00  | 0.00                    | 0.00  | 0.00  |       |
|  | Indicate if catastrophic event is in a month                  | no  | no    | no    |                          |       |       |                            |       |       |                         |       |       |       |
| <b>Unadjusted of Service Report</b>  | <b>Out</b>  | Total # of unadjusted outage report tickets   | 7     | 2     | 8                        | 4     | 0     | 0                          | 1     | 1     | 0                       | 0     | 0     |       |
|  |   | Total # of repair tickets restored in ≤ 24hrs | 7     | 2     | 7                        | 4     | 0     | 0                          | 1     | 1     | 0                       | 0     | 0     |       |
|  |   | % of repair tickets restored ≤ 24 Hours       | 100%  | 100%  | 88%                      | 100%  | 0%    | 0%                         | 100%  | 100%  | 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                       | 5.07  | 18.90 | 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  | 5.07                       | 18.90 | 0.00  | 0.00                    | 0.00  | 0.00  |       |
| <b>Refunds</b>   | Number of customers who received refunds                      | 0   | 0     | 0     | 0                        | 0     | 0     | 0                          | 0     | 0     |                         |       |       |       |
|  | Monthly amount of refunds                                     | 0.00  | 0.00  | 0.00  | 0.00                     | 0.00  | 0.00  | 0.00                       | 0.00  | 0.00  |                         |       |       |       |
| <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<br>(05/14/21)   |        |       | Date filed<br>(08/13/21) |        |       | Date filed<br>(11/15/2021) |        |       | Date filed<br>(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><br>Min. standard = 5 bus. days  | Total # of business days                                      | 17.84                      | 8.33   | 24.72 | 42.37                    | 36.98  | 36.63 | 29.51                      | 29.22  | 27.46 | 0.00                    | 0.00  | 0.00  |       |
|  | Total # of service orders                                     | 8.00                       | 4.00   | 15.00 | 20.00                    | 17.00  | 14.00 | 11.00                      | 8.00   | 10.00 | 0.00                    | 0.00  | 0.00  |       |
|  | Avg. # of business days                                       | 2.23                       | 2.08   | 1.65  | 2.12                     | 2.18   | 2.62  | 2.68                       | 3.65   | 2.75  | 0.00                    | 0.00  | 0.00  |       |
| <b>Installation Commitment</b><br>Min. standard = 95% commitment met   | Total # of installation commitments                           | 8.00                       | 4.00   | 15.00 | 20.00                    | 17.00  | 14.00 | 11.00                      | 8.00   | 10.00 | 0.00                    | 0.00  | 0.00  |       |
|  | Total # of installation commitment met                        | 8.00                       | 4.00   | 15.00 | 20.00                    | 17.00  | 14.00 | 11.00                      | 8.00   | 10.00 | 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%  | 100%                       | 100%   | 100%  | 0%                      | 0%    | 0%    |       |
| <b>Customers</b>   | Acct # for voice or bundle, res+bus                           | 1546                       | 1550   | 1556  | 1553                     | 1563   | 1571  | 1575                       | 1583   | 1580  |                         |       |       |       |
| <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                       | 1786   | 1793  | 1793                    |       |       |       |
|  |   | Total # of trouble reports | 16     | 31    | 18                       | 8      | 15    | 15                         | 19     | 17    | 14                      | 0     | 0     | 0     |
|  |   | % of trouble reports       | 1%     | 1.80% | 1.04%                    | 0.46%  | 0.85% | 0.85%                      | 1.06%  | 0.95% | 0.78%                   | 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><br>Min. standard = 90% within 24 hrs   | Total # of outage report tickets                              | 6                          | 11     | 6     | 4                        | 8      | 7     | 6                          | 9      | 6     | 0                       | 0     | 0     |       |
|  | Total # of repair tickets restored in ≤ 24hrs                 | 6                          | 11     | 6     | 4                        | 8      | 7     | 6                          | 9      | 6     | 0                       | 0     | 0     |       |
|  | % of repair tickets restored ≤ 24 Hours                       | 100%                       | 100%   | 100%  | 100%                     | 100%   | 100%  | 100%                       | 100%   | 100%  | 0%                      | 0%    | 0%    |       |
|  | Sum of the duration of all outages (hh:mm)                    | 53.27                      | 130.57 | 46.87 | 13.47                    | 75.38  | 32.85 | 650.93                     | 64.75  | 52.40 | 0.00                    | 0.00  | 0.00  |       |
|  | Avg. outage duration (hh:mm)                                  | 8.88                       | 11.87  | 7.81  | 3.37                     | 9.42   | 4.69  | 108.49                     | 7.19   | 8.73  | 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     | 11                         | 12     | 8     | 0                       | 0     | 0     |       |
