Company Name:	e: The Ponderosa Telephone Co.		U#: <u>1014-</u> 0	C Repo	ort Year: 2021	
Reporting Unit Type:	☑ Total Company	☐ Exchange	☐ Wire Center	Reporting Unit	Name: <u>Total Compan</u>	у

	Measurement (Con	npile monthly, file quarterly)	(0	ate filed 5/14/21)			Date filed (08/13/21)			Date filed (11/15/2021)		Date filed (2/15/22)		
	weasurement (oon	ipne montiny, me quarterly,		t Quarter			2nd Quarte			3rd Quarter			4th Quarte	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Insta	Illation Interval	Total # of business days	71.93	68.67	139.91	138.61	206.83	172.69	74.34	117.47	86.92			
	standard = 5 bus, days	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			
Inets	Illation Commitment	Total # of installation commitments	57.00	40.00	61.00	92.00	165.00	93.00	37.00	46.00	36.00			
	standard = 95% commitment	Total # of installation commitment met	57.00	40.00	61.00	92.00	165.00	93.00	37.00	46.00	36.00			
met	standard = 95 % communerit	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
IIICI		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Cust	omers	Acct # for voice or bundle, res+bus	6293	6316	6332	6352	6366	6393	6389	6425	6430			
Cust	omer Trouble Report													
	6% (6 per 100 working lines	Total # of working lines												
_		Total # of trouble reports												
ard	for units w/ ≥ 3,000 lines)	% of trouble reports												
ρc	00/ (0 100 15 15	Total # of working lines	5911	5936	5959	6014	6073	6121	6141	6158	6162			
Standard	8% (8 per 100 working lines	Total # of trouble reports	48	91	57	45	32	38	35	44	44			
	for units w/ 1,001 - 2,999 lines)	% of trouble reports	1%	1.53%	0.96%	0.75%	0.53%	0.62%	0.57%	0.71%	0.71%			
Ji.	10% (10 per 100 working line	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			
	for units w/ ≤ 1,000 lines)	% of trouble reports	1%	0.91%	1.30%	0.90%	0.97%	1.39%	1.03%	0.86%	0.46%			
		Total # of outage report tickets	34	57	33	28	21	28	22	30	20			
A al:	atad	Total # of repair tickets restored in ≤ 24hrs	33	55	32	27	21	26	22	29	20			
Adju		% of repair tickets restored ≤ 24 Hours	97%	96%	97%	96%	100%	93%	100%	97%	100%			
	of Service Report	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			
win.	standard = 90% within 24 hrs	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												
		Total # of unadjusted outage report tickets	41	74	39	31	31	34	31	33	29			
Una	djusted Out	Total # of repair tickets restored in ≤ 24hrs	37	63	33	28	22	28	25	30	27			
of Se	ervice Report	% 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			
Refu	ınds	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 anount of refunds	183.60	81.20	0.00	6.30	6.30	4.40	0.00		0.00			
		-					L.	L.					•	
Ansv	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
	orts,Billing & Non-Billing)	Total # of call seconds to reach live agent												
	standard = 80% of calls ≤ 60	% ≤ 60 seconds												
	onds to reach live agent (w/ a	70 200 00001100											1	
men	u option to reach live agent)													

Primary Utility Contact Information

Name: Georganna Payne	Phone : 559-868-6343	Email: georgannap@ponderosatel.com
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Date Adopted: 7/28/09

ompany name:	Ine	Ponderosa	relephone Co.	U#: 1014-0	<u>C</u>	Report fear:	2021
Reporting Unit Type:	☐ Total Company	✓ Exchange	☐ Wire Center	Reporting Unit	— Name: Friant	_	

