

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

Company Name: The Ponderosa Telephone Co.

U#: 1014-C

Report Year: 2022

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Total Company

Measurement (Compile monthly, file quarterly)		Date filed (05/13/22)			Date filed (08/15/22)			Date filed (11/15/2022)			Date filed (2/15/23)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	149.23	74.29	116.26	140.36	210.92	108.29						
	Total # of service orders	43.00	31.00	54.00	77.00	151.00	83.00						
	Avg. # of business days	3.47	2.40	2.15	1.82	1.40	1.30						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	43.00	31.00	54.00	77.00	151.00	83.00						
	Total # of installation commitment met	43.00	31.00	54.00	76.00	151.00	83.00						
	Total # of installation commitment missed	0.00	0.00	0.00	1.00	0.00	0.00						
Customers	Acct # for voice or bundle, res+bus	6460	6451	6400	6386	6356	6349						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	5911	5936	5959	6024	6070	6110					
		Total # of trouble reports	41	57	40	43	59	32					
		% of trouble reports	1%	0.96%	0.67%	0.71%	0.97%	0.52%					
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	1521	1535	1543	1677	1730	1789					
		Total # of trouble reports	14	11	17	11	12	33					
		% of trouble reports	1%	0.72%	1.10%	0.66%	0.69%	1.84%					
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	26	27	29	22	42	24						
	Total # of repair tickets restored in ≤ 24hrs	24	27	29	21	39	21						
	% of repair tickets restored ≤ 24 Hours	92%	100%	100%	95%	93%	88%						
	Sum of the duration of all outages (hh:mm)	310.80	143.93	151.68	191.28	312.84	921.54						
	Avg. outage duration (hh:mm)	11.95	5.33	5.23	8.69	7.45	38.40						
Indicate if catastrophic event is in a month													
Unadjusted Out of Service Report	Out	Total # of unadjusted outage report tickets	28	37	32	27	48	28					
		Total # of repair tickets restored in ≤ 24hrs	24	34	30	26	41	23					
		% of repair tickets restored ≤ 24 Hours	85.71%	91.89%	93.75%	96.30%	85.42%	82.14%					
		Sum of the duration of all outages (hh:mm)	415.73	379.70	567.70	256.10	889.47	1781.18					
		Avg. outage duration (hh:mm)	14.85	10.26	17.74	9.49	18.53	63.61					
Refunds	Number of customers who received refunds	0.00	0.00	0.00	0.00	0.00	0.00						
	Monthly amount of refunds	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 menu option to reach live agent)		Total # of calls for TR, Billing & Non-Billing											
		Total # of call seconds to reach live agent											
		% ≤ 60 seconds											

Primary Utility Contact Information

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Date 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)