|  | Total # of repair tickets restored in ≤ 24hrs                 | 6                          | 17     | 6     | 4                        | 8      | 7     | 9                          | 10     | 8     | 0                       | 0     | 0     |       |
|  | % of repair tickets restored ≤ 24 Hours                       | 100%                       | 94%    | 100%  | 100%                     | 89%    | 100%  | 82%                        | 83%    | 100%  | 0%                      | 0%    | 0%    |       |
|  | Sum of the duration of all outages (hh:mm)                    | 53.27                      | 176.85 | 46.87 | 13.47                    | 635.12 | 32.85 | 650.93                     | 286.20 | 53.77 | 0.00                    | 0.00  | 0.00  |       |
|  | Avg. outage duration (hh:mm)                                  | 8.88                       | 9.83   | 7.81  | 3.37                     | 70.57  | 4.69  | 59.18                      | 23.85  | 6.72  | 0.00                    | 0.00  | 0.00  |       |
| <b>Refunds</b>   | Number of customers who received refunds                      | 0                          | 0      | 0     | 0                        | 0      | 0     | 0                          | 0      | 0     |                         |       |       |       |
|  | Monthly amount of refunds                                     | 0.00                       | 0.00   | 0.00  | 0.00                     | 0.00   | 0.00  | 0.00                       | 0.00   | 0.00  |                         |       |       |       |
| <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<br>(05/14/21)                      |        |        | Date filed<br>(08/13/21) |       |         | Date filed<br>(11/15/2021) |        |       | Date filed<br>(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><br>Min. standard = 5 bus. days  | Total # of business days                                      | 23.20   | 4.41   | 0.90   | 20.93                    | 81.96 | 45.39   | 14.21                      | 8.43   | 10.22 | 0.00                    | 0.00  | 0.00  |       |
|  | Total # of service orders                                     | 27.00   | 12.00  | 2.00   | 15.00                    | 95.00 | 39.00   | 11.00                      | 5.00   | 3.00  | 0.00                    | 0.00  | 0.00  |       |
|  | Avg. # of business days                                       | 0.86  | 0.37   | 0.45   | 1.40                     | 0.86  | 1.16    | 1.29                       | 1.69   | 3.41  | 0.00                    | 0.00  | 0.00  |       |
| <b>Installation Commitment</b><br>Min. standard = 95% commitment met   | Total # of installation commitments                           | 27.00   | 12.00  | 2.00   | 15.00                    | 95.00 | 39.00   | 11.00                      | 5.00   | 3.00  | 0.00                    | 0.00  | 0.00  |       |
|  | Total # of installation commitment met                        | 27.00   | 12.00  | 2.00   | 15.00                    | 95.00 | 39.00   | 11.00                      | 5.00   | 3.00  | 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%    | 100%                       | 100%   | 100%  | 0%                      | 0%    | 0%    |       |
| <b>Customers</b>   | Acct # for voice or bundle, res+bus                           | 323   | 322    | 320    | 324                      | 330   | 335     | 342                        | 350    | 353   |                         |       |       |       |
| <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                        | 464    | 471   | 456                     |       |       |       |
|  |   | Total # of trouble reports                    | 2      | 3      | 4                        | 4     | 13      | 16                         | 9      | 6     | 4                       | 0     | 0     | 0     |
|  |   | % of trouble reports                          | 1%     | 1.14%  | 1.52%                    | 1.46% | 3.53%   | 3.60%                      | 1.94%  | 1.27% | 0.88%                   | 0.00% | 0.00% | 0.00% |
| <b>Adjusted Out of Service Report</b><br>Min. standard = 90% within 24 hrs   | Total # of outage report tickets                              | 2   | 1      | 2      | 1                        | 5     | 10      | 5                          | 5      | 2     | 0                       | 0     | 0     |       |
|  | Total # of repair tickets restored in ≤ 24hrs                 | 1   | 0      | 2      | 1                        | 5     | 9       | 5                          | 4      | 2     | 0                       | 0     | 0     |       |
|  | % of repair tickets restored ≤ 24 Hours                       | 50%   | 0%     | 100%   | 100%                     | 100%  | 90%     | 100%                       | 80%    | 100%  | 0%                      | 0%    | 0%    |       |
|  | Sum of the duration of all outages (hh:mm)                    | 50.15   | 123.35 | 40.47  | 18.28                    | 31.95 | 81.30   | 77.55                      | 59.48  | 10.27 | 0.00                    | 0.00  | 0.00  |       |
|  | Avg. outage duration (hh:mm)                                  | 25.08   | 123.35 | 20.23  | 18.28                    | 6.39  | 8.13    | 15.51                      | 11.90  | 5.13  | 0.00                    | 0.00  | 0.00  |       |
|  | Indicate if catastrophic event is in a month                  | no  | no     | no     |                          |       |         |                            |        |       |                         |       |       |       |