				Date filed 05/14/21)			Date filed (08/13/21)			Date filed (11/15/2021	,		Date filed (2/15/22)	
	Measurement (Cor	npile monthly, file quarterly)		st Quarter			2nd Quarte	r		3rd Quarte			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	4.09	3.14	1.90	0.00	0.00	0.00
	allation Interval	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
Min.	standard = 5 bus. days	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
		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
	allation Commitment	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
	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%	100%	100%	100%	100%	100%	0%	0%	0%
Cust	tomers	Acct # for voice or bundle, res+bus	416	417	418	417	416	416	413	412	412	0.0	0,10	
	tomer Trouble Report	rest in ter verse of Barrare, ree Bae			1.0									
		Total # of working lines												
	6% (6 per 100 working lines	Total # of trouble reports												
Standard	for units w/ ≥ 3,000 lines)	% of trouble reports												
ga		Total # of working lines												
tar	8% (8 per 100 working lines	Total # of trouble reports												
	for units w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.		Total # of working lines	830	837	843	842	841	840	840	834	835			
2	10% (10 per 100 working lines	Total # of trouble reports	6	4	5	5	2	4	6	2	3	0	0	0
	for units w/ ≤ 1,000 lines)	% 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%
	•	Total # of outage report tickets	2	1	4	3	1	0	2	2	2	0	0	0
	-4-4	Total # of repair tickets restored in < 24hrs	2	1	4	3	1	0	2	2	2	0	0	0
Adju		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	0%	100%	100%	100%	0%	0%	0%
	of Service Report	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
Min.	standard = 90% within 24 hrs	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	_	-							
		Total # of unadjusted outage report tickets	4	3	4	3	1	0	2	2	2	0	0	0
Una	djusted Out	Total # of repair tickets restored in < 24hrs	2	1	4	3	1	0	2	2	2	0	0	0
of S	ervice Report	% 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
Refu	ınds	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			
													•	
Ansv	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
	orts,Billing & Non-Billing) Min.	Total # of call seconds to reach live agent												
	dard = 80% of calls ≤ 60					1								
	onds to reach live agent (w/ a	% ≤ 60 seconds												1
	u option to reach live agent)													
111011	u option to reach hive agent)	<u> </u>												

Primary Utility Contact Information

Name: Georganna Payne **Phone:** 559-868-6343 Email: georgannap@ponderosatel.com

Date Adopted: 7/28/09

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

	Measurement (Cor	mpile monthly, file quarterly)		Date filed (05/14/21) st Quarter			Date filed (08/13/21) 2nd Quarte	r		Date filed (11/15/2021 3rd Quarte		Date filed (2/15/22) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
l 4-	allation Interval	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
IVIII1.	standard = 5 bus. days	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
l	allation Commitment	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
	standard = 95% commitment	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
	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%	100%	100%	100%	0%	0%	0%
Cust	tomers	Acct # for voice or bundle, res+bus	1644	1653	1663	1684	1687	1701	1705	1711	1712			
Cust	tomer Trouble Report	,												
	6% (6 per 100 working lines	Total # of working lines												
_		Total # of trouble reports												
Standard	for units w/ ≥ 3,000 lines)	% of trouble reports												
βĽ	8% (8 per 100 working lines	Total # of working lines	1671	1682	1696	1733	1772	1811	1828	1833	1836			
taı		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%
Min.	10% (10 per 100 working lines	Total # of working lines												
_	\ \ \ \	Total # of trouble reports												
	for units w/ ≤ 1,000 lines)	% of trouble reports												
	-	Total # of outage report tickets	6	19	5	8	3	8	2	4	4	0	0	0
Adju	entod	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%
	of Service Report 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	6.27	15.18	26.92	0.00	0.00	0.00
win.	standard = 90% Within 24 hrs	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
		Total # of unadjusted outage report tickets	10	23	6	10	6	9	4	4	4	0	0	0
Una	djusted Out	Total # of repair tickets restored in ≤ 24hrs	10	19	5	7	4	7	2	4	4	0	0	0
of S	ervice Report	% 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
Refu	ınds	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			
														-
Ansv	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
	orts,Billing & Non-Billing) Min.	Total # of call seconds to reach live agent												
	dard = 80% of calls ≤ 60							1					1	
	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

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 Ponder	sa Telephone Co.	U#: <u>1014-C</u>	Report Year:	2021
Reporting Unit Type:	☐ Total Company ☑ Exchan	e 🔲 Wire Center	Reporting Unit Name:	Auberry	

	Measurement (Con	npile monthly, file quarterly)	(Date filed (05/14/21) st Quarter			Date filed (08/13/21) 2nd Quarte	r		Date filed (11/15/2021 3rd Quarte	,	Date filed (2/15/22) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		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
	allation Interval	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
Min.	standard = 5 bus. days	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
		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
	allation Commitment	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
	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%	100%	100%	100%	0%	0%	0%
Cust	tomers	Acct # for voice or bundle, res+bus	2058	2066	2063	2062	2057	2058	2041	2054	2056		-	
Cust	tomer Trouble Report	,												
		Total # of working lines												
	6% (6 per 100 working lines	Total # of trouble reports												
Standard	for units w/ ≥ 3,000 lines)	% of trouble reports												
ğ	00/ (0	Total # of working lines	2519	2530	2532	2542	2540	2536	2527	2532	2533			
ā	8% (8 per 100 working lines	Total # of trouble reports	19	33	28	17	8	10	10	17	23	0	0	0
	for units w/ 1,001 - 2,999 lines)	% 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%
Min.	10% (10 per 100 working lines	Total # of working lines												
_	for units w/ ≤ 1,000 lines)	Total # of trouble reports												
	ior units w/ \(\sigma\),000 lines)	% of trouble reports												1
		Total # of outage report tickets	10	23	8	8	4	3	6	9	6	0	0	0
۸diu	isted	Total # of repair tickets restored in ≤ 24hrs	10	23	8	8	4	3	6	9	6	0	0	0
	of Service Report	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	0%	0%
	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	63.43	95.32	39.63	0.00	0.00	0.00
IVIII I.	Standard - 90 % Within 24 his	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									
		Total # of unadjusted outage report tickets	11	26	10	9	4	4	7	9	13	0	0	0
Una	djusted Out	Total # of repair tickets restored in ≤ 24hrs	10	24	9	9	4	4	6	9	11	0	0	0
of S	ervice Report	% 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
Refu	ınds	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			
Ansv	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
	orts,Billing & Non-Billing) Min.	Total # of call seconds to reach live agent												i
	dard = 80% of calls ≤ 60	% ≤ 60 seconds												ĺ
	onds to reach live agent (w/ a											•		
men	u option to reach live agent)													

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

				Date filed			Date filed			Date filed			Date filed	
	Mossurement (Con	npile monthly, file quarterly)		(05/14/21)			(08/13/21)			(11/15/2021)			(2/15/22)	
	weasurement (Con	inplie monthly, me quarterly)	1	st Quarter			2nd Quarte	r		3rd Quarter	r		4th Quarte	r
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Ineta	allation Interval	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
	standard = 5 bus. days	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
IVIIII.	standard – 5 bus. days	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
Inata	allation Commitment	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
	standard = 95% commitment	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
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	0%	0%	100%	100%	100%	0%	100%	0%	100%	0%	0%	0%
Cust	tomers	Acct # for voice or bundle, res+bus	28	28	30	29	29	29	30	32	33			
Cust	tomer Trouble Report													
	6% (6 per 100 working lines	Total # of working lines												
_	for units w/ ≥ 3,000 lines)	Total # of trouble reports												
Standard	ior units w/ ≥ 3,000 lines)	% of trouble reports												
ğ	8% (8 per 100 working lines	Total # of working lines												
ţa	for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	lor units w/ 1,001 - 2,999 lines)	% of trouble reports												
ı≒	10% (10 per 100 working lines	Total # of working lines	77	76	77	76	80	79	82	84	84			
_	for units w/ ≤ 1,000 lines)	Total # of trouble reports	0	0	1	0	0	0	0	0	0	0	0	0
	ior units w/ \(\sigma\),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
Adju	estad	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.	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
Una	djusted 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	ınds	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			
Ansv	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
Repo	orts,Billing & Non-Billing) Min.	Total # of call seconds to reach live agent												
stan	dard = 80% of calls ≤ 60													
seco	onds to reach live agent (w/ a	% ≤ 60 seconds					I	I					l	<u> </u>
men	u option to reach live agent)													

Primary Utility Contact Information

Name:	Georganna Payne	Phone: <u>559-868-6343</u>	Email: <u>georgannap@ponderosatel.com</u>