| <b>Unadjusted of Service Report</b>  | <b>Out</b>  | Total # of unadjusted outage report tickets   | 2      | 1      | 3                        | 1     | 10      | 14                         | 6      | 5     | 2                       | 0     | 0     |       |
|  |   | Total # of repair tickets restored in ≤ 24hrs | 1      | 0      | 2                        | 1     | 5       | 10                         | 5      | 4     | 2                       | 0     | 0     |       |
|  |   | % of repair tickets restored ≤ 24 Hours       | 50%    | 0%     | 67%                      | 100%  | 50%     | 71%                        | 83%    | 80%   | 100%                    | 0%    | 0%    |       |
|  |   | Sum of the duration of all outages (hh:mm)    | 50.15  | 171.35 | 69.55                    | 18.28 | 7693.97 | 541.37                     | 274.92 | 59.48 | 10.27                   | 0.00  | 0.00  |       |
|  |   | Avg. outage duration (hh:mm)                  | 25.08  | 171.35 | 23.18                    | 18.28 | 769.40  | 38.67                      | 45.82  | 11.90 | 5.13                    | 0.00  | 0.00  |       |
| <b>Refunds</b>   | Number of customers who received refunds                      | 0   | 0      | 0      | 0                        | 1     | 1       | 0                          | 0      | 0     |                         |       |       |       |
|  | Monthly amount of refunds                                     | 0.00  | 0.00   | 0.00   | 0.00                     | 6.30  | 4.40    | 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: Cima

| Measurement (Compile monthly, file quarterly)  |   | Date filed<br>(05/14/21)   |         |        | Date filed<br>(08/13/21) |        |       | Date filed<br>(11/15/2021) |       |       | Date filed<br>(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><br>Min. standard = 5 bus. days  | Total # of business days                                      | 0.00                       | 0.00    | 0.00   | 0.00                     | 0.00   | 0.00  | 0.00                       | 0.00  | 0.00  | 0.00                    | 0.00  |       |
|  | Total # of service orders                                     | 0.00                       | 0.00    | 0.00   | 0.00                     | 0.00   | 0.00  | 0.00                       | 0.00  | 0.00  | 0.00                    | 0.00  |       |
|  | Avg. # of business days                                       | 0.00                       | 0.00    | 0.00   | 0.00                     | 0.00   | 0.00  | 0.00                       | 0.00  | 0.00  | 0.00                    | 0.00  |       |
| <b>Installation Commitment</b><br>Min. standard = 95% commitment met   | Total # of installation commitments                           | 0.00                       | 0.00    | 0.00   | 0.00                     | 0.00   | 0.00  | 0.00                       | 0.00  | 0.00  | 0.00                    | 0.00  |       |
|  | Total # of installation commitment met                        | 0.00                       | 0.00    | 0.00   | 0.00                     | 0.00   | 0.00  | 0.00                       | 0.00  | 0.00  | 0.00                    | 0.00  |       |
|  | Total # of installation commitment missed                     | 0.00                       | 0.00    | 0.00   | 0.00                     | 0.00   | 0.00  | 0.00                       | 0.00  | 0.00  | 0.00                    | 0.00  |       |
|  | % of commitment met   | 0%                         | 0%      | 0%     | 0%                       | 0%     | 0%    | 0%                         | 0%    | 0%    | 0%                      | 0%    |       |
| <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     |
|  |   | % of trouble reports       | 2%      | 2.50%  | 2.50%                    | 0.00%  | 2.50% | 0.00%                      | 0.00% | 0.00% | 0.00%                   | 0.00% | 0.00% |
| <b>Adjusted Out of Service Report</b><br>Min. standard = 90% within 24 hrs   | Total # of outage report tickets                              | 1                          | 0       | 1      | 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     |       |
|  | % of repair tickets restored ≤ 24 Hours                       | 100%                       | 0%      | 0%     | 0%                       | 0%     | 0%    | 0%                         | 0%    | 0%    | 0%                      | 0%    |       |
|  | Sum of the duration of all outages (hh:mm)                    | 17.95                      | 0.00    | 669.98 | 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  |       |
|  | 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     |       |
|  | Total # of repair tickets restored in ≤ 24hrs                 | 1                          | 0       | 0      | 0                        | 0      | 0     | 0                          | 0     | 0     | 0                       | 0     |       |
|  | % of repair tickets restored ≤ 24 Hours                       | 100%                       | 0%      | 0%     | 0%                       | 0%     | 0%    | 0%                         | 0%    | 0%    | 0%                      | 0%    |       |
|  | Sum of the duration of all outages (hh:mm)                    | 17.95                      | 1060.02 | 669.98 | 0.00                     | 142.72 | 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  |       |
| <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

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)