Date Adopted: 7/28/09

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

	Management (Com	and the second blood of the second on the		Date filed (05/14/21)			Date filed (08/13/21)			Date filed (11/15/2021)		Date filed (2/15/22)	
	Measurement (Cor	npile monthly, file quarterly)		st Quarter		2nd Quarter				3rd Quarte	r		4th Quarter	r
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inct	allation Interval	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
	standard = 5 bus. days	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
IVIIII.	standard – 5 bus. days	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
Inate	allation Commitment	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
	standard = 95% commitment	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
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%	100%	100%	0%	0%	0%
Cus	tomers	Acct # for voice or bundle, res+bus	244	245	247	249	251	250	250	250	251		1	
Cus	tomer Trouble Report												1	
	6% (6 per 100 working lines	Total # of working lines												
l _	for units w/ ≥ 3.000 lines)	Total # of trouble reports											1	
Standard	for units w/ ≥ 3,000 lines)	% of trouble reports												
ğ	8% (8 per 100 working lines	Total # of working lines											1	
ţa	for units w/ 1.001 - 2.999 lines	Total # of trouble reports												
	for units w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.	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
	ior units w/ \(\sigma\),000 lines)	% 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%
		Total # of outage report tickets	7	2	7	4	0	0	1	1	0	0	0	0
Adju	ustad	Total # of repair tickets restored in ≤ 24hrs	7	2	7	4	0	0	1	1	0	0	0	0
	of Service Report	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	0%	0%	100%	100%	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	5.07	18.90	0.00	0.00	0.00	0.00
IVIII I.	Standard - 90 /6 Within 24 his	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									
		Total # of unadjusted outage report tickets	7	2	8	4	0	0	1	1	0	0	0	0
Una	djusted Out	Total # of repair tickets restored in ≤ 24hrs	7	2	7	4	0	0	1	1	0	0	0	0
of S	ervice Report	% 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
Refu	ınds	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			
Answer Time (Trouble Reports,Billing & Non-Billing) Min. standard = 80% of calls ≤ 60		Total # of calls for TR, Billing & Non-Billing												
		Total # of call seconds to reach live agent												
		% ≤ 60 seconds												
	onds to reach live agent (w/ a	7. 2 00 0000.130					ı	1				1		
men	u option to reach live agent)	J												

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 Name:	North Fork	

Section Sec		Measurement (Con	npile monthly, file quarterly)	(Date filed (05/14/21) st Quarter			Date filed (08/13/21) 2nd Quarte	r		Date filed (11/15/2021 3rd Quarte	,	Date filed (2/15/22) 4th Quarter		
Installation Interval Total # of Dusiness days					Mar									Dec	
Min. standard = 5 bus. days Total # of service orders 8.00 4.00 15.00 2.00 17.00 14.00 11.00 8.00 10.00 0.00 0.00			Total # of business days	17.84	8.33	24.72			36.63	29.51			0.00	0.00	0.00
Installation Commitment Nin. standard = 95% commitment Total # of installation commitment met S. 0.0			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
Installation Commitment Min. standard = 95% commitment met 100 # of installation commitment met 100 # of installation commitment missed 0.00 0.0	Min.	standard = 5 bus. days	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
Min. standard = 95% commitment mised			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
Min. standard 9 99% commitment missed met with m			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
Section Sec		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
Customer Trouble Report	met														0%
Customer Trouble Report	Cust	tomers	Acct # for voice or bundle, res+bus	1546	1550	1556	1553	1563	1571	1575	1583	1580			
Total # of trouble reports Total # of tr	Cust	tomer Trouble Report	,												
Total # of trouble reports Total # of tr			Total # of working lines												
For units w 2 3,000 lines		` .													
Total # of working lines 10% (10 per 100 working lines 100	힏	for units w/ ≥ 3,000 lines)	% of trouble reports												
Total # of working lines 10% (10 per 100 working lines 100	βğ	8% (8 per 100 working lines		1721	1724	1731	1739	1761	1774	1786	1793	1793			
Total # of working lines 10% (10 per 100 working lines 100	tar		Total # of trouble reports	16	31	18	8	15	15	19	17	14	0	0	0
Total # of trouble reports Solution S			% of trouble reports	1%	1.80%	1.04%	0.46%			1.06%	0.95%	0.78%	0.00%	0.00%	0.00%
Total # of trouble reports Solution S	I≟		Total # of working lines												
Adjusted Out of Service Report Min. standard = 90% within 24 hrs Total # of repair tickets restored in ≤ 24hrs 6 11 6 4 8 7 6 9 6 0 0	_		Total # of trouble reports												
Adjusted Out of Service Report Min. standard = 90% within 24 hrs Min. standard = 80% of calls ≤ 60 Monthly amount of refunds Min. standard = 80% of calls ≤ 60 Monthly amount of standard = 80% of calls ≤ 60 Monthly amount of standard = 80% of calls ≤ 60 Monthly amount of standard = 80% of calls ≤ 60 Monthly amount of standard = 80% of calls ≤ 60 Monthly amount of standard = 80% of calls ≤ 60 Monthly amount of standard = 80% of calls ≤ 60 Monthly amount of standard = 80% of calls ≤ 60 Monthly amount of standard = 80% of calls ≤ 60 Monthly amount of standard = 80% of calls ≤ 60 Monthly amount of standard = 80% of calls ≤ 60 Monthly amount of standard = 80% of calls ≤ 60 Monthly amount of standard = 80% of calls ≤ 60 Monthly amount of standard = 80% of calls ≤ 60 Monthly amount of standard = 80% of calls ≤ 60 Monthly amount of standard = 80% of calls ≤ 60 Monthly amount of standard = 80% of calls ≤ 60 Monthly amount of standard = 80% of calls ≤ 60 Monthly amount of standard = 80% of calls ≤ 80 Monthly amount of standard = 80% of calls ≤ 80 Monthly		for units w/ ≤ 1,000 lines)	% of trouble reports												
Adjusted Out of Service Report % of repair tickets restored ≤ 24 Hours 100% 100% 100% 100% 100% 100% 100% 100% 0% 0% Min. standard = 90% within 24 hrs Min. standard = 90% within 24 hrs Moderate 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 <td></td> <td></td> <td>Total # of outage report tickets</td> <td>6</td> <td>11</td> <td>6</td> <td>4</td> <td>8</td> <td>7</td> <td>6</td> <td>9</td> <td>6</td> <td>0</td> <td>0</td> <td>0</td>			Total # of outage report tickets	6	11	6	4	8	7	6	9	6	0	0	0
Out of Service Report % of repair tickets restored ≤ 24 Hours 100%	۸۵:	ento d	Total # of repair tickets restored in ≤ 24hrs	6	11	6	4	8	7	6	9	6	0	0	0
Min. standard = 90% within 24 hrs Sum of the duration of all outages (hh:mm) 53.27 130.57 46.87 13.47 75.38 32.85 650.93 64.75 52.40 0.00 0.00			% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	0%	0%
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			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
Unadjusted of Service Report Out of Service Report Total # of unadjusted outage report tickets 6 18 6 4 9 7 11 12 8 0 0 Of Service Report Unadjusted of General Form of Service Form	win.	standard = 90% Within 24 hrs	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
Unadjusted of Service Report Out of Service Report Total # of repair tickets restored in ≤ 24hrs 6 17 6 4 8 7 9 10 8 0 0 % of repair tickets restored ≤ 24 Hours 100% 94% 100% 89% 100% 82% 83% 100% 0%			Indicate if catastrophic event is in a month	no	no	no									
of Service Report % of repair tickets restored ≤ 24 Hours 100% 94% 100% 89% 100% 82% 83% 100% 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			Total # of unadjusted outage report tickets	6	18	6	4	9	7	11	12	8	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	Una	djusted Out	Total # of repair tickets restored in ≤ 24hrs	6	17	6	4	8	7	9	10	8	0	0	0
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	of S	ervice Report	% of repair tickets restored ≤ 24 Hours	100%	94%	100%	100%	89%	100%	82%	83%	100%	0%	0%	0%
Number of customers who received refunds 0 0 0 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	650.93	286.20	53.77	0.00	0.00	0.00
Monthly amount of refunds 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)	8.88	9.83	7.81	3.37	70.57	4.69	59.18	23.85	6.72	0.00	0.00	0.00
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 % ≤ 60 seconds	Refu	ınds													
Reports,Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 % < 60 seconds			Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
Reports,Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 % < 60 seconds				•	•		•	•	•		•	•	•	•	
Reports,Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds	Ansv	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
standard = 80% of calls ≤ 60			Total # of call seconds to reach live agent												
1% < 60 seconds							1		 				1		
ISECUTIUS ID TEGLIT TIVE QUETIL TW/ q			% ≤ 60 seconds												
menu 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 Name:	Big Creek	

	Magaurament (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)	
	Measurement (Cor	npile monthly, file quarterly)	1	st Quarter		2nd Quarter			3rd Quarter			4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inct	allation Interval	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
	standard = 5 bus. days	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
IVIII I.	standard – 5 bus. days	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
Inata	allation Commitment	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
	standard = 95% commitment	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
	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%	100%	100%	100%	0%	0%	0%
Cus	tomers	Acct # for voice or bundle, res+bus	323	322	320	324	330	335	342	350	353			
Cus	tomer Trouble Report													
	6% (6 per 100 working lines	Total # of working lines												
_	` .	Total # of trouble reports												1
Standard	for units w/ ≥ 3,000 lines)	% of trouble reports												
ğ	00/ (0 400	Total # of working lines												
ţa	8% (8 per 100 working lines	Total # of trouble reports												
	for units w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.	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
	for units w/ ≤ 1,000 lines)	% 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%
	•	Total # of outage report tickets	2	1	2	1	5	10	5	5	2	0	0	0
۸ ما: .	ısted	Total # of repair tickets restored in ≤ 24hrs	1	0	2	1	5	9	5	4	2	0	0	0
	of Service Report	% of repair tickets restored ≤ 24 Hours	50%	0%	100%	100%	100%	90%	100%	80%	100%	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	77.55	59.48	10.27	0.00	0.00	0.00
wiin.	standard = 90% Within 24 hrs	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									
		Total # of unadjusted outage report tickets	2	1	3	1	10	14	6	5	2	0	0	0
Una	djusted Out	Total # of repair tickets restored in ≤ 24hrs	1	0	2	1	5	10	5	4	2	0	0	0
of S	ervice Report	% of repair tickets restored ≤ 24 Hours	50%	0%	67%	100%	50%	71%	83%	80%	100%	0%	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	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	0.00
Refu	ınds	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			
						•						•		
Answer Time (Trouble Reports,Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a		Total # of calls for TR, Billing & Non-Billing												
		Total # of call seconds to reach live agent												
														
		% ≤ 60 seconds												<u> </u>
	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	☐ Wire Center	Report	ng Unit Name:	Cima	

Second		Measurement (Con	npile monthly, file quarterly)	(Date filed 05/14/21) st Quarter		Date filed (08/13/21) 2nd Quarter				Date filed (11/15/2021 3rd Quarter		Date filed (2/15/22) 4th Quarter		
Installation Interval Min. slandard = 50% commitment Min. s				Jan	Feb	Mar	Apr	May	Jun				Oct	Nov	Dec
Min. standard = 6 bus, days Iotal # of service orders	Inct	allation Interval	Total # of business days				0.00					0.00	0.00	0.00	0.00
Installation Commitment Min. standard = 95% commitment Total # of installation commitment met Total # of installation commitment met Total # of installation commitment mines # On O O O O O O O O O O O O O O O O O O			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
Installation Commitment met m	IVIIII.	standard – 5 bus. days		0.00	0.00	0.00	0.00	0.00	0.00		0.00	0.00	0.00	0.00	0.00
Min. standard = 95% commitment Total # of installation commitment missed 0.00	Inata	llation 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
Description			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
Second Service Report		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
Total # of working lines Total # of working	met		% of commitment met	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Total # of working lines for units w ≥ 0,000 lines Total # of working lines for units w ≥ 0,000 lines Total # of trouble reports Total # of working lines Total	Cus	tomers	Acct # for voice or bundle, res+bus	34	35	35	34	33	33						1
Total # of Trouble reports Section Sect	Cus	tomer Trouble Report													
Total # of trouble reports For units w/ ≥ 3,000 lines Se (8 per 100 working lines for units w/ 1,001 - 2,999 lines) Se (8 per 100 working lines for units w/ 1,001 - 2,999 lines) Se (7 trouble reports 1		6% (6 per 100 working lines	Total # of working lines												
Solid Form So	_		Total # of trouble reports												
Variety Var	ard	for units w/ ≥ 3,000 lines)	% of trouble reports												1
Variety Var	ğ	00/ /0 === 100	Total # of working lines												
Variety Var	ţa		Total # of trouble reports												
Total # of working lines for units w/ ≤ 1,000 lines Total # of trouble reports 1		lor units w/ 1,001 - 2,999 lines)	% of trouble reports												1
Total # of trouble reports 1	ΙĘ	10% (10 per 100 working lines	Total # of working lines	43	40	40	39	40	40						1
Adjusted Adjusted Out of Service Report Min. standard = 90% within 24 hrs Unadjusted Out of Service Report White is a month of the duration of all outages (hh:mm) Total # of outage report tickets Total # of outage report tickets 1 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	_		Total # of trouble reports	1	1	1	0	1	0	0	0	0	0	0	0
Adjusted Out of Service Report Min. standard = 90% within 24 hrs Min. standard = 80% of calls \$60 seconds to reach live agent (w/a) Total # of repair tickets restored in ≤ 24 Hours 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%		for units w/ ≤ 1,000 lines)	% 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%
Adjusted Out of Service Report Min. standard = 90% within 24 hrs Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a standa			Total # of outage report tickets	1	0	1	0	0	0	0	0	0	0	0	0
Out of Service Report % of repair tickets restored \$24 Hours 100% 0% <td>۸ al:.</td> <td>ented</td> <td>Total # of repair tickets restored in ≤ 24hrs</td> <td>1</td> <td>0</td>	۸ al:.	ented	Total # of repair tickets restored in ≤ 24hrs	1	0	0	0	0	0	0	0	0	0	0	0
Min. standard = 90% within 24 hrs Sum of the duration of all outages (nh:mm) 17.95 0.00 669.98 0.00 0			% of repair tickets restored ≤ 24 Hours	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Avg. outage duration (hh:mm) Indicate if catastrophic event is in a month Indicate if catastrophic event is in a month Total # of unadjusted outage report tickets 1 1 1 1 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0			Sum of the duration of all outages (hh:mm)	17.95	0.00	669.98	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total # of unadjusted outage report tickets 1	iviin.	standard = 90% Within 24 hrs	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
Unadjusted of Service Report Out of Service Report Total # of repair tickets restored in ≤ 24hrs 1 0			Indicate if catastrophic event is in a month	no	no	no									1
of Service Report % of repair tickets restored ≤ 24 Hours 100% 0% <t< td=""><td></td><td></td><td>Total # of unadjusted outage report tickets</td><td>1</td><td>1</td><td>1</td><td>0</td><td>1</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></t<>			Total # of unadjusted outage report tickets	1	1	1	0	1	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.	Una	djusted Out	Total # of repair tickets restored in ≤ 24hrs	1	0	0	0	0	0	0	0	0	0	0	0
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	of S	ervice Report	% of repair tickets restored ≤ 24 Hours	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Number of customers who received refunds 4 1 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
Monthly amount of refunds 183.60 81.20 0.00 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
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a	Refu				1			0	0						1
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a			Monthly amount of refunds	183.60	81.20	0.00	0.00	0.00	0.00						
Reports, Billing & Non-Billing) Min. Standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a seconds second seconds second seconds second				•		•		•	•						•
Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a seconds second seconds	Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a		Total # of calls for TR, Billing & Non-Billing												
standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a			Total # of call seconds to reach live agent												
seconds to reach live agent (w/ a							1						1	-	
			% ≤ 60 seconds												

Primary Utility Contact Information